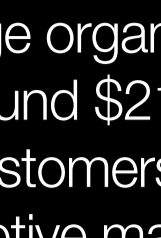
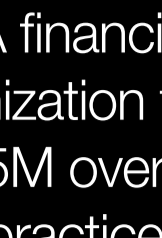


# THE ESSENTIALS OF 100% RECORDING

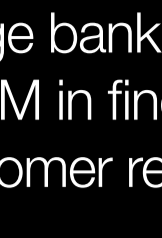
“Regulators have identified the following violations of law: (1) Failing to maintain and provide records and information relevant to the Regulator examination...”



A large organization to refund \$210M to customers for deceptive marketing



A financial organization to pay \$135M over card practices



A large bank to pay \$180M in fines and customer refunds

## Infractions occur during customer interactions in the contact center

When recording for regulatory compliance, organizations must make sure no calls are lost – ever! How can you accomplish that?

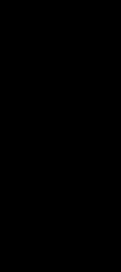
Here are the essentials:

1

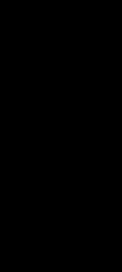
### Recording Component Resiliency



Selective Recording



Total Recording



100% Recording!

#### Pool of Recorders



**Recorder Pool**  
In case of an active server failure, its recording channels are divided within the pool

#### N+1 Recording



**N Recording Servers**  
In the event of an active server failure, the spare activates and assumes its place

#### Dual Recording



**Recording Pair**

Every call is recorded twice and archived once, ensuring 100% recording even during recorder failure!

2

### Application Layer Component Resiliency

Every application layer component should have local resiliency ensuring no single points of failure



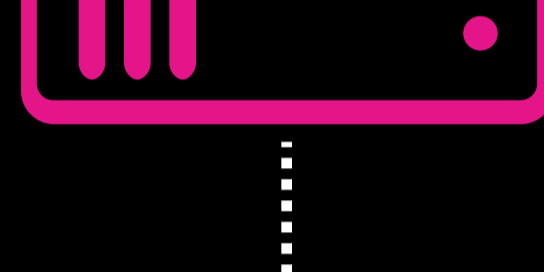
CTI Resiliency



Application Resiliency



Database Resiliency

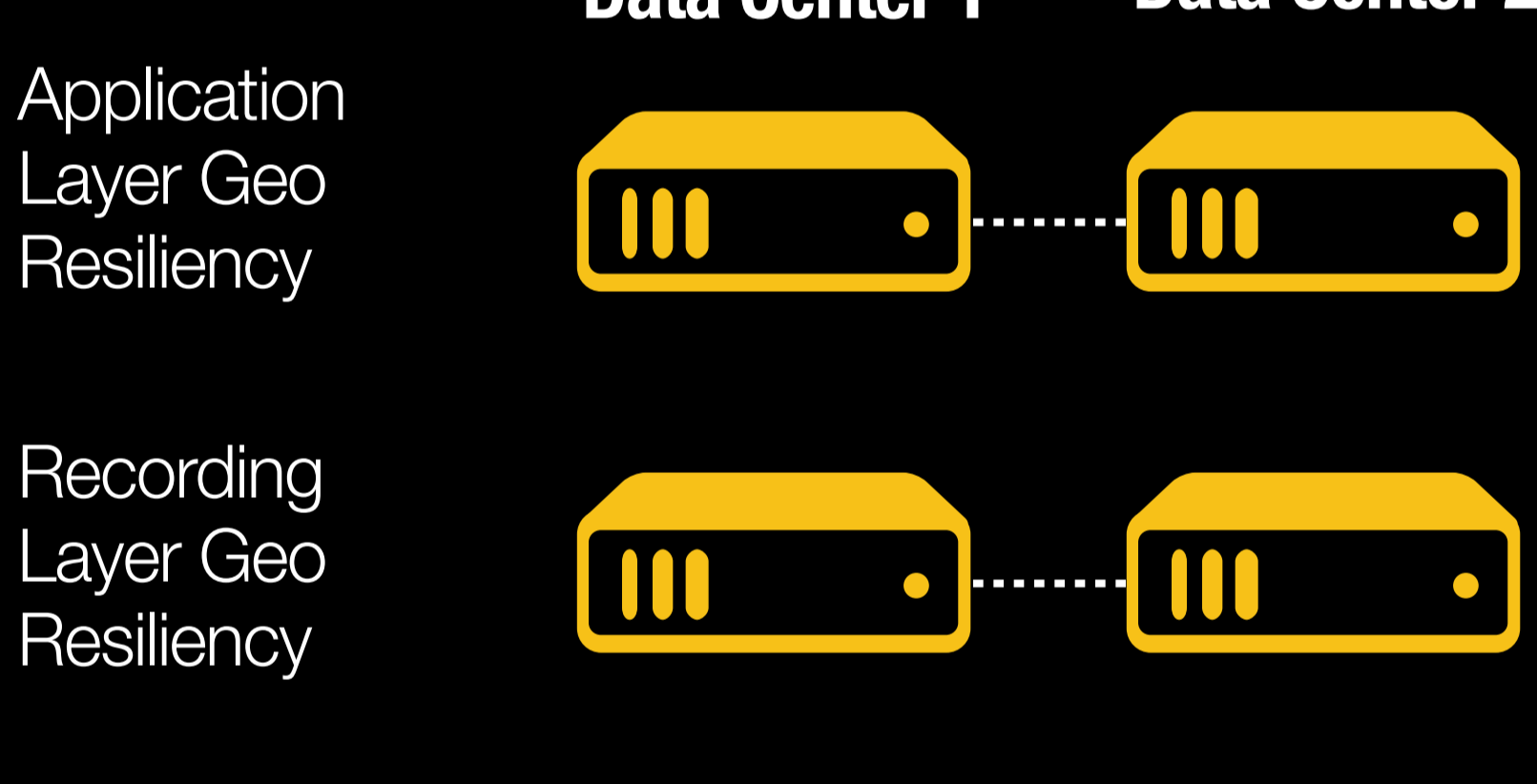


## No single points of failure

3

### Disaster Recovery Support

Supporting data center consolidation while maintaining 100% recording



In order to swiftly recover from disasters, **quick and full data center failover**

**is a MUST**

### Real-time Monitoring

4

Monitoring system performance and responding in real time for maintaining 100% recording.

#### Holistic Monitoring



SYSTEM STATUS DASHBOARD



REPORTS



PREDICTIVE ALARMS



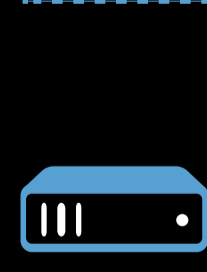
SUGGEST PREVENTIVE ACTIONS



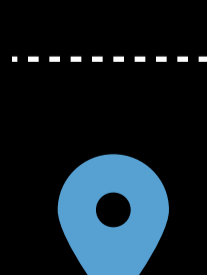
SERVER ALARM OVERVIEW

## Why NICE for 100% recording?

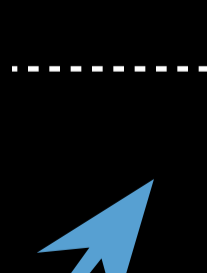
### NICE Engage Platform



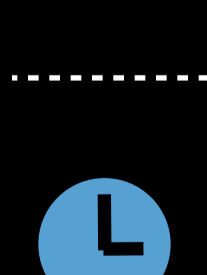
Pool, N+1 and Dual Recording as a Standard



Local and Geo Resiliency for all components



1-Click Data Center Failover



Holistic Real-time Monitoring

## Don't lose a single call!

NICE serves over 25,000 organizations in the enterprise and security sectors, representing a variety of sizes and industries in more than 150 countries, and including over 80 of the Fortune 100 companies. [www.nice.com](http://www.nice.com)



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