

NICE PERFORM EXPRESS



Recording and Quality Management Made Easy

NICE Perform eXpress enables small to medium sized contact centers (SMCCs) to:

- Record customer calls in individual offices or throughout branch offices
- Play them back for Quality Management(QM) or dispute resolution
- Archive them locally or remotely in the event of future investigation or litigation

NICE Perform eXpress empowers SMCCs to address key business issues including:

- Complying with stricter corporate and governmental regulations
- Minimizing exposure to disputes
- Improving operational efficiency and customer experience with QM applications to boost agent productivity
- Deploying and maintaining large numbers of branches and small sites efficiently and cost-effectively

COST EFFECTIVE, ENTERPRISE-GRADE RECORDING AND QUALITY MANAGEMENT FOR SMALL TO MEDIUM SIZED CONTACT CENTERS (SMCC)

Managing an organization with an SMCC entails many challenges. In today's economic environment the main challenge is how to reduce expenses, increase profit and implement solutions that provide business benefits similar to those deployed at large call centers. How can SMCCs do more with less?

NICE Perform eXpress is a cost effective, easy-to-install call recording and quality management solution enabling SMCCs to ensure liability call recording, regulatory compliance and quality management with a low total cost of ownership (TCO). Whether the site is an SMCC, back office, trading floor or branch office, NICE Perform eXpress empowers organizations to simply and efficiently record, archive, play and evaluate customer phone interactions.

Based on NICE's 25+ years of experience, NICE Perform eXpress comes with a built-in Quality Management solution providing a single view so managers can play back calls, view agent screen activity, and evaluate the agent performance. Evaluation scores are then reported to initiate action to improve agent efficiency and customer experience.

Since implementing necessary IT functionality within a limited budget is often a major concern, NICE Perform eXpress delivers an all-in-one, low cost call recording and quality management solution, available in a single standard server. It offers a significantly low IT TCO as it can be deployed quickly and easily, maintained either locally or at a remote data center, and support existing VoIP, TDM and hybrid networks in a single box.

BUSINESS BENEFITS

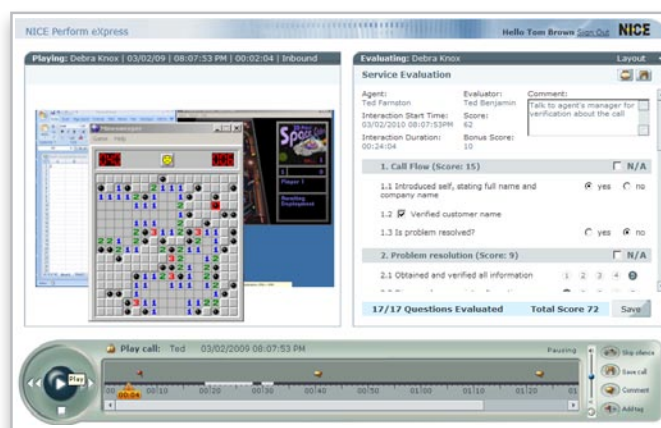
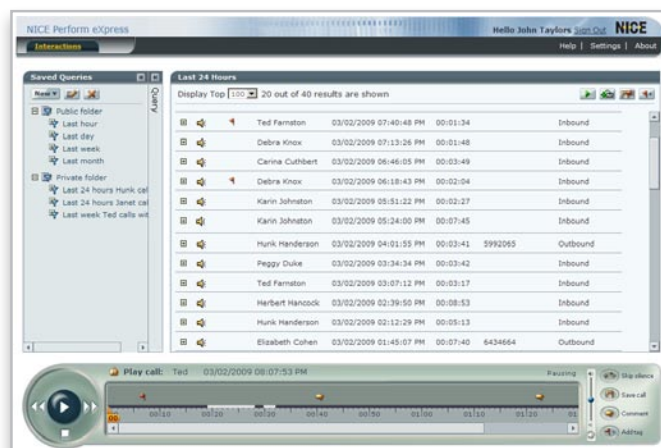
NICE Perform eXpress is designed for ease and simplicity. The solution offers SMCCs the following business benefits:

- Compliance with call recording regulations
- Improved operational efficiency and customer experience by improving agent performance
- Insight into customer satisfaction and agent service levels
- Low TCO with rapid deployment requiring less than half a day to install at a standard site
- All-in-one, cost effective solution on a single commercial server

CAPABILITIES

NICE Perform eXpress offers SMCCs and branches value added enterprise-grade capabilities including:

- Built-in Quality Management application that includes an evaluation form designer, screen recording providing an holistic insight on agent activity and business reports
- Support for up to 200 recording channels in VoIP, TDM and hybrid networks to optimize investment in existing IT networks
- D-channel line signaling support to include advanced telephony data in non-CTI environments
- Easy and rapid deployment reducing IT personnel-related costs
- Small footprint to lower facility costs with a thin client, browser-based web application
- Support for compliance requirements such as retention, liability and recording redundancy
- Multiple language support
- Centralized administration and storage either locally or remotely to improve administration and maintenance



ABOUT NICE

NICE Systems (NASDAQ: NICE) is the leading provider of Insight from Interactions™, offering comprehensive performance management and interaction analytics solutions for the enterprise and public safety and security markets. Advanced interaction analytics are performed on unstructured multimedia content - from telephony, web, radio and video communications. NICE brings the power of Insight from Interactions to IP contact centers, branches, and command and control centers. NICE's solutions are changing the way organizations make decisions, enabling them to proactively improve business and operational performance and address security threats. NICE has over 24,000 customers in 150 countries, including over 80 of the Fortune 100 companies. More information is available at www.nice.com.

CONTACTS

Global International HQ, Israel, T +972 9 775 3777, F +972 9 743 4282 • Americas, North America, T +1 201 964 2600, F +1 201 964 2610
EMEA, Europe & Middle East, T +44 8707 224 000, F +44 8707 224 500 • APAC, Asia Pacific, T +852 2598 3838, F +852 2802 1800

www.nice.com

360° View, Alpha, ACTIMIZE, Actimize logo, Customer Feedback, Dispatcher Assessment, Encoder, eNiceLink, Executive Connect, Executive Insight, FAST, FAST alpha Blue, FAST alpha Silver, FAST Video Security, Freedom, Freedom Connect, IEX, Interaction Capture Unit, Insight from Interactions, Investigator, Last Message Replay, Mirra, My Universe, NICE, NICE logo, NICE Analyzer, NiceCall, NiceCall Focus, NiceCLS, NICE Inform, NICE Learning, NiceLog, NICE Perform, NiceScreen, NICE SmartCenter, NICE Storage Center, NiceTrack, NiceUniverse, NiceUniverse Compact, NiceVision, NiceVision Alto, NiceVision Analytics, NiceVision ControlCenter, NiceVision Digital, NiceVision Harmony, NiceVision Mobile, NiceVision Net, NiceVision NVSAT, NiceVision Pro, Performix, Playback Organizer, Renaissance, Scenario Replay, ScreenSense, Tienna, TotalNet, TotalView, Universe, Wordnet are trademarks and/or registered trademarks of NICE Systems Ltd. All other trademarks are the property of their respective owners.

06/2010 ■ P/N 10P0007-06/10 ■ CONTENTS OF THIS DOCUMENT ARE COPYRIGHT © 2010