VoiceProducts

VOICE · VIDEO · DATA

NICE®

NICE ▪ Inform

Industry-Leading Digital
Interaction Management

Improve the Performance of and Future-Proof
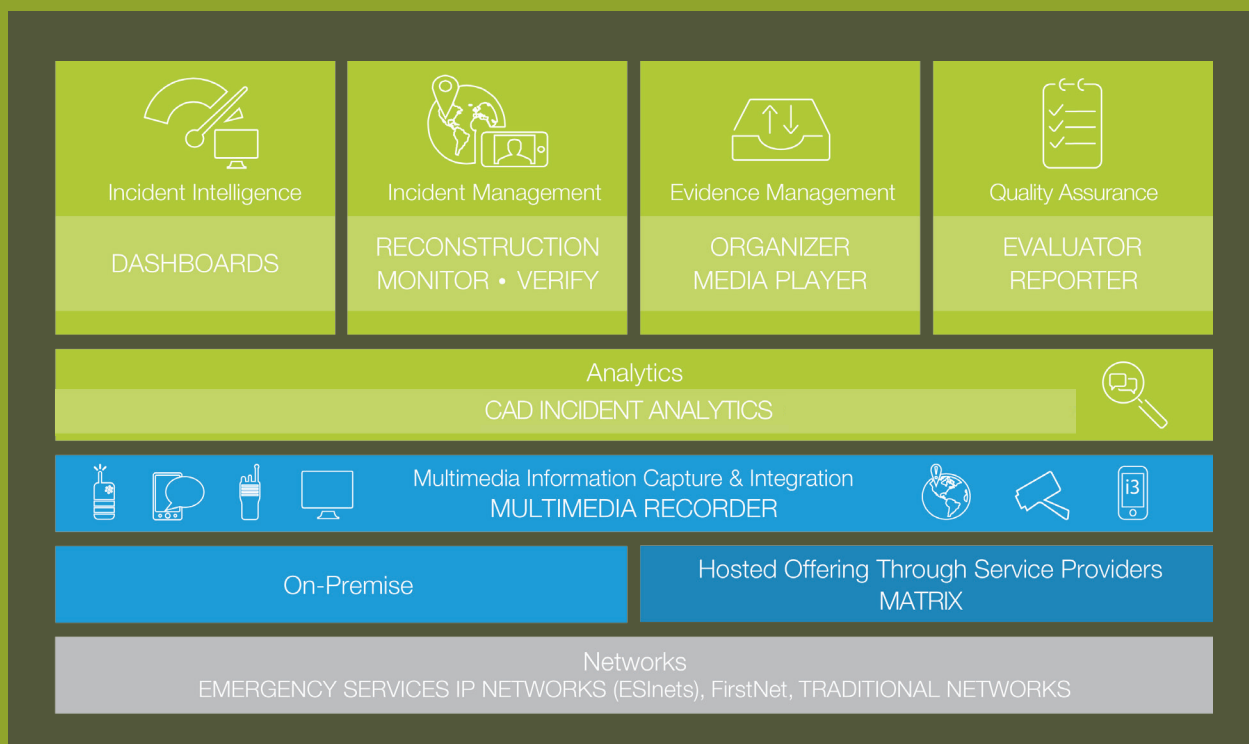# YOUR OPERATIONS

Recording *re*Invented

Today's multimedia contact centers can now confidently address today's challenges thanks to NICE Inform, a revolutionary multimedia information management system. NICE Inform breaks through the interoperability barrier to capture the full spectrum of multimedia interactions. Only NICE Inform can deliver this complete visual and audible history of an interaction in one place, providing a 360° view with simplicity.

The amount of multimedia information now available to contact centers is continuously increasing. Audio, video, photos or other captured desktop screens as well as data collected through other systems can enhance agent evaluation and training. It needs to be captured, reconstructed, organized and stored, and done so accurately, efficiently and securely.

NICE Inform Application Ecosystem

NICE Inform is a suite of modular applications for incident information management that can run over traditional and IP-based networks. It records multimedia interactions between contact center agents and your customers. All captured incident information is then synchronized and put it into context to help you improve investigations, policy compliance and employee performance.

Inform Matrix allows agencies to increase flexibility and save resources by sharing recording systems. Access to recordings and data by each agency is protected with multi-tenant security and database partitioning. It also supports unified user access to recordings captured by a combination of local and shared remote systems.

Incident Intelligence	Incident Management	Evidence Management	Quality Assurance
DASHBOARDS	RECONSTRUCTION MONITOR • VERIFY	ORGANIZER MEDIA PLAYER	EVALUATOR REPORTER

Analytics
CAD INCIDENT ANALYTICS

Multimedia Information Capture & Integration
MULTIMEDIA RECORDER

On-Premise	Hosted Offering Through Service Providers MATRIX

Networks
EMERGENCY SERVICES IP NETWORKS (ESInets), FirstNet, TRADITIONAL NETWORKS

A single   complete   true record

NICE ∙ Inform

Record Audio, Screen and Chat

Inform Multimedia Recorder logs phone calls, VoIP calls, radio traffic, screen recordings, chat, videos and integrates with other sources such as CCTV video. The robust radio over IP (RoIP) recorder has been developed, tested and deployed jointly with Motorola and others over the last 15 years.

Multimedia Incident and Evidence Management

Inform Reconstruction synchronizes and puts into context isolated information from multiple channels recreating who did what, when and where during an incident

Inform Organizer stores incident evidence, including third party audio and video files, in centralized folders with secure access for authorized reviewers such as investigators and prosecutors. No more having to email .WAV files around and burn CDs. **Inform Media Player** ensures accuracy, authenticity and integrity of data while maintaining chain of custody.

Incident Intelligence Dashboards

Inform Dashboards combine data from videos, telephony, radio, and **Inform Evaluator** QA to provide near real-time snapshots of performance across multiple dimensions – call volumes, durations and hold times, response times, QA scores, and more – with the ability to drill down to listen to associated audio recordings. Access web-based dashboards from PCs and mobile tablets.
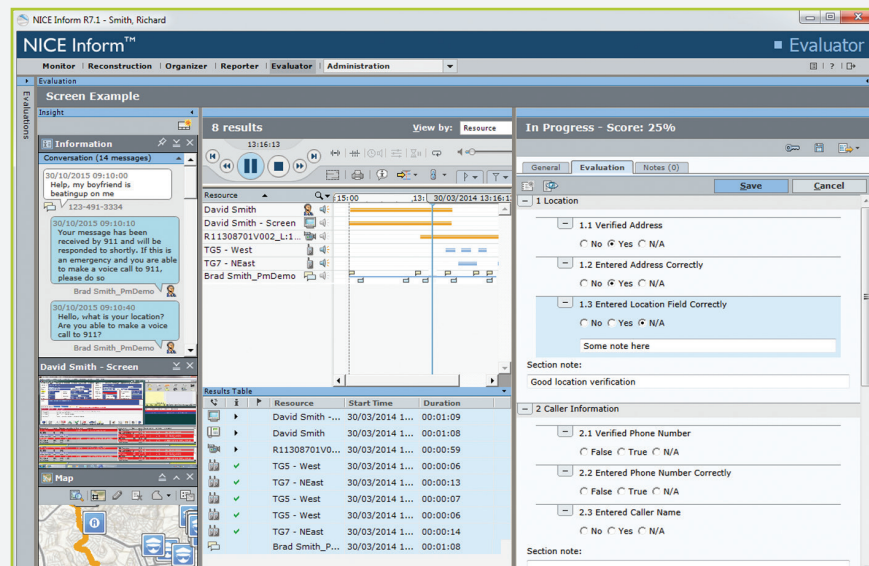
Quality Assurance

Inform Evaluator enables evaluation of everything from a single interaction to complex incidents involving multiple channels, interactions and people. It helps contact centers identify and improve performance issues, knowledge gaps and compliance violations.

Inform Reporter enables emergency centers to monitor and improve performance and quality via pre-defined, customizable call volume and evaluation reports.

Real-time Decision Support

Inform Monitor provides near real-time monitoring of multiple channels and automatic Recent Call Replay (RCR) of the last call on a selected channel.

Inform Verify enables instant replay of the last recordings over a search period.

Contact

Voice Products Inc.
8555 E. 32nd St. N.
Wichita, KS 67226
800.466.1152
sales@voiceproducts.com
www.voiceproducts.com

VoiceProducts
VOICE • VIDEO • DATA

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.