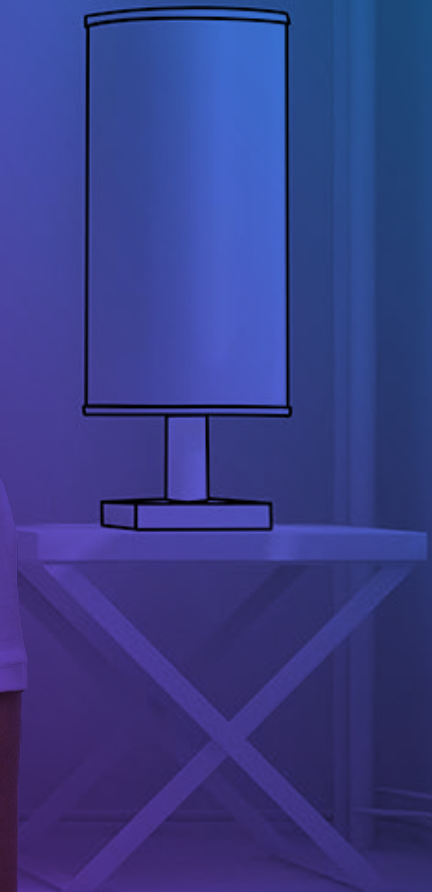




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WORK FROM  
ANYWHERE.  
ENSURE  
QUALITY.  
STAY  
COMPLIANT.

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## Home is where the heart is; the heart of your business

2020 has taught us that we can do things differently. And, as we settle into our new routine and embrace the new normal, we know that some of these new practices are here to stay. For contact centers, this means that the work from home trend is no longer a temporary fix. While only 14% of contact centers supported a remote work environment before COVID-19, more than 51% plan to permanently adopt this approach as a post-epidemic business model. However, the quality of service and customer experience cannot be compromised, even when agents are working from home.

## Reduce compliance and policy violation risk

The remote working approach has introduced various new challenges, from connectivity and business continuity, to lack of supervision and a growing risk of policy or regulation non-compliance. With agents working away from the office, it is therefore more important than ever to make sure that interactions are recorded, stored, and managed, in compliance with regulatory requirements. As these requirements - including MiFID II, privacy regulations, PCI DSS, and internal policies - are also becoming more extensive and stricter, a centralized solution for monitoring and managing all compliance and policy adherence issues is critical for maintaining service quality and avoiding risk.

## Closing remote work loopholes and ensuring top customer experience

NICE Compliance Center is now augmented with a new Internal Policy Adherence package to support the shifting needs of contact centers in the remote work environment. The new package reduces compliance and security risk by allowing managers to monitor agents' desktop activities, and by providing notifications of unauthorized events, while ensuring that consumer experience policies are met.

The Compliance Centers Internal Policy Adherence package integrates seamlessly into existing NICE systems, providing visibility and peace of mind by closing remote work loopholes, keeping operations clean, and protecting customer data.

## A watchful eye, anywhere

The following are examples of the policy adherence violations that the Compliance Center's Internal Policy Adherence package can identify:



Agent access to customers' sensitive data outside of an interaction with the customer



Agent usage of unauthorized applications or websites



Agent access to customers' sensitive data during off-shift hours



Agent keeping customer "on hold" beyond policy limits

## About NICE

NICE (Nasdaq:NICE) is the worldwide leading provider of both cloud and on-premises enterprise software solutions that empower organizations to make smarter decisions based on advanced analytics of structured and unstructured data. NICE helps organizations of all sizes deliver better customer service, ensure compliance, combat fraud and safeguard citizens. Over 22,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies, are using NICE solutions.

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