

Mirra® IV

Fast simple, secure recording solution
for Branches and SMB's

Insight from Interactions™

NICE®

Mirra® IV: Affordable Recording for Branches and SMB's

Introducing Mirra IV

Small or mid-sized commercial operations and branches of large organizations generate considerable, often sensitive, telephone interactions with their customers. Like large organizations, they need to record these interactions, but lack the budget and resources required – until now. With the new Mirra IV from NICE, small and medium businesses (SMBs) and branches can implement the latest technology and robust features in an affordable “single-box” solution that’s easy to install, use, and maintain.

Mirra IV for Branch Recording

Due to new regulations, today branch recording has become a must for organizations such as retail and investment banking, insurance claim offices, retail business and more. Mirra IV enables large organizations with remote sites to deploy recording platforms easily and quickly for immediate results. This new NICE solution means that businesses can deploy cost effective solutions with minimal maintenance costs.

Single-box Solution... Browser-based Access

Mirra IV is a compact, self-contained, single-box solution requiring no external servers or equipment to capture calls and data. Any internet-connected PC can provide secure, browser-based access to the Mirra IV, so that system configuration and Management, monitoring and archiving of calls as well as query and playback of recordings are instantly available, virtually anytime, anywhere. Mirra IV brings ultimate flexibility and access convenience – without the added deployment, installation and maintenance costs inherent in other solutions that require proprietary desktop software.

Best of Breed Technology

Mirra IV is affordable – but was designed with investment protection in mind. It incorporates leading-edge technologies including PCI, and the world’s most robust, secure operating system (Linux Fedora).

Meets All Recording and Playback Needs

Mirra IV can capture as few as 4 or as many as 48 channels of mixed analog and digital telephony. An embedded database captures call details along with each recorded interaction, and the Media Library can be then used to easily retrieve calls using a range of search criteria. Mirra IV provides ample room for synchronous playback, with up to 16 telephony channels that can be played back in a chronological sequence. Mirra IV’s graphical user interface is highly intuitive and easy to use and learn – a hallmark of every NICE solution – boosting insight and operational efficiency and cutting training costs and time.

50,000 Hours of Recording – Online

Mirra IV can store 50,000 hours (up to six years) of recordings online on a 250-gigabyte hard drive. For long-term storage, recordings can be archived to single or dual DVDs (DVD-RAM), giving access speed and reliability that rival magneto optical disk at a fraction of the cost.



Mirra IV

Additional Features and Unique Extras

Mirra IV has all of the capabilities of the Mirra brand and some unexpected bonus features too. Along with standard features such as live monitor and media list (which tracks all open archived recordings), unique built-in Mirra IV capabilities include last call replay, which allows a manager or call-taker to instantly playback the last call to verify important details in an urgent situation.

Easy Installation, Service, Support and Maintenance

Mirra IV is setting a new standard in installation, service, support and low cost of maintenance. A simple wizard-based installation process, a unique feature of Mirra IV, lets certified NICE dealers install systems in a matter of hours, instead of days. And when the system is up and running, support is never more than an email away. With one click on the Mirra IV browser screen, users can automatically open up a support “case”. Mirra IV automatically collects and transfers all of the necessary data by email to the designated dealer service professional who can then remotely troubleshoot the problem in real-time.

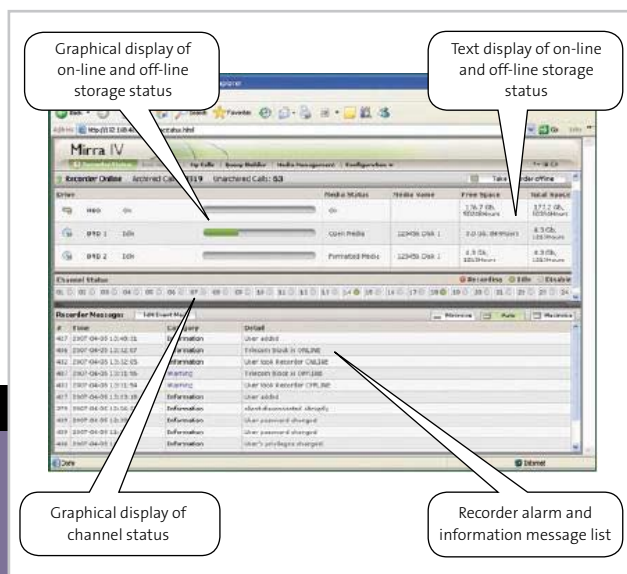
Only from NICE

Best of all, Mirra IV comes from NICE Systems. More than 24,000 organizations in 100 countries, including the world’s largest enterprises, banks and public safety agencies, and 85 of the Fortune 100 companies rely on NICE’s solutions for the capture, storage, retrieval and analysis of their customer interactions.

Mirra IV. Get More for Less.

- Operating system: Linux Fedora 5.0
- Database: EMPRESS Embedded Database® for Linux 2.6
- 250 GB hard drive for online access to 50,000 hours of recording
- Archiving to DVD RAM
- Single or dual DVD drives (sequential or parallel)
- Compression: G.729A; G.711
- Browser-based access to all functions
- Open media list
- Records 4 - 48 channels: station side (analog or digital)
- Self-contained, single-box solution requiring no external equipment for recording
- Configurable parameters for recording (VOX, voltage sensitivity, on/off hook triggered recording)
- Various alarm options (Web application and SNMP)
- External time synchronization
- AGC (Automatic Gain Control) on playback
- Beep tone insertion for analog interface
- Captures MDC 1200 – radio caller ID (where available from Motorola radio system)
- Live monitor
- Last call replay
- Built-in automated support case functionality
- Multiple levels of security (to specific functions)
- Acceleration and deceleration (speed up and slow down) on playback
- Small footprint (450mm depth, 415mm width, 130mm height)
- Brought to you by NICE Systems, the industry leader

To learn more about Mirra IV please contact your authorized NICE dealer.



Mirra IV Interface

ABOUT NICE NICE Systems (NASDAQ: NICE) is the leading provider of Insight from Interactions™, offering comprehensive performance management and interaction analytics solutions for the enterprise and public safety and security markets. Advanced interaction analytics are performed on unstructured multimedia content - from telephony, web, radio and video communications. NICE brings the power of Insight from Interactions to IP contact centers, branches, and command and control centers. NICE's solutions are changing the way organizations make decisions, enabling them to proactively improve business and operational performance and address security threats. NICE has over 24,000 customers in 100 countries, including over 85 of the Fortune 100 companies. More information is available at www.nice.com.

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