

Flexibility that works

- Our solution is compatible with numerous telephony platforms, including Avaya, ShoreTel, Cisco, Siemens, Nortel, Aspect, Alcatel, NEC and many more.
- We offer flexible recording modes to support your business requirements, including 100% recording, random/scheduled recording and on-demand recording.
- Your contact center won't outgrow call recording, which will scale with your needs and can assist in the transition from TDM to VoIP.
- We are experienced in serving the unique needs of a variety of industries, including healthcare, banking/credit unions, outsourcers and more.
- Whatever your reason for recording, we support your business goals including quality assurance, dispute resolution, agent training and coaching, performance optimization and compliance.

Our application programming interface (API) is included with every installation and offer flexible integrations with third-party applications such as customer relationship management (CRM) platforms, workforce management (WFM) applications and interactive voice response (IVR) systems.

Efficient – so you can be too

Call recording is easy to learn and easy to use – our support team will provide you with the knowledge you need to make the most of your resources. Key features like priority-based scheduling, CTI integration and advanced search ensure that you can spend your time wisely.

Efficient for you and your resources

- Call recording utilizes a small hardware footprint – a single server supports up to 175 agents.
- Call recordings can be leveraged for agent training to improve efficiency and reduce average handle time (AHT), resulting in lower operating costs.
- Call recording contains an intuitive user interface as well as flexible configuration.
- Our CTI integration enables you to leverage your existing infrastructure for a seamless integration with most popular telephone systems.
- Advanced search lets you quickly locate and play back call recordings through a simple-to-use query tool.
- The solution is installed in days, not months – so you can get started right away.

NICE *uptivity*

555 S. Front St.
Columbus, OH 43215

Tele | [888.922.5526](tel:888.922.5526)

Intl | [614.340.3346](tel:614.340.3346)

Email | sales@incontact.com

www.nice.com/websites/NICEUptivity/



What boosts the bottom line for any company with a contact center? How about getting the best that every agent can deliver from their first day on the job and constantly optimizing contact center management and performance? Only NICE Uptivity gives you the tools you need to continuously improve every aspect of each step of every agent's life cycle and enhance customer satisfaction. You get exactly what you need thanks to a modern, integrated, and easy-to-use suite of tools that offers a unified system for performance management, workforce management, speech analytics, call recording and more. Unparalleled customer service and support from our in-house staff combine with a better bundle for a better value, and a lower total cost of ownership.