NiceCall®
Focus III
FOR CONTACT
CENTERS

NICE realizes that small-to-medium sized contact centers need sophisticated recording solutions that will provide total recording and quality management capabilities. In the past such sites had to compromise on price, capabilities and quality. Now NICE's market-leading solutions are available to meet the requirements of this important market segment.

NiceCall Focus III is NICE's new solution for small and medium contact centers as well as multi-site installations. NiceCall Focus III is a powerful, cost-effective solution that utilizes advanced PCI technology and is packaged in a single box. NICE's market-leading solutions now include NiceCall Focus III's affordable, advanced applications for small and medium sized contact centers, without any loss of functionality and without any need to compromise.

Insight from Interactions

NICE

NICE, the acknowledged market leader with the industry's largest installed base (23,000 customers world-wide), is proud to present NiceCall Focus III, the ideal solution for contact centers that require high-quality, top-grade applications and advanced management tools on a highly-reliable platform at an affordable price.

NiceCall Focus III offers small and medium contact centers a sophisticated yet simple to operate one box solution for total recording, as well as total recording with integrated quality monitoring (QM).

NIiceCall Focus III is the optimal solution for multi-site environments, supporting distributed and remote branch architectures, its open architecture allowing it to integrate effortlessly with existing infrastructures.

NICE offers the confidence that comes from a solution supplied by the acknowledged market leader, and NiceCall Focus III provides the advanced capabilities that every call center requires, regardless of size.

THE SINGLE-SERVER, POWERFUL NiceCall Focus III OFFERS A WIDE RANGE OF BENEFITS:

- Long-term solution utilizing upon NICE cutting-edge PCI-based voice recording boards.

- Enhanced system security utilizing Microsoft Windows XP SP2, personal firewall and full integration with NICE privileges mechanism.

- Low total cost of ownership - Space-saving, fully-featured, long-term, single-box solution with low maintenance requirements.

- Easy integration with existing infrastructure.

- Flexible, user-friendly applications with intuitive user interface – get working faster and do more, more easily.

- Fast and easy access to and retrieval of calls.

- Integration with centralized enterprise storage, using NICE Storage Center, makes NiceCall Focus III the ideal solution for distributed sites.

- Tool-free maintenance for cheaper long-term use.

MAJOR NEW NiceCall Focus III FEATURES INCLUDE:

- New cutting-edge NICE PCI board technology.

- Advanced Quality Monitoring applications.

- Up-to-48 channels per unit.

- Unmatched on-line capacity - up to 50,000 hours. standard with default G.729 compression.

- Mixed interface support - recording analog and digital interfaces in the same box.

- Extended redundancy options including RAID1 in addition to the redundant power supply and dual archiving options.

- Optional CDR/CTI integration with major switch vendors.

- Open architecture - Runs on Window XP professional with SP2, SQL 2000, industry standard G.729 compression.

- Tool-free maintenance enabling reduced Mean Time To Repair (MTTR).