

NICE Perform 4.1 Critical Capabilities

In an effort to educate both NICE sales managers and customers, this quick reference datasheet provides an overview of the new capabilities in NICE Perform Release 4.1. NICE Perform Release 4.1 was designed to be tightly aligned with customers' key corporate initiatives planned for the coming years. The datasheet is organized according to the various strategies and initiatives derived from customer input.

CONTACT CENTER GROWTH

NICE Perform Release 4.1 offers a range of important capabilities for customers determined to expand their contact center activity.

Virtualization

NICE Perform supports consolidation of multiple standalone servers into one or more physical platforms utilizing virtualization technologies (e.g., VMware, MS Hyper-V, Citrix). This provides high availability and load balancing in a virtual infrastructure by utilizing out-of-the-box virtualization capabilities such as VMware vMotion, VMware High Availability and Microsoft Live Migration. In addition, NICE Perform supports virtual desktop infrastructure (VDI) solutions which enable applications to run in virtual desktop environments. All this makes NICE Perform the perfect solution for supporting both internal and external telephony cloud environments. NICE was recently awarded with the "VMware Ready" certificate, awarded only to a select number of VMware top partners.

What's new: NICE Perform Release 4.1 supports the following new virtualization capabilities:

- NICE Perform certification with VMware vSphere 4.1
- Conversion support for NICE physical machines into NICE virtual machines (P2V)
- NICE Perform server consolidation with Citrix XenServer
- NICE Perform virtual desktop support with Citrix XenApp 6.0
- Microsoft Cluster Server residing on virtual machines for NICE Perform mission-critical servers
- Storage vMotion support
- VMware High Availability for VoIP Loggers
- EMC VPLEX and vMotion across data centers
- Virtual machine readiness towards private cloud migration

Data Center Consolidation and High Availability

NICE Perform enables enterprises to consolidate their large data centers by migrating all components to central data centers. Moreover, NICE Perform contains new resiliency capabilities to ensure no single point of failure architecture, advanced disaster recovery and full alignment with telephony environment resiliency.

What's new: NICE Perform Release 4.1 comes with a single click disaster recovery capability (in contrast to manual procedures) and supports data center centralization by providing full resiliency over multiple data centers.

Scalability

NICE Perform can scale up to support the most resource intensive environments with high volumes of call, screen and on-demand recording application activities. Supporting the largest contact centers and financial institutions worldwide, NICE Perform can start small and scale up according to growth and data center expansion.

What's new: NICE Perform Release 4.1 supports long-term interaction retention for up to 20 years. Information about additional scalability enhancements will be available during the early availability (EA) phase.

NICE Perform Integration with NICE Perform eXpress

NICE Perform eXpress is NICE's call recording and quality management solution for the small and mid size market. Suited for a distributed environment, NICE Perform eXpress supports up to 200 channels (VoIP/TDM). It can be deployed on any COTS server and provide a low cost solution for SMBs and branches.

What's new: With NICE Perform Release 4.1, NICE Perform eXpress integrates and exports interactions and user administration data to a centralized NICE Perform system in the data center. This enables access to agent interactions from any location. Integration with NICE Perform also lets users take advantage of advanced applications such as unified query, NICE Interaction Analytics and other business applications located in the data center.

Connectivity

NICE Perform offers extensive support for telephony environments including TDM, Passive and Active VoIP which are delivered out-of-the-box for practically all environments. In addition, NICE Perform supports SIP trunking environments.

What's new: NICE Perform Release 4.1 supports IPC Dunkin, BT VoIP (as of GA), Etrali Open Trade, mobile recording and Cisco ORA.

Multi-Tenancy

For enterprises with multiple business units, multi-tenancy provides the ability to segregate business units so that neither have access to the other's calls and call data. This functionality is provided even though the calls are stored and managed on a single system. Thus, multiple tenants can co-exist on a single capturing platform.

What's new: NICE Perform Release 4.1 provides a 'tenant administrator' which enables easy provisioning and management of business units including strict business unit segregation, allocation of business application packages and security.

MULTI-CHANNEL

NICE Perform Release 4.1 multi-channel capabilities are for organizations that interact with their customers via multiple communication channels and analyze the interactions to achieve real-time impact.

Cross-Channel Analytics

NICE Perform enables enterprises to capture their interactions from multiple channels, such as voice (including mobile), email and instant messaging. With an open architecture for capturing multi-channel interactions, NICE Perform provides a single holistic platform for cross-channel interactions analysis, i.e. generating business insight based on analyzing interactions from the various channels together.

Real-Time Speech Analytics

NICE Perform Release 4.1 extends the power of NICE Interaction Analytics to provide real-time support when the customer is on the phone with the agent.

What's new: With real-time call categorization and real-time insight, contact center managers or automated systems can take immediate action to make a positive impact during the call itself, such as correcting dissatisfaction issues, mitigating churn risks and exploiting hidden sales opportunities.

Real-Time Impact

NICE Perform Release 4.1 enables achieving immediate business impact from business insight with capabilities for real-time agent guidance, process automation and real-time sales decisioning.

What's new: Real-Time Impact provides the ability to guide and assist the agent during the actual call based on valuable NICE Interaction Analytics insight (including real-time analytics). It provides a powerful end-to-end action-focused solution for customers wanting to improve operational efficiency, enhance the customer experience, and maximize revenue growth in their contact centers.

COMPLIANCE

NICE Perform Release 4.1 is for organizations that must adhere to compliance regulations and want to improve visibility into their system's performance.

PCI Compliance

NICE Perform supports PCI directives which require that sensitive customer data must not be stored in enterprise repositories. It provides a built-in mechanism which pauses and resumes interactions and screen recordings in real time based on either agent manual or automatic activation, depending on agent screen activity.

What's new: NICE Perform Release 4.1 is delivered with Qualified Security Assessor (QSA) Implementation recommendations for complying with PCI directives.

System Monitoring

NICE Sentinel provides a real-time monitoring solution for NICE Perform, enabling organizations to quickly and proactively react to any system-related issue.

What's new: NICE Perform Release 4.1 provides new alarms and performance indicators. In addition, Health Check Reports are embedded into NICE Sentinel to address all major aspects of NICE Perform such as recording, archiving and NICE Interaction Analytics.

ABOUT NICE

NICE Systems (NASDAQ: NICE), is the worldwide leader of intent-based solutions that capture and analyze interactions and transactions, realize intent, and extract and leverage insights to deliver impact in real time.

Driven by cross-channel and multi-sensor analytics, NICE solutions enable organizations to improve business performance, increase operational efficiency, prevent financial crime, ensure compliance, and enhance safety and security.

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.

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CONTACTS

Global International HQ, Israel,

T +972 9 775 3777, F +972 9 743 4282

Americas, North America,

T +1 201 964 2600, F +1 201 964 2610

EMEA, Europe & Middle East,

T +44 8707 224 000, F +44 8707 224 500

APAC, Asia Pacific,

T +852 2598 3838, F +852 2802 1800

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