



## NICE Uptivity Call Recording

Discover the power of feature rich, adaptable call recording software

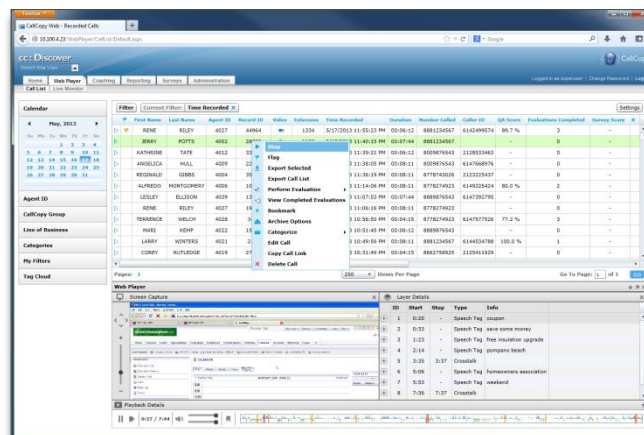
NICE Uptivity Call Recording evolves with your business. Our flexible call recording system is configurable to your unique specifications – so you can record what you need, when you need it.

### Powerful to get the job done right

Call recording is just one part of the comprehensive NICE Uptivity Discover Suite designed to improve your contact center's operational performance. As an extensive, feature-rich solution, call recording provides the flexibility, efficiency and strength to handle all of your recording needs.

#### Key features

- Priority-based scheduling enables you to customize call recording schedules based on user-defined variables and priority rankings to ensure that high priority calls are not missed.
- Priority-based archiving enables you to decide which call recordings are stored short-term and which are archived indefinitely.
- Synchronized desktop recording enables you to play back call and screen recording simultaneously to identify workflow issues and improve customer satisfaction.
- Optional compliance recording bundle helps maintain PCI compliance.
- Unlimited playback licenses are included.
- You can block call recording on specific call profiles or create custom recording rules based on call direction, ANI, DNIS, VDN and more.



### Flexible to meet your unique needs

Call recording promotes quality monitoring, process compliance, dispute resolution and agent coaching and training. And, that is just the beginning. The suite's modular design enables the solution to expand with your needs – extended functionality is easily added on a timeline that makes sense for your business. You call the shots, we provide the solution.

## Flexibility that works

- Our solution is compatible with numerous telephony platforms, including Avaya, ShoreTel, Cisco, Siemens, Nortel, Aspect, Alcatel, NEC and many more.
- We offer flexible recording modes to support your business requirements, including 100% recording, random/scheduled recording and on-demand recording.
- Your contact center won't outgrow call recording, which will scale with your needs and can assist in the transition from TDM to VoIP.
- We are experienced in serving the unique needs of a variety of industries, including healthcare, banking/credit unions, outsourcers and more.
- Whatever your reason for recording, we support your business goals including quality assurance, dispute resolution, agent training and coaching, performance optimization and compliance.

Our application programming interface (API) is included with every installation and offer flexible integrations with third-party applications such as customer relationship management (CRM) platforms, workforce management (WFM) applications and interactive voice response (IVR) systems.

## Efficient – so you can be too

Call recording is easy to learn and easy to use – our support team will provide you with the knowledge you need to make the most of your resources. Key features like priority-based scheduling, CTI integration and advanced search ensure that you can spend your time wisely.

## Efficient for you and your resources

- Call recording utilizes a small hardware footprint – a single server supports up to 175 agents.
- Call recordings can be leveraged for agent training to improve efficiency and reduce average handle time (AHT), resulting in lower operating costs.
- Call recording contains an intuitive user interface as well as flexible configuration.
- Our CTI integration enables you to leverage your existing infrastructure for a seamless integration with most popular telephone systems.
- Advanced search lets you quickly locate and play back call recordings through a simple-to-use query tool.
- The solution is installed in days, not months – so you can get started right away.

NICE **uptivity**

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What boosts the bottom line for any company with a contact center? How about getting the best that every agent can deliver from their first day on the job and constantly optimizing contact center management and performance? Only NICE Uptivity gives you the tools you need to continuously improve every aspect of each step of every agent's life cycle and enhance customer satisfaction. You get exactly what you need thanks to a modern, integrated, and easy-to-use suite of tools that offers a unified system for performance management, workforce management, speech analytics, call recording and more. Unparalleled customer service and support from our in-house staff combine with a better bundle for a better value, and a lower total cost of ownership.