

# The Essentials of 100% Recording



CFPB has identified the following violations of law: (1) **Falling to maintain and provide records** and information relevant to the Bureau examination...

Cash America consent order, Nov 2013 CFPB



A large organization to refund \$210M to customers for deceptive marketing

A financial organization to pay \$135M over card practices

A large bank to pay \$180M in fines and customer refunds



Infractions occur during customer interactions in the contact center

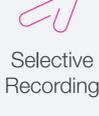
When recording for regulatory compliance, organizations must make sure no calls are lost – ever!

How can you accomplish that?

Here are the essentials:

## 1

### Recording Component Resiliency



Selective Recording



Total Recording



100% Recording!

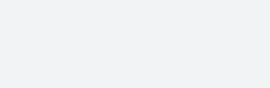
#### Pool of Recorders

Recorder Pool  
In case of an active server failure, its recording channels are divided within the pool



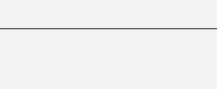
#### N+1 Recording

N Recording Servers  
In the event of an active server failure, the spare activates and assumes its place



#### Dual Recording

Recording Pair  
Every call is recorded twice and archived once, ensuring 100% recording even during recorder failure!



## Application Layer Component Resiliency

## 2

Every application layer component should have local resiliency ensuring no single points of failure

- ✓ CTI Resiliency
- ✓ Application Resiliency
- ✓ Database Resiliency



No single points of failure

## 3

### Disaster Recovery Support

Supporting data center consolidation while maintaining 100% recording



In order to swiftly recover from disasters, quick and full data center failover

is a must

### Real-time Monitoring

## 4

Monitoring system performance and responding in real time for maintaining 100% recording.

### Holistic Monitoring



## NICE Engage Platform for 100% recording!



Don't lose a single interaction!

NICE is used by more than 80 of the Fortune 100 companies. Visit <http://www.nice.com/compliance-call-recording> for more information about 100% recording.