



# CXone RECORDING

For more simple, efficient, and flexible recording.

Today's contact center is increasingly challenged to do it all, for less. Organizations are facing new contact channels, heavy compliance requirements and challenging customer expectations. At the same time, ongoing technology needs – deployment, software integration, updating and upscaling and system maintenance – cannot be ignored.

To adapt and adjust to the shifting demands of the fast-paced modern contact center, you need reliable solutions that can suit the needs of your users, while minimizing Total Cost of Ownership (TCOs).

With CXone Recording, you can leave the infrastructure, management and maintenance of your recording solution to us. You can skip the lengthy software or hardware deployment and get started quickly, for a faster ROI and a better customer experience.

CXone Recording offers unparalleled flexibility to suit your needs.

CXone Recording eliminates the need to manage your organizations complex IT infrastructure and technologies. The most complete and flexible solution on the market, CXone Recording offers an unparalleled ability to record voice interactions and agents screens that is integrated with InContact.

Part of a strong suite of best-in-class solutions, CXone Recording also powers quality management activities to ensure that the customer experience you offer is optimal.

# Realize the Advantages of Cloud-Based Recording

A single solution to capture, archive and replay interactions to ensure efficiency.

## Key advantages:



**Record Voice & Screen** – capture, archive, monitor and easily evaluate audio interactions, and screen activity on multiple screens using web RTC.



**Compliance by design** – to help organizations comply with the most stringent industry's regulation, thanks to dedicated manual or automatic pause and resume mechanisms for PCI DSS, and encryption to mask sensitive portions of interactions for compliance and security purposes.



**Google like search and easy playback** – provides unstructured and auto-suggest capabilities that are “google-like” and supports complex queries with multi-faceted search terms, across all interactions to reduce labor and increase productivity for QA, Auditing and Supervisor personnel.



**Optimized archiving** – with short and long term storage for better resources management and control on costs.



**Fully Integrated with CXone Quality Management** – to allow simple agent calibration and evaluation through a single user interface



**Eliminate the obstacles of ageing systems** - always use the latest and best software versions available, thus removing the need to perform upgrades and/or manage multiple systems.





# Empower your business in the cloud



## FLEXIBILITY

No more need for monolithic applications. With CXone Recording, chose a solution that adapts exactly to what you need.

- Pay as you go according to storage usage and number of users
- Short term and long term archiving to suit your needs
- Services Auto scale



## SIMPLICITY

Designed to allow you to quickly and securely adopt the suite of CXone applications.

- Integrated with InContact contact center infrastructure
- Ease of Use
- A single user interface
- Integrated with CXone Quality Management



## SECURITY & COMPLIANCE

Leveraging industry leading mechanisms and an end-to-end approach to security.

- Pause & resume mechanisms
- End-to-end media encryption
- Based on AWS (Amazon Web Services)



## About NICE

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.

877-404-9909  
[www.nice.com](http://www.nice.com)