NICE®

Air & Engage

The industry leading omnichannel recording and interaction management platform

Comply with the strictest regulations and extract business value from every customer interaction

To record or not to be?

The contact center ecosystem may be changing, moving away from workforce optimization to focus on workforce engagement management, but recording remains a constant need. Whether for compliance, quality or for business insights, organizations of all sizes and industries simply have to record. The advantages and benefits brought by recording go far beyond capture and retention, as it defines the way your operations can and will be led: from technology, to people and through processes, it is the founding layer that dictates how you will derive business insights, ensure quality and achieve compliance.

Larger than the sums of its parts

On top of the arithmetic problems of finding out how many channels can be sustained over how many servers, recording poses a geometry one: how real time applications will be deployed, how contact center infrastructure changes will be supported, how new and legacy systems will coexist are determined by the recording system. The answers to the costs and efficiency challenges of your contact center reside in the latency, scalability, and dependability of your recording system.

One size fits all

AIR & Engage offers a single trusted solution to record, store and retrieve data across any channel (voice, chat, mail, video, social media, etc.), and according to the most demanding regulations (PCI DSS, HIPPA, MIFID II, GDPR,…). Flexible, resilient, and future proof, it offers advantages for all the actors of the contact center: IT, compliance, business users, and operations manager.

Engage Key Features:

Omnichannel support Voice, video, chat, mail, social media and any other channel

Advanced compliance certification from Trustwave for PCI DSS and HIPPA, pause & resume automation, end-to-end encryption, flexible archiving and retention management

Unrivalled scalability & lowest TCO up to 5000 channels per server

Business continuity multi data center solution that enables a dull data center failure recovery without losing a single call

Real Time capabilities large scale low latency real time streaming built into its recorders

Third Party and business app integration with Connect API, a single dedicated API umbrella

One single solution for management and retrieval.

Future proof integrated with any Contact Center Infrastructure vendor

Key Benefits

IT:
- Record all channels, over the same server, creating operational efficiency and lower costs
- Be ready for any channel, now and future: voice, chat, video, email, social media and more
- Mission critical and DIY approach

Compliance:
- Ensure compliance on new channels from day one, with your existing system
- Real Time compliance degradation alerts over mobile with NICE Watch application
- Trustwave certified for PCI DSS3 and HIPPA

Business users & customer experience:
- Ensure customers hear the same company voice
- Analyze all customer segments and channels to uncover business insights

Operations managers:
- Calibrate employee evaluations for all channels
- Get a full picture of the customer interaction chain
- Apply a coherent strategy for compliance, quality, performance and analytics across all channels

Key Advantages:

Reduce TCO by up to **50%**

Support up to **5,000** channels in one server

Close to **100%** recording availability - **High dependability** – multi-data- center solution that enables a full data center failure recovery without losing a single call

Real Time streaming latency – less than 1 sec - large-scale low latency **real-time streaming capabilities** built into AIR for the use of applications such as real time authentication, fraud prevention and interaction analytics

Easy upgrades – with a dedicated solution providing speedy configurations **without the need to migrate legacy databases**, Playback Portal offers a single access point for all recording, from any channel

Cloud ready: public, private and hybrid deployments.

About NICE systems

NICE (NASDAQ: NICE) is the worldwide leader of software solutions that deliver strategic insights by capturing and analyzing mass quantities of structured and unstructured data in real time from multiple sources, including, phone calls, mobile apps, emails, chat, social media, and video. NICE solutions enable organizations to take the Next-Best-Action to improve customer experience and business results, ensure compliance, fight financial crime, and safeguard people and assets. NICE solutions are used by over 25,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies.

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