NICE RECORDING VERSION 6

NICE®

- **CT6 introduces an additional new application CyberTech MAX**
  - CyberTech MAX combines several Core Servers
- Advantages
  - Central user management for users, roles and groups
  - Central search and replay from underlying Core Servers
  - Unlimited number of recording channels
- Planning
  - Release Candidate will come together with CT R6
  - GA in August

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- **With CT6 an additional new application is introduced: CyberTech PRIME**
  - CyberTech PRIME can record BlackBerry mobile phones

- Advantages
  - Protection, Verifiable recordings, Proven,
  - Secure, Flexible, Cost Effective

- Planning
  - Available now, needs additional qualifications from CyberTech

- Server software installation pre conditions
  - Microsoft .NET Framework 3.5 SP1 or newer
  - Microsoft Visual C++ 2008 Redistributable 9.0.30729.01 (as supplied)
- Client
  - Microsoft Silverlight version 3 or newer
  - Used by the Audio Player, single as well as multi mode
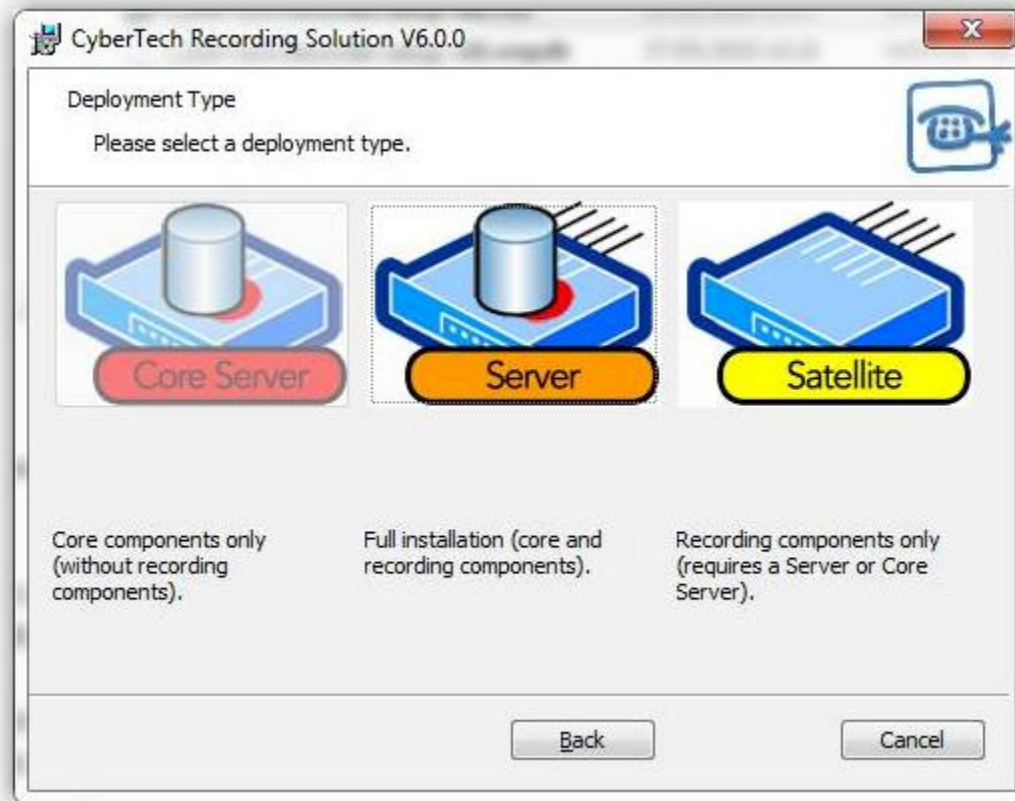 - More information: www.silverlight.net

- Support for all MS-Window platforms, incl. 64 bits

Operating System	32-bits	64-bits
Windows XP	✔	—
Windows Server 2003	✔	—
Windows Server 2003R2	✔	—
Windows Server 2008R2	n/a	✔ NEW
Windows 7	✔ NEW	✔ NEW

- Latest MySQL Enterprise database included
  - 32 and 64 bits version (depending on OS)

MySQL.
Enterprise

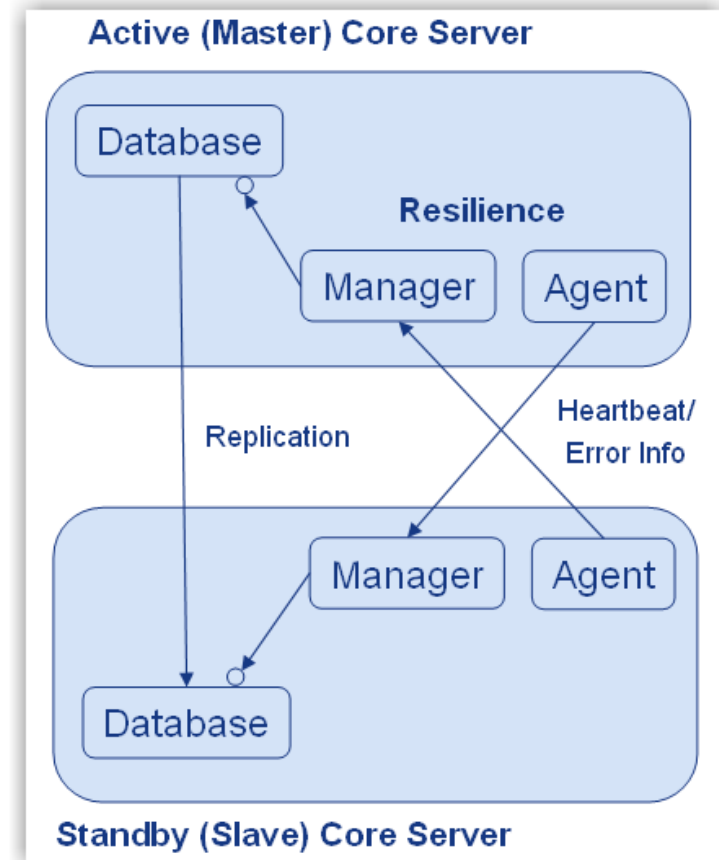NICE®

- Easy installation wizard

NEW

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- 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

NEW

Core Server

Operational

Database
Replication

Core Server

Non-Operational
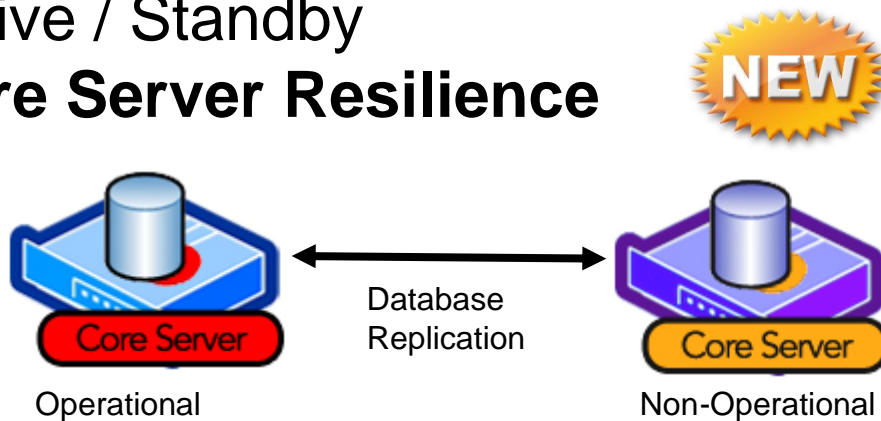
- Active / Standby **Core Server Resilience**
  - Database replication
  - Automated fail-over and fail-back
  - Automatic Web GUI redirection to the active server
  - Call buffering on Satellites
  - Easy Deployment with replication setup utility

Active (Master) Core Server

Database

Resilience

Manager   Agent

Replication   Heartbeat/ Error Info

Manager   Agent

Database

Standby (Slave) Core Server

- You can choose

  - Which type of standard off-the-shelf hardware

  - Which archive medium is used

    NAS/SAN   RDX removable hd   EMC

  - Which calls are being archived and
    for how long with Archive Service & RAS

  - Which calls are being recorded

    - Total Recording

    - Recording on Demand

    - Selective Recording
      with **Rules Engine**

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- **The recording rules engine** NEW

  - Create rules based on CTI information
  - Create rules with AND or OR criteria
  - Rules are evaluated in order of index
  - Each rule can have a result action
  - Default rule as fallback,
   default rule is configured as to record

Recording rules			
⤵ 1: Privacy - Rule action: Don't record (ENABLED)			
1	Extension	Equal	1001
2	TrunkID	Equal	1
⤵ 2: ThirdPartyCallControl - Rule action: Record (ENABLED)			
1	ThirdPartyControl	Equal	true
→ 3: Default - Rule action: Don't record			

Extension
Extension
CallingParty
CalledParty
ConferenceParties
TargetName
AllParties
PBXCallID
TargetGroupName
Direction
ThirdPartyControl
AnsweringParty
LastParty
ACDSplit
AgentID
RingingParty
TrunkID
AnsweringParty
LastParty
ACDSplit
AgentID
RingingParty
TrunkID

- Which calls are being archived and for how long

NEW

Archive calls	Older than x year(s) and y week(s). [YY-WW]	▼	01-02
Delete calls	Older than x day(s).	▼	183
Delete videos	Older than x week(s).	▼	99
Delete call data (non EMC)	Never	▼	
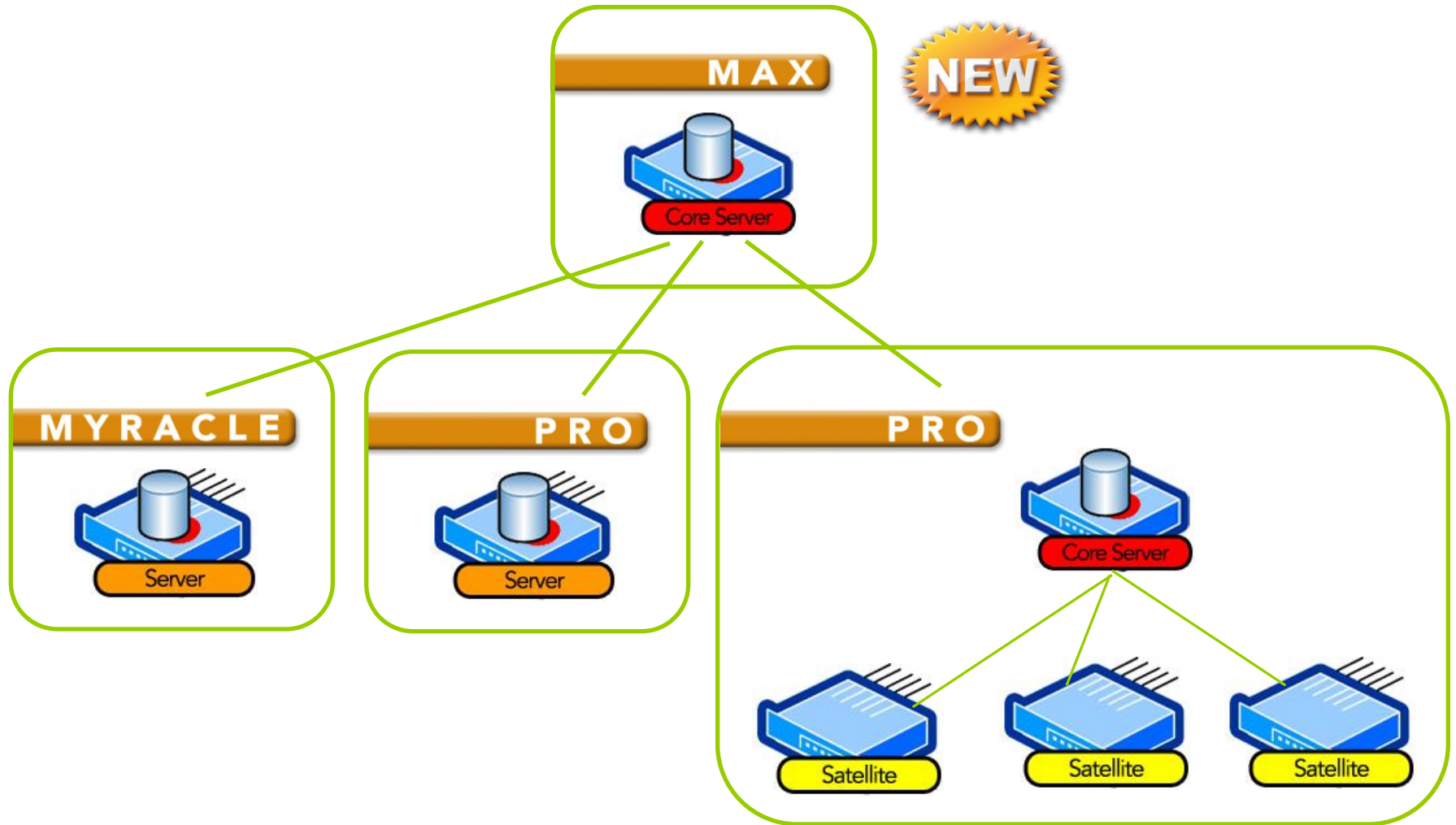
- Link **multiple Core Servers** (Pro and/or Myracle)

- Central user management

- Import users & groups

- User management uses Users, Groups and Roles (RABC)

- Central search and replay

- Search several Core Servers combined

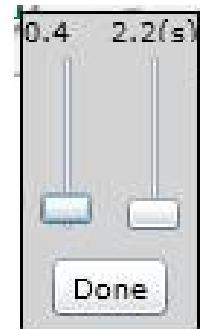- Phase II will also get central archiving

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- **Multiple channel playback**

NEW
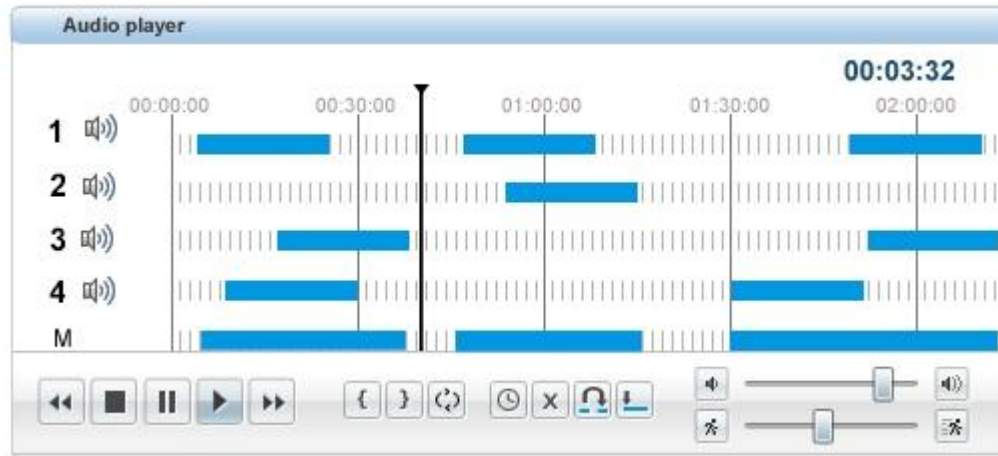
+ more download options (e.g. multiple calls, parts of a call)

- **Single channel playback with**

NEW

- Waveform Preview, adjustable Skip silence (adjustable thresholds)

NICE®

- # Reliability
  - Active / Stand-by Core Server

- # Flexibility
  - Rules Engine
  - Archiving & Retention periods
  - New User Interface, incl. new Audio Player

- # Scalability
  - CyberTech MAX

NEW

Mobile Phone Recording for Compliance

PRIME - Phone Recording Incorporating Mobile Extensions

- Call recording solution for BlackBerry® smartphones
- Automatic recording of calls
- Fully integrates BlackBerry® smartphones with the CyberTech Recording Solutions
- Proven in Financial Services market
- Simple to use and deploy
- Secure
- Available Today

NICE®

- # BlackBerry Platform
  - BlackBerry® Smartphone O/S 4.2+
  - BlackBerry Enterprise Server® (Compliance)
- # Active Voice Recorder
- # CDR Synchronization
  - IIS Server
  - Allow BES inbound connection
  - CTI Service
- # Mobile Network
  - SIM with GSM conferencing enabled calling plan
  - DTMF enabled conferencing or use call bridging