

NiceCall Focus III Sunset Announcement

NiceCall Focus III was first introduced in 2005, designed to meet the needs of small sites such as bank branches, insurance offices, emergency centers and small contact centers. It is a compact recording solution, supporting up to 48 recording channels per recording unit.

NiceCall Focus III is based on Microsoft Windows XP and SQL 2000, both of which are now end of life. It also uses the NICE 8.9 application which became end-of-sale in July 2010.

The product will begin its sunset according to the sunset plan specified below.

Sunset Milestones

NiceCall Focus III will follow these sunset milestones:

- **December 1, 2011- End-of-sale and expansions date:** The final date when NiceCall Focus III will be available for sale.
- **December 1, 2012- End-of-development date:** The final date when NICE will cease to provide code fixes, changes and third-party software certifications for NiceCall Focus III.
- **July 31, 2014 - End-of-support date:** The final date when NICE will cease to support NiceCall Focus III including technical support, on-site support, help desk support, training and spare parts.

Spare Parts and RMA Availability

NICE will provide third-party hardware spare parts under the Return Material Authorization (RMA) process as follows:

- For non-RoHS NiceCall Focus III (systems issued prior to 2007) - until December 31, 2011
- For RoHS NiceCall Focus III - until July 31, 2014

The above is subject to the following policy:

1. NICE hardware support is subject to the sunset policy of its vendors
2. NICE will make every effort possible to find a hardware substitute
3. If a hardware substitute cannot be found, NICE will:
 - a. Announce a "last buy" date for NICE Business Partners
 - b. Deliver spare part orders on a first come/first serve basis

Note: NICE reserves the right to restrict the number of spare parts for orders.

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Archiving Devices Availability

The NiceCall Focus3 was provided with either one of the following archiving devices:

- DVD
- DAT tapes

Since the DVD model in use is not available in the market anymore, starting July 1st 2011, NiceCall Focus3 will only be available with a DAT tape.

Replacement Solutions

Recently, NICE enhanced its offering for small and medium-sized businesses with two solutions:

- **NICE Recording eXpress:**

The NICE Recording eXpress Voice Recording System is a reliable recording solution ideal for capturing, storing, retrieving and playing back voice, radio and data communications. It can be used in traditional or IP telephony environments to deliver high quality voice recordings for all applications, including verification and compliance, dispute resolution, training and quality monitoring.

Appendix A provides further information about the NICE Recording eXpress.

- **NICE Perform eXpress:**

NICE Perform eXpress addresses the small and medium-sized business market and offers our customers a comprehensive and easy recording solution which addresses risk management and compliance needs.

Appendix B provides further information about NICE Perform eXpress.

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Appendix A– NICE Recording eXpress:

The NICE Recording eXpress system is a reliable and future-proofed recording solution ideal for any size enterprise to capture, store, retrieve and playback voice, radio and data communications. It can be used in traditional or IP telephony environments to deliver high quality voice recordings for all applications, including verification and compliance, dispute resolution, training and quality monitoring.

NICE Recording eXpress is the first open and secure recording solution designed to use industry standards-based hardware and software. The technology is being used by the world's leading financial institutions, governmental and public safety organizations, and contact centers. The solution can scale up from a few recording channels to thousands. The recording system can also be upgraded to a server/satellite architecture with thousands of recording channels.

By connecting multiple servers, an enterprise-wide recording system can be deployed with centralized user management as well as search and replay.

Resiliency Options with NICE Recording eXpress

- Complete secondary system stand-by
- Trading E1/PCM32 N+1 satellite redundancy
- VoIP satellite redundancy
- CTI server redundancy
- CTI satellite redundancy
- Active/standby core server resilience

Appendix B– NICE Perform eXpress Highlights

NICE Perform eXpress is a cost effective, easy-to-use call recording solution for small to medium-sized contact centers and branches.

NICE Perform eXpress provides the following value added enterprise grade capabilities:

- Single box, standard commercial server, all-in-one solution
- Support for TDM, VoIP and hybrid telephony environments
- Support of CTI and D-channel (for non-CTI environments)
- Quality Management including screen recording and reports
- Open, non-proprietary architecture
- Centralized configuration, storage and monitoring
- Rapid deployment and installation
- Fully integrated with NICE Interaction Management enabling Hub & Spoke architecture
- Virtualization Support
- Ease-of-use, intuitive web-based applications enabling call recording, archiving and playback

For any additional information, contact your NICE Sales Representative.

For additional announcements, updates and information, visit <http://www.extranice.com>.