

# NICE inContact CXone

## Recording

Satisfy compliance and quality needs with ease

NICE inContact CXone Recording provides secure, full-featured voice 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 HIPPA standards, including encryption, automated and on-demand masking, consent-based recording, extensive retention options, and Key Management. Store per business-specific needs with flexible lifecycle management, including AWS active and long-term storage options, ability to “bring your own” AWS storage, and ability to extract from CXone storage for external use. Contact center leaders can also easily search, retrieve, and monitor recordings via intuitive, unified search interface.

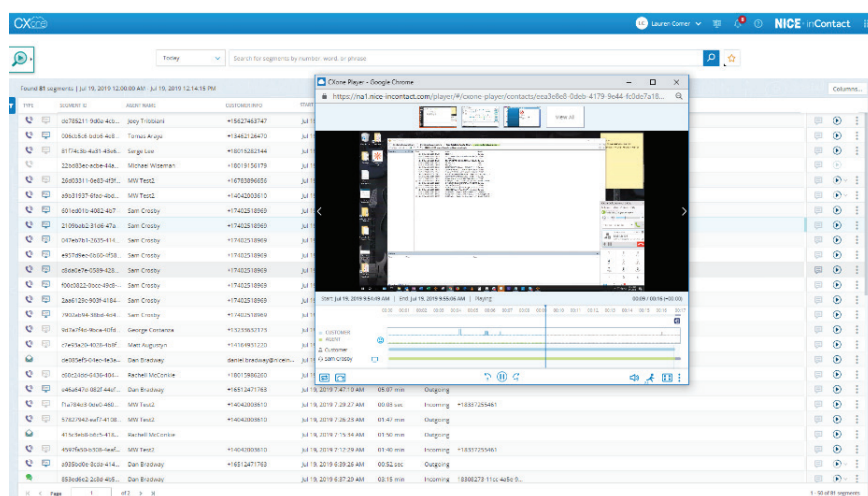
### Maintain compliance & customer trust

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

- Easy and intuitive configuration for all facets of recording – from recording rules, to masking and storage—empowers you to leverage robust compliance capabilities without hassle.
- 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. Optionally, customers can utilize their own Key Management Service.
- Flexible lifecycle management provides independent control over retention time for call and screen recordings, and 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.

### BENEFITS

- Deliver all 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.



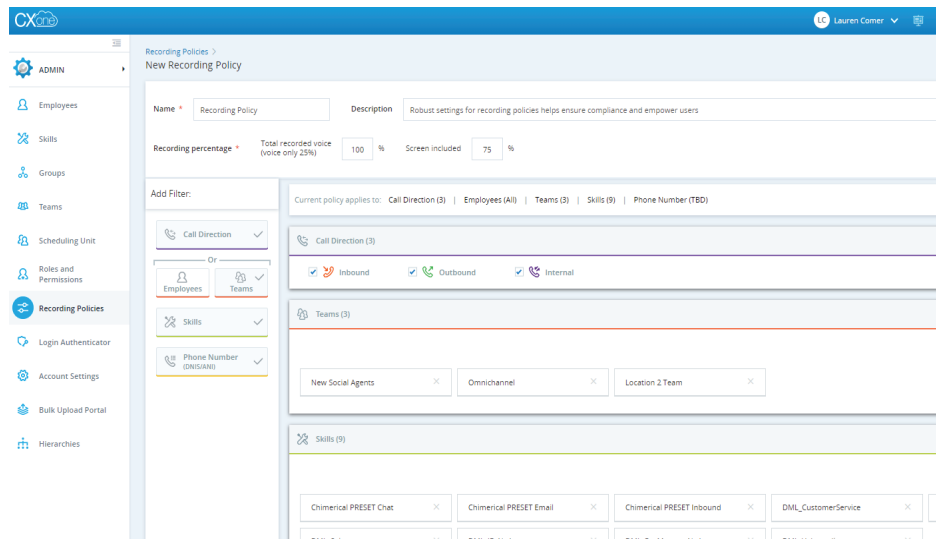
## Simplify recording management

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

- Intuitive Search module, coupled with custom permissions, empowers supervisors and managers with a single repository to access voice recordings and email and chat transcripts themselves using filter and free text search.
- Straightforward and uncomplicated policy management and rules-based recording allows you to setup and start recording across channels in minutes.
- Agent screen recording on multiple computer monitors during all voice and digital interactions—including during wrap-up time—provides insight into process adherence and efficiency gaps.

## Support organizational collaboration and growth

Meet recording, collaboration, and analytics needs now and into the future with adaptable recording rules, multi-language localization, open APIs, and stereo recording capabilities.



- 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.
- Robust, open-APIs allow you to memorialize and access recordings and transcripts from customer record in external CRM or database, promoting a more holistic customer journey and boosting process efficiency.
- Retain and analyze every customer interaction with support for both mono and stereo recording to enable post-interaction analysis.
- Unified recording means no need to install and maintain third-party ACD integrations and no issues syncing data.

## 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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