



Products

- **Product Name**

VoIP Logger with CLS version 8.9

Overview

NICE is the acknowledged leader in providing IP-based solutions for contact centers, trading floors, and banking environments. Our advanced VoIP recording technology is supported by the company's global presence, unmatched support capabilities, market-leading expertise in implementing mission critical solutions, and a proven ability to provide advanced value-added applications.

The NICE VoIP recording solution enables customers to effectively capture, evaluate, analyze and improve multimedia interactions taking place on an IP network. It provides VoIP recording solutions to customers who are deploying IP telephony networks, enabling them to enhance customer experience management over converging networks.

The NICE VoIP recording solution provides intelligent recording of VoIP interactions for Total Recording, Selective Recording, Recording on Demand and Quality Management.

Once the VoIP audio is recorded, it can be saved, archived, queried and played back as easily as analog or digital recorded audio.

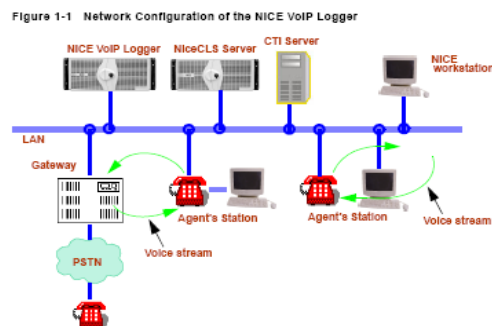
Here are some important reasons to consider in partnering with NICE Systems to deliver solutions for your ShoreTel® contact center deployments:

- NICE business partners are a key part of our growth strategy.
 - Our reseller program addresses channel conflict with our direct sales force – NICE's direct sales team cannot sell into SMB market.
- ShoreTel SMB opportunities are delivered by our ShoreTel partners.
 - ShoreTel reseller makes sales driving additional revenue with significant profit margin on NICE solutions.
 - Finders fees are also available for those ShoreTel resellers without a signed NICE reseller agreement.
- We encourage our partners to provide professional services, training and maintenance.
 - NICE will provide all professional services to reseller until reseller is fully trained.
- We provide full sales and technical support.

Solution

The NICE recording suite is a comprehensive solution that will enable ShoreTel customers to perform compliance recording and quality management with a single powerful system, increasing productivity with recordings that can be easily retrieved and instantly replayed by anyone who needs them – any time and

Figure 1. Graphics – NICE configuration example. Note: CTI integration in process of being developed.



Key Features/Benefits

- A unified architecture for all analog, TDM and VoIP environments.
- Support for hybrid VoIP and traditional telephony environments in one system, allowing gradual migration to ShoreTel VoIP.
- A unified user interface, making the switch to VoIP totally transparent to the user.
- Pure software-only system installed on commercial-off-the-shelf servers.
- Optional high-end redundancy providing increased system survivability and the elimination of single points of failure.
- Best performance in terms of recording channels per server, reducing the number of hardware components, and increasing reliability.
- Proven scalability to thousands of recorded IP ports per site.
- NICE has the industry's largest service organization with partners and distributors in more than 100 countries serving over 23,000 customers.

Customer Value

Small-to-Medium sized contact centers are rapidly realizing that, in order to compete and grow, they need economical yet sophisticated recording solutions that will provide advanced total recording and quality management capabilities. In the past such centers had to compromise between price, capacity, capabilities and quality. The NICE solution is available to meet the requirements of this growing segment, providing a high-end solution for the small and medium size businesses at a price they can afford.

About NICE Systems

NICE Systems (NASDAQ: NICE) is the leading provider of Insight from Interactions, based on advanced content analytics – of traditional and IP telephony, Web, radio and videocommunications. NICE's solutions improve business and operational performance as well as security. NICE has over 23,000 customers in 100 countries, including the world's top 10 banks and over 75 of the Fortune 100 companies. More information is available at www.nice.com.

About ShoreTel, Inc.

ShoreTel is a leading provider of enterprise IP telephony solutions. The NICE-ShoreTel solution provides customers with a number of key benefits, including ease of use, manageability and lower total cost of ownership.

Disclaimer

To be "ShoreTel Certified" means that Technology Partner's product will inter-operate with the ShoreTel system, but ShoreTel does not certify that the features or functionality of Technology Partner's product will perform as specified by Technology Partner nor that Technology Partner's product will meet your specific application needs or requirements. To inter-operate means that Technology Partner's product is able to exchange, use and share information with the ShoreTel system.



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