

# NICE inContact CXone Recording

Meet compliance and quality needs with ease

NICE inContact CXone Recording provides secure, full-featured interaction and screen recording for audio and digital channels to satisfy contact center compliance and quality needs. Adhere to compliance regulations with capabilities to meet GDPR, PCI and HIPAA standards, including encryption, automated and on-demand masking, consent-based recording, extensive retention options, and Key Management. As a core component of the CXone platform, it's easy to set up and manage policies and use recordings for quality, coaching, and analytics activities, and use a single interface to search, playback, and monitor recordings and transcripts for all voice and digital channels.

## Maintain compliance & customer trust.

Meet regulatory requirements for PCI, GDPR, and HIPAA while recording up to 100% of interactions.

- Get robust compliance capabilities without the hassle with easy and intuitive configuration for all facets of recording—from recording rules to masking and storage.
- Relax knowing recordings are secure at all times, with HTTPS/SFTP protection while in transit, and 256 bit AES encryption at rest with per-tenant encryption keys managed by AWS Key Management Services. Or use your own Key Management Service—you choose!
- Flexible lifecycle management provides independent control over retention time for call and screen recordings, and the ability to specify time in active storage prior to long term storage. Also leverage the ability to extract recordings for internal use, or ability for customers to provide their own AWS storage managed by their own lifecycle management policies and tools.
- Give your customers peace of mind with ability to prompt them for consent and stop recording based on preference, promoting transparency and consumer trust in your privacy practices.

## Simplify recording management.

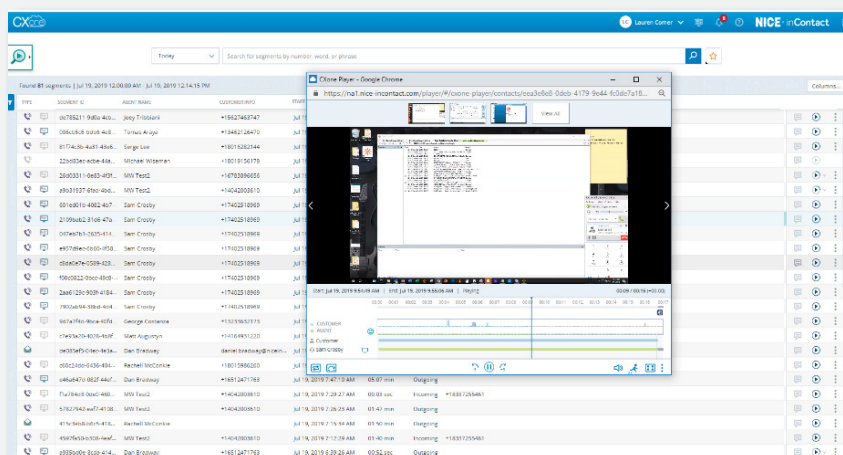
Manage and locate your recordings instantly with intuitive navigation, effortless search interface, and quick permissions and policy configuration.

- An easy-to-use Interactions module, coupled with custom permissions and role-based access control, empowers managers, supervisors, and agents with a single place to access the voice recordings and digital transcripts relevant for their role using filters and free text search.

## BENEFITS

- Deliver regulatory requirements with ease.
- Ensure security in storage and transport.
- Find interactions in a flash and expedite setup time.
- Empower business users with intuitive interface and simple permissions.
- Robust functionality to support global expansion.

## Recording Module



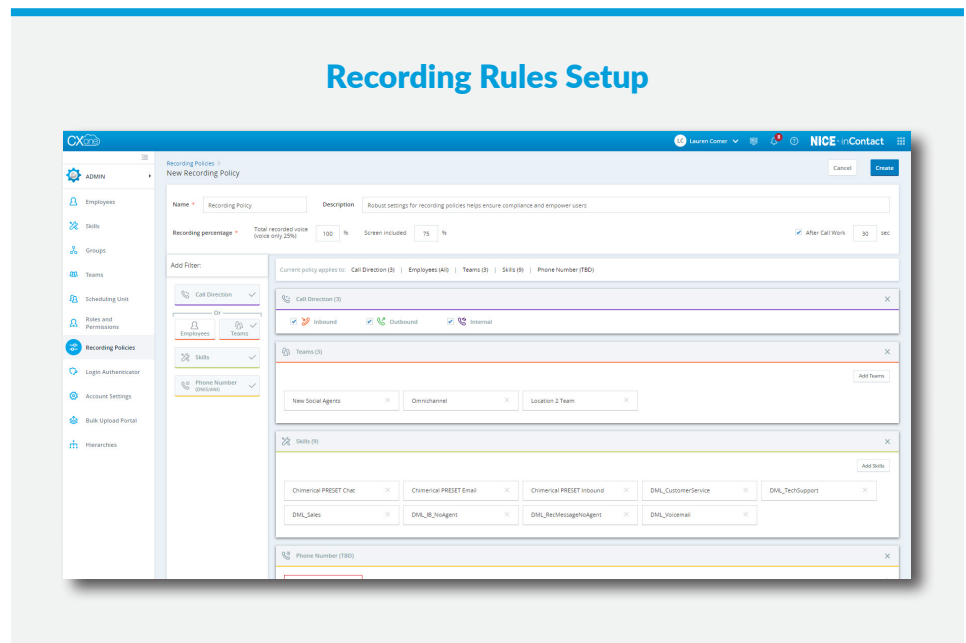
Record agent interactions and screens for all channels, all the time.

- Straightforward and uncomplicated policy management and rules-based recording allows you to setup and start recording across channels in minutes.
- Detailed audit trails and dynamic—Business Intelligence reports provide metrics and recording status by channel, team and skill to ensure your recording setup is delivering the desired results, and drill-into data to identify gaps for improvement.
- With CXone Recording woven throughout all facets of the CXone platform, you can seamlessly leverage your recordings for quality management, interaction analytics, reporting, and dashboards—and ensure recording isn't an afterthought.
- Unified recording means no need to install and maintain third-party ACD integrations and no issues syncing data.

## Adapt to today's work-from-anywhere model.

See and hear agent interactions anytime from anywhere for remote workforce success.

- Real-time screen monitoring lets supervisors remotely see agents' screens during voice and digital interactions in real-time, and listen-in, whisper to coach, and barge in, replacing the over-the-shoulder-coaching you'd normally give in-office.
- Transition to a remote recording model safely and quickly. Easily and reliably record agents to meet compliance needs from anywhere with no additional cost



or effort, and say goodbye to messy and cumbersome installations that make remote transitions a nightmare.

- Agent screen recording on multiple computer monitors during all voice and digital interactions—including during wrap-up time—provide insight into process adherence and efficiency gaps, whether agents are in-office or at home.

## Support organizational collaboration and growth.

Meet your recording, collaboration, and analytics needs now and into the future.

- Flexible parameters and easy configuration allow you to set granular recording rules, ranging from 100% recording, to ANI/direction/employee/skill based

recording, all the way to on-demand recording.

- Multilanguage with localization infrastructure future-proofs your investment and helps you achieve a global footprint.
- Collaborate with ease with the ability to annotate, tag, sticky note, and email recording directly from player, or download and export recording files.
- With the ability to append external business data points to CXone recordings, you can search and create quality management plans with precision.
- Open APIs let you memorialize and access recordings and transcripts from your external CRM or database to keep a complete record of your customer interactions.

## About NICE inContact

NICE inContact works with organizations of all sizes to create extraordinary and trustworthy customer experiences that build deeper brand loyalty and relationships that last. With NICE inContact CXone™, the industry's most complete cloud customer experience platform, we enable an exceptional agent and customer experience—every time and on every channel.

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