



## HIGH-DENSITY NICELOG LOGGER

### **YOUR BUSINESS NEED**

You need to capture, analyze and get insights from ever-increasing numbers of interactions between you and your customers, whether for legal compliance and dispute-resolution reasons or to further improve the customer experience. You want an easy-to-use, future-proof solution that works with all traditional and new telephony interfaces that can be used for advanced audio analysis and provides maximum storage with a minimal footprint and lowest cost.

**NICE**



## NICE PROVIDES THE ANSWER: THE HIGH DENSITY NICELOG® LOGGER

The state-of-the-art, High Density NiceLog® Logger builds on proven NICE technology used worldwide in contact centers, trading floors, and air traffic control centers, and provides a complete, reliable and robust solution to audio storage problems. Utilizing a new PCI-based architecture, NiceLog provides a future-proof, digital, multimedia recording platform with a wide range of scaleable recording solutions.

NiceLog Logger serves as the system voice capture and logging unit. It supports a wide range of telephony interfaces including analog, digital, E1/T1, BT Megalink and SCSA. The high density NiceLog Logger uses familiar application software, and the user is unaware of which voice capture method is being used. NICE PCI-based architecture allows remarkably high density of recording within a single unit, reducing footprint size and total cost of ownership.

The High Density Logger utilizes NICE's leading-edge board technology for stereo recording, separating customer and agent voices to make extended audio analysis (including word spotting, emotion detection and talk analysis) possible in a single unit.

## BENEFITS OF THE HIGH DENSITY NICELOG LOGGER

- Cost effective – Best compression and largest channel capacity for lowest cost of ownership.
- Reliable – More than 500,000 channels installed worldwide, NiceLog has withstood the test of time in the most mission-critical environments.
- Secure – Powered by Microsoft Windows 2003 Server - more secure out of the box.
- Scalable – Modular design and open architecture meet evolving needs, including expanding capacity and emerging technologies, such as VoIP.
- Increased productivity – Recordings are easily retrieved and instantly replayed by anyone who needs them, anywhere.

## KEY FEATURES OF HIGH DENSITY NICELOG

- Wide range of recording options – Total Recording, Selective Recording, Recording-On-Demand, Real-time Monitoring, Quality Management in a modular system.
- Improved channel capacity, with either (a) up to 192 input channels with analog/digital extensions, or (b) up to 496 channels for E1/T1 trunk/Scx/BT Synegra Megalink, or (c) up to 3840 matrix interface recording channels.
- Advanced audio compression to maximize archiving capacity using industry-standard algorithms G.729A and G.723.1 to achieve up to 80,000 channel-hours of recording per unit; with centralized archiving in the NICE Storage Center this means virtually unlimited on-line capacity.
- Records directly from analog, E1/T1, PCM32 and digital extensions (Alcatel, Aspect, Avaya, Ericsson, NEC, Nortel, Siemens, Philips and ...more), available with VoIP interface as well.
- Easy retrieval and playback by means of multiple search criteria (date, time, extension, agent, customer ID and more).
- State-of-the-art system administration with advanced security features using definable profiles enabling different levels of security down to the specific agent as well as audit traces.

### CONTACTS

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