

VoiceProducts

VOICE • VIDEO • DATA

NICE®

Premier
Partner



PREMIER®

Call Center Services

Contract PP-SV-244

Contracted Supplier

Call Center Phone Recording ■ Screen Recording
Workforce Management ■ Post-Call Surveys
PCI Compliance ■ Agent Quality Evaluations
Public Safety/Radio Recording

In the contact center, optimal customer experience starts with powerful recording to power applications and a wide understanding of activities. Contact centers are also a high-pressure and dynamic environment, where sensitive customer information is shared every day. **Voice Products** can help you minimize the risk of costly regulatory breaches with dedicated compliance solutions.

Omnichannel Recording

Every minute, thousands of interactions from multiple channels (voice, chat, video, social media, etc.) take place between your customers and your organization. These interactions contain a wealth of information about your customers and your services. Voice Products' solutions allow you to record interactions for:

- Comprehensive compliance
- Intelligent quality management
- Customer and business insights
- Prompt authentication

Voice Products' solutions are scalable, secure and robust platforms that make it easy to record and manage interaction data from multiple channels and data sources in a single place.



Certified Compliance Recording

The impact of interactions recording is twofold: it can be used as evidence when disputes arise, and help ensure that agents are following compliant procedures, yet they also are the objects of regulations: ensuring that sensitive data is not recorded and customer's privacy is respected. Voice Products offers a certified solution for PCI DSS3 and HIPAA. The solution is also compliant with the privacy rules required by the California Consumer Protection Act (CCPA) and the EU's General Data Protection Regulation (GDPR).

Workforce Management (WFM) Solutions

The WFM solution is the most advanced and most accurate workforce management tool to date. It uses intuitive decision-making to uncover hidden patterns, make accurate forecasts and identify the best forecasting model, allowing you to do the following:

- Accurately forecast your staffing needs
- Simulate real-world prioritization
- Schedule flexibly
- Manage change
- Minimize training time
- Integrate with any solution
- Manage your system with ease



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