



# NICE and Cisco ICM/IPCC Integration

## Overview

As organizations move from traditional TDM to IP telephony environments, NICE®, a leader in recording technologies, has enhanced its proven and reliable NiceLog® platform to integrate it with the latest developments in IP telephony.

In cooperation with Cisco, NICE has fully integrated its award-winning IP recording technology with the Cisco IPCC and Cisco ICM environments.

NICE VoIP provides a full range of recording applications for Cisco AVVID users, including Total Recording, Selective Recording, Recording on Demand, and Quality Management Recording. The system seamlessly integrates with blended (traditional and VoIP) environments and is fully integrated with NICE's Customer Experience Management (CEM) Platform. Organizations can record with NICE VoIP across new communication channels, while capturing and analyzing interactions for compliance or quality management. With NICE VoIP, every interaction becomes an opportunity to improve efficiency and effectiveness in the contact center while enhancing the customer experience in ways that reduce liability and increase customer satisfaction.

## Benefits

- **Leading-edge technology**—Based on the same robust technology as NiceLog, NICE VoIP is used by mission critical environments worldwide.
- **Comprehensive solution**—Provides the most complete solution enabling organizations to perform various recording activities from a single powerful platform.
- **Smooth migration path to VoIP**—Facilitates recording of both traditional and VoIP interactions. NICE VoIP protects your investment, and ensures the smooth and efficient integration to IP technology from traditional telephony environments.
- **Scalable**—Enables expansion of VoIP recording capabilities as needs grow.
- **Integrated**—Leverages synergies of Cisco's VoIP capabilities and NICE's CEM platform to deliver top results in compliance recording and quality management—seamlessly and easily.

## Features

- Unlimited number of recording channels per system.
- Support for Total Recording, Selective Recording, Quality Management and Recording on Demand.
- Supports Cisco ICM for multimedia recording purposes in the call center.
- State-of-the-art system administration. NICE VoIP's comprehensive and strict security features enable security settings down to the individual level.
- Archiving to DDS, AIT and DVD-RAM and integration with NICE Storage Center for centralized archiving.
- NiceUniverse applications may be added for Quality Management. Random call recording can be scheduled to evaluate and improve agent performance.
- Supports IP phone services for recording on demand and for recent calls playback.



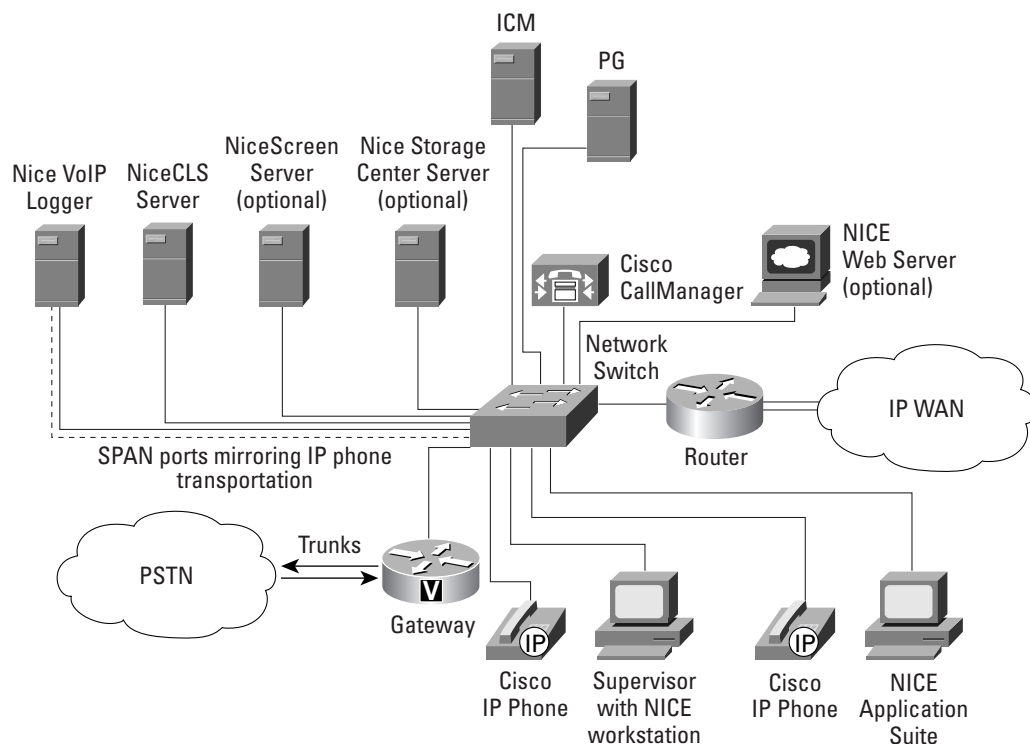
## Architecture

The Cisco IPCC solution encompasses Cisco CallManager (CCM), Cisco VoIP Gateways, Cisco IP Phones and Cisco ICM. A cluster of CCMs is optional, offering a redundant architecture for improving the system's reliability.

The NICE CEM solution consists of NiceLog Loggers for voice recording, a NiceCLS<sup>®</sup> Server for management and control, and the NICE applications suite, which can be run from any workstation.

The application suite enables users to query and playback recorded calls, evaluate a sample of the calls for quality management, monitor calls in real-time, request recording on demand of current calls, set recording rules for selective recording, and many other features.

Adding NiceScreen<sup>®</sup> servers enables recording and real-time monitoring of the agent's workstation screens. The NICE Web server provides browser-based access to the NICE applications suite. Local archiving to off-line media is supported by the NiceLog Logger. A NICE Storage Center<sup>™</sup> server offers central archiving by integrating with file servers and enterprise storage solutions. The NiceLog Loggers connect to SPAN ports in the network switches, mirroring the IP phone transportation for recording (US Patent 6122665). The NiceCLS is connected to the Cisco Peripheral Gateway (PG) of the ICM system to receive call events, and in this way manages the calls database and controls what the NiceLog Logger records.



In Total Recording mode, the NICE VoIP Loggers record all the IP phones' audio traffic they receive via the SPAN destination port, according to a predefined list of extensions to be recorded. The NiceCLS Server generates call records and maps them to the recording channels. The recording is not dependent on receiving the call events (except upon IP phone address change).

Selective Recording mode allows the number of recording channels to be lower than the actual number of IP phones in the system, determining the maximum number of concurrent recorded calls. In this mode, the NiceCLS uses predefined recording rules and schedules and real-time Recording-on-Demand requests against the call events it receives from the ICM. When it identifies that a call needs to be recorded, it allocates a free recording channel and requests the NICE VoIP Logger to record the call.



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