Make experiences *flow*

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.

www.nice.com

NICE ENGAGE,
COMPLIANCE CENTER,
REAL TIME AUTHENTICATION
& FRAUD PREVENTION

NICE

The modern-day Contact Center is often the most dynamic focal point of your business. It's also the epicenter that generates revenue for your organization's bottom line. As a result, the pressures can be immense.

From ever-demanding customers who expect the highest standards of customer experience, to government authorities that require compliance with complex data privacy regulations, together with progressively more sophisticated fraudsters, managing your Contact Center's operational and technological workflow is an increasingly challenging problem.

And if that wasn't enough, the IT complexities of managing multiple systems, both new and legacy, as well as keeping up to date with the latest technologies, merely obstructs matters further.

To this end, NICE's Engage and AIR omnichannel recording platform is the most robust, secure and cost-effective end-to-end solution for managing all your Contact Center's interactions.
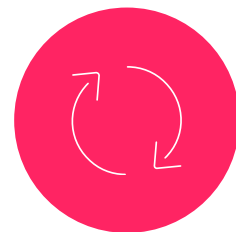
NICE ENGAGE
& ADVANCED INTERACTION RECORDER (AIR)

Every minute, thousands of interactions, whether it be across voice, video, chat, email or social media, take place between your customers and your organization. These interactions contain a wealth of information about your customers and services.
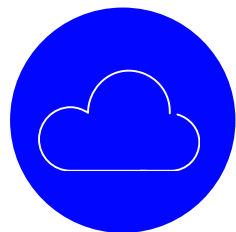
With a market share of over 45%1, NICE Engage & Advanced Interaction Recorder (AIR) is a highly reliable, scalable, secure and robust platform that provides comprehensive omnichannel interaction recording with minimal strain on your Contact Center's IT infrastructure.
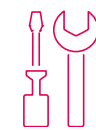
Empower Users

Ensure Security & Resiliency

Lower TCO & Protect Investment

Cloud Ready

NICE Engage allows you to:

Empower IT, compliance and agents with DIY (Do It Yourself) mechanisms for licenses and policy management, and real-time notifications

Achieve security with advanced data security via end-to-end media encryption, qualified for PCI-DSS and HIPAA by Trustwave

Ensure 100% business continuity with Multiple Data Centers (MDCs)

Lower your total cost of ownership and future-proof IT infrastructure with advanced scale – up to 5000 channels per AIR

Protect your cloud investments with support for different flavors of the cloud: private, hosted or hybrid

Benefit from a true omnichannel solution that includes voice, video, chat, sms and social

Leverage a future-proof IT infrastructure that integrates with the largest CCI vendors and that is aligned with the latest IT standards

AVAYA   CISCO   Microsoft   GENESYS   NOKIA   Amazon Connect   NICE inContact

Alcatel-Lucent   ORACLE   eGain   aspect   audiocodes   ribbon

NICE Compliance Center

When 25%2 of an IT Department's time is spent on addressing policy and compliance related issues, you know you've got a problem. It's also understandable why over 88%3 of IT professionals would prefer a more proactive approach to their compliance efforts.
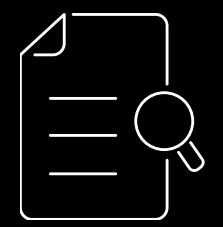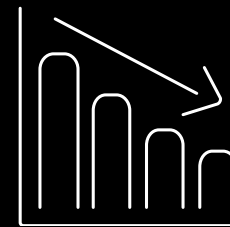
That's why Compliance Center is a Contact Center's holistic compliance solution bringing together: assurance, analytics and real-time actionable insights dedicated to compliance. An end-to-end solution, the compliance center streamlines compliance workflows across the enterprise so you can manage all your IT compliance activities in ONE PLACE in an AUTOMATED way.

As a unique add-on, IntelliAgent is a dedicated application, requiring no manual integrations with existing CRM tools, to empower agents with recording assurance information and real-time alerts.

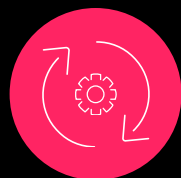## Ensure your organization is compliant by design

Complete view of the contact center's compliance situation across multiple regulations

Proactive compliance violation prevention and detection

End to end workflow for handling compliance breaches, including approval flows

Easily manage internal & external compliance audits and disputes regulations

Utilize automation and real-time notifications to minimize vulnerabilities

Leverage analytics for hidden insight

Proven Methods to Reduce Contact Center Costs
Three ways to reduce costs with Compliance

40% reduction in infrastructure & storage costs

Lower IT costs with DIY mechanisms and reinvestment into other business initiatives

Less fines and risks by being proactive in detecting violations and taking corrective actions

$2.9 Million
Conservative Annual Value Saved

NICE Real Time Authentication & Fraud Prevention (RTA)

NICE Real Time Authentication & Fraud Prevention (RTA) Identity theft and account takeovers are a real problem, costing billions of dollars each year. Organizations must do everything they can to verify their customers' identity and protect them from fraud. At the same time, customers expect immediate service and have zero tolerance for mistakes or delays. That means a long and tedious authentication process is no longer an option.

NICE Real-Time Authentication (RTA) provides end-to-end authentication and fraud prevention for contact centers. Based on voice biometrics, it automatically verifies the caller's claimed identity within the first few seconds of a call with an agent, an IVR, or mobile app interaction.

Making authentication quick and seamless, while maintaining the utmost level of security

Key Benefits

Boost customer satisfaction
- Authenticate customers seamlessly in no time
- Zero customer enrollment effort

Proactively reduce fraud losses
- Stop undetected fraudsters before they cause any damage
- Increase the productivity of your fraud team - investigate only several high-risk interactions instead of thousands of alerts

Cut contact center costs
- Reduce average handle time by 40-60 seconds per call
- Contain more calls in self-service channels

Implement and scale with minimal effort
- The lowest TCO leveraging NICE recording
- Expedite time to value by creating voiceprints before going live
- No complex integrations, no hidden costs

87%
Reduction in contact center fraud costs

94%
Improvement in customer satisfaction

$60-80
Savings on every call

Intelli Agent

Agent dedicated app to gain recording, compliance, authentication and fraud prevention insights in real time. Across any desktop.

IntelliAgent, delivers key information to agents about recording for compliance, authentication and fraud prevention. Whether it is pause and resume for PCI DSS, audio quality loss for general record and evidence keeping or suspected fraudster indications, your agents will be empowered with the right knowledge at the right time.

Empowering agents for better recording, compliance, authentication and fraud prevention

Made for agents with a seamless user experience fitting their styles and needs, IntelliAgent is easy to use. The app closes the loop by powering better data management practices as agents are notified in real time of audio quality loss or potential disclaimer use, or even authentication. They can also tag the interactions according to their content – whether they processed credit cards, or private information or consent. As such, it creates a virtuous cycle within which IT, business and compliance initiatives meet powering more efficiency.
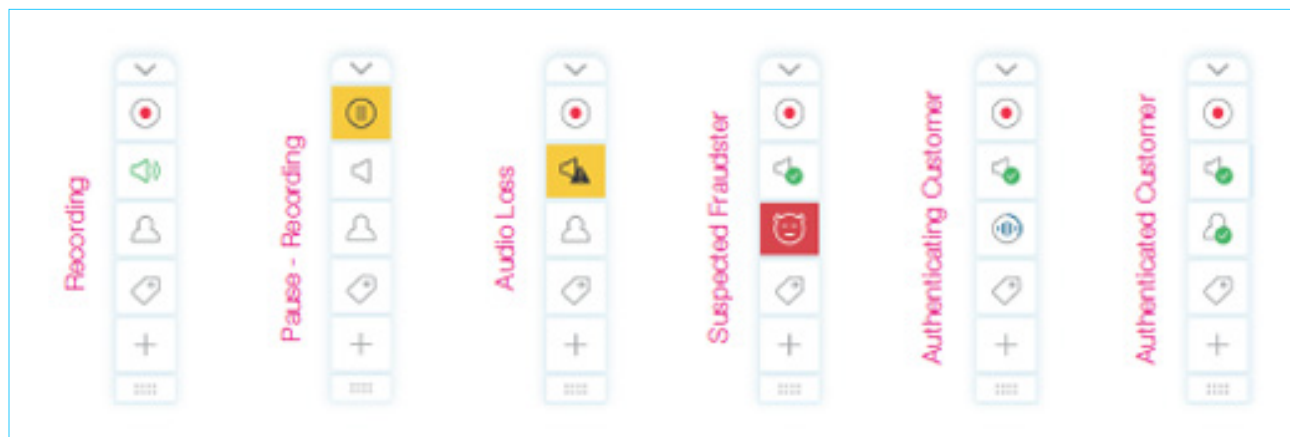
Bypassing complexity to bring immediate value

IntelliAgent bypasses the complexity of developing and installing the API on top of the CRMs. As a stand-alone client, the IntelliAgent uses the information triggered from the Engage platform and our premium API but does not require cumbersome development and installation.or branch locations. It enables enterprises to own the Decisive Moment by: service interactions to sales opportunities.

Recording | Pause - Recording | Audio Loss | Suspected Fraudster | Authenticating Customer | Authenticated Customer

To learn more about any of the above solutions, contact us today or schedule a demo