



NICE Playback Portal

Making Upgrades Manageable

NICE Playback Portal: Fast and painless upgrade

NICE Playback Portal is the gamechanging solution that completely eliminates the challenges of upgrade and consolidation. Designed to facilitate smooth upgrades to the NICE Engage Platform, Playback Portal provides a single, straightforward point of access - from within Engage itself - to recorded interactions from multiple legacy systems. Users can query and playback both historical calls and their latest interactions, seamlessly and coherently. There is no longer a need to migrate databases or alter outdated solutions to communicate with one another, dramatically cutting the time and complexity of an upgrade to NICE Engage.

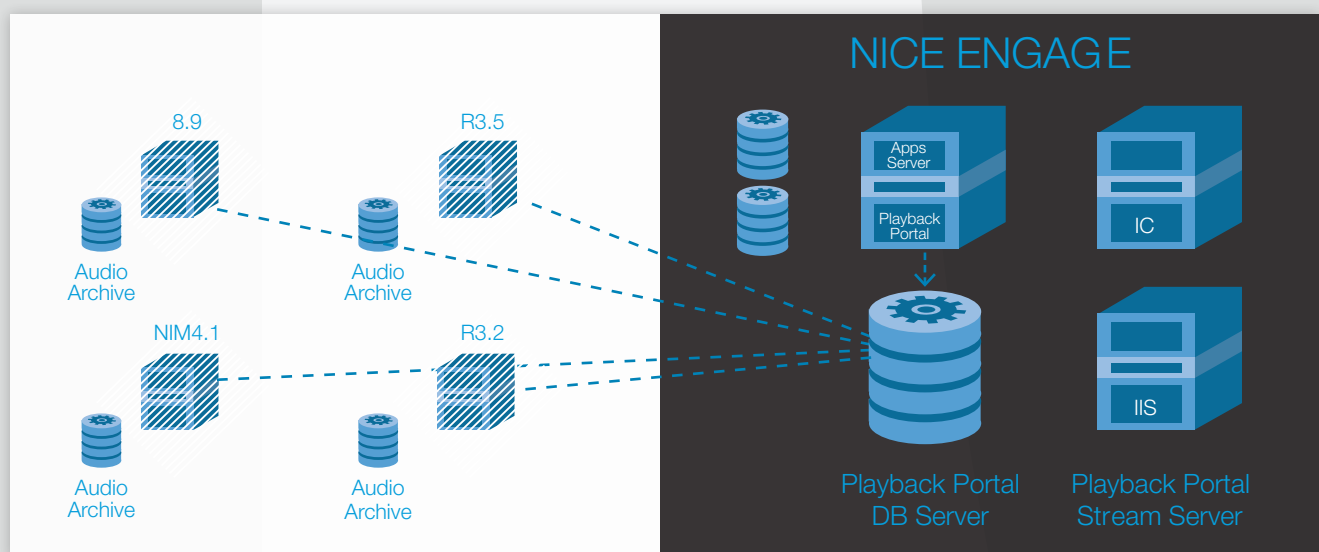
How Does It Work?

The NICE Playback Portal replaces complex standard upgrade and consolidation with transparent and instant historical continuity, primarily in the following cases:

- Upgrading from NICE CLS 8.9 to NICE Engage
- Upgrading from NICE Perform 3.X / NICE Interaction Management 4.1 to NICE Engage
- Consolidation of several source system databases into one centralized application
- Merging existing systems into a deployed Engage Platform solution

Each database imported into the Playback Portal is quickly and easily configured for interaction with Engage. From that point on, the database can be queried and recordings can be played from the Playback Portal tab in the Engage Platform as easily as in the legacy environment.

NICE Engage with Playback Portal



The key is the ability to playback legacy recordings directly from within the NICE Engage platform. One server, the Stream Server (with IIS Media Services), handles all playback requests and hosts the Playback Portal services, while the other, the Database Server, is dedicated to legacy databases.

Staying in business is staying up-to-date

For effective results from the sophisticated and complex technologies your contact center depends on, they need to be periodically updated.

At times, this means a full upgrade and data migration, bringing past data and services into a new technological environment. At other times - when different legacy technologies are combined, during a company expansion, or after separate contact centers are integrated - distinct databases need to be consolidated into a single, coherent format. Whether it's an upgrade or a consolidation, however, the transition to a new solution is a challenge for most companies.



Time is always a factor

In order to minimize the impact on day-to-day operations, most upgrade or consolidation activities are limited to weekends and off-hours. This can lead to a lengthy process taking weeks or even months. Such drawn out processes negatively impact time-to-value, can lead to disruptions and distractions, and require man-hours.



Downtime

Whether during contact center office hours or not, upgrade or consolidation can require company downtime. Such a slowdown or interruption of service is bound to have negative business implications, possibly affecting everything from supply chains to customer satisfaction.



How complexity creates risk, stress and waste

The process is also highly complex and resource intensive. When data from disparate systems needs to be consolidated or migrated, a host of complex internal mergers creates a risk to your records. Data may be lost, corrupted or made inaccessible if the process is mishandled.



A taxing experience

Upgrade and consolidation often involve a large team of both internal and external personnel. And if your employees are busy with a upgrade, they are certainly not getting other work done.

Considering the pace of technological development today, all of this may need to be repeated within a very short time. Needless to say, this can be a taxing experience for all concerned.

Avoiding it will make it worse

So, you may be tempted to avoid the whole thing. But this has a price as well - quite literally. Very quickly, you will incur a startlingly high total cost of ownership (TCO) to maintain outdated or incompatible systems. Enterprise business processes become increasingly inefficient, with duplicated effort and wasted resources devoted to work-arounds, which in turn cause employee frustration and harm your business. Eventually, such technologies reach their end-of-life, when support and integration is no longer even an option. An upgrade at that point can be even more complex and costly, by orders of magnitude.

Playback Portal: Painless upgrades, maximum business continuity

NICE Playback Portal is the solution for maximum business continuity during upgrade to NICE Engage Platform, but also for day-to-day postupgrade operations.



SPEED - NICE Playback Portal installation and configuration is simple, quick and easy. Legacy databases are not migrated, so you can perform upgrades or consolidation without any downtime and during normal working hours.



TRANSPARENCY - Full transparency between source databases and the target platform provides fast and direct access to historical recordings from within the Playback Portal interface. For research or consumer compliance queries, for example, the results are clear and always available.



SIMPLICITY - NICE Playback Portal is an integral part of an upgrade to the Engage Platform, providing a simple solution to incorporating legacy recordings. Long after the upgrade, the Playback Portal continues to be an easy-to-use single access point for all legacy and current recordings.



SCALABILITY - access to up to 30 legacy databases. Databases can be added at once or incorporated gradually. With Playback Portal managing the consolidated legacy databases, the source systems can be decommissioned completely.

About NICE systems

NICE (NASDAQ: NICE) is the worldwide leader of software solutions that deliver strategic insights by capturing and analyzing mass quantities of structured and unstructured data in real time from multiple sources, including, phone calls, mobile apps, emails, chat, social media, and video. NICE solutions enable organizations to take the Next-Best-Action to improve customer experience and business results, ensure compliance, fight financial crime, and safeguard people and assets. NICE solutions are used by over 25,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies.