



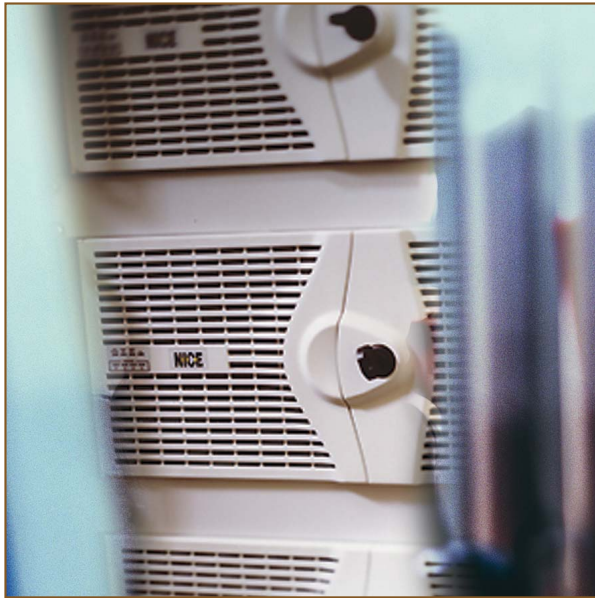
HIGH-DENSITY NICELOG AUDIO CAPTURE

YOUR BUSINESS NEED

You need to capture, analyze and get insights from a large number of interactions between you and the public, whether for legal compliance and dispute-resolution reasons or to further improve operational efficiency. You want an easy-to-use, future-proof recording solution that works with all traditional and new telephony interfaces, as well as radio channels, that can be used for advanced audio analysis and provides maximum storage with a minimal footprint and lowest cost.

Insight from Interactions

NICE



NICE PROVIDES THE ANSWER: THE HIGH-DENSITY NICELOG®

The state-of-the-art, High Density NiceLog® Audio Capture Platform builds on proven NICE technology used worldwide in command and control centers and air traffic control centers, and provides a complete, reliable and robust solution to audio recording problems. Utilizing a new PCI-based architecture, NiceLog provides a future-proof, digital, multimedia recording platform with a wide range of scaleable recording solutions.

NiceLog serves as the system voice capture and logging unit. It supports a wide range of telephony interfaces including analog, digital, E1/T1, radio and SCSA. The high-density NiceLog uses familiar application software, and the user is unaware of which voice capture method is being used. NICE PCI-based architecture allows a remarkably high density of recording within a single unit, reducing footprint size and total cost of ownership.

The High-Density NiceLog utilizes NICE's leading-edge board technology for stereo recording, separating call takers and callers voices to make extended audio analysis (including word spotting, emotion detection and talk analysis) possible in a single unit.

BENEFITS OF THE HIGH-DENSITY NICELOG AUDIO CAPTURE

- Cost effective – Best compression and largest channel capacity for lowest cost of ownership.
- Reliable – More than 500,000 channels installed worldwide, NiceLog has withstood the test of time in the most mission-critical environments.
- Secure – Powered by Microsoft Windows 2003 Server - more secure out of the box.
- Scalable – Modular design and open architecture meet evolving needs, including expanding capacity and emerging technologies, such as VoIP.
- Increased productivity – Recordings are easily retrieved and instantly replayed by anyone who needs them, anywhere.

KEY FEATURES OF HIGH-DENSITY NICELOG

- Wide range of recording options – Total Recording, Selective Recording, Recording-On-Demand, Real-time Monitoring, Quality Management in a modular system.
- Improved channel capacity, with either (a) up to 192 input channels with analog/digital extensions, or (b) up to 496 channels for E1/T1 trunk radio, or (c) up to 3840 matrix interface recording channels.
- Advanced audio compression to maximize archiving capacity using industry-standard algorithms G.729A and G.723.1 to achieve up to 80,000 channel-hours of recording per unit; with centralized archiving in the NICE Storage Center this means virtually unlimited on-line capacity.
- Records directly from analog, E1/T1, PCM32 and digital extensions (Alcatel, Aspect, Avaya, Ericsson, NEC, Nortel, Siemens, Philips and ...more), available with VoIP interface as well.
- Easy retrieval and playback by means of multiple search criteria (date, time, extension, agent, customer ID, ANI/ALI, radio ID, and more).
- State-of-the-art system administration with advanced security features using definable profiles enabling different levels of security down to the specific agent as well as numerous, additional options.

CONTACTS

International HQ, Israel, T +972 9 775 3777, F +972 9 743 4282 • Americas, North America, T +1 201 964 2600, F +1 201 964 2610
EMEA, Europe & Middle East, T +44 8707 224 000, F +44 8707 224 500 • APAC, Asia Pacific, T +852 2598 3838, F + 852 2802 1800
www.nice.com

360° View, Agent@home, Executive Connect, Executive Insight, Experience Your Customer, Investigator, Lasting Loyalty, Listen Learn Lead, MEGACORDER, Mirra, My Universe, NICE, NiceAdvantage, NICE Analyzer, NiceCall, NiceCLS, NiceCMS, NICE Feedback, NiceFix, NiceGuard, NICE Learning, NICE Link, NiceLog, NICE Perform, NICE Playback Organizer, Renaissance, ScreenSense, NiceScreen, NiceSoft, NICE Storage Center, NiceTrack, NiceUniverse, NiceUniverse LIVE, NiceVision, NiceVision Harmony, NiceVision Mobile, NiceVision Pro, NiceVision Virtual, NiceVision Alto, NiceVision NVSAT, NiceWatch, Renaissance, Secure Your Vision, Tienna Wordnet and other product names and services mentioned herein are trademarks and registered trademarks of NICE systems Ltd. All other registered and unregistered trademarks are the property of their respective owners.