

## NICE Cloud Product Description

NICE Engage Recording (AIR) provides Enterprise-grade interactions recording (Voice, Chat, Email and SMS) including enhanced data security, scalability and business continuity, Query and Playback, CTI Integration, Database Kit, Reporting & Logger Licenses. Includes the following modules: Storage Centre – automated, rules-based archiving of captured interactions; System usability, maintenance and administration tools; Diagnostics and monitoring tools (NICE Sentinel); and a Compliance & evidence keeping platform.

NICE Real-time Tag & Trigger is a workstation application that allows tagging and triggering type functionality for PCI compliance.

NICE Quality Central is an application you use to evaluate the agents, report on those evaluations, and improve the agents' performance.

NEXIDIA Analytics platform includes Discovery, Search, Visual Query Builder, Analysis and Reporting, Basic Workflow, Executive Listening Portal and basic language pack. The application provides text and speech analytics to every transaction to organize, analyze and operationalize data.

NICE Customer Journey and Interactive Voice Response (IVR) Analytics enables organizations to improve customer IVR journeys, increase containment and drive customer satisfaction, by enabling both aggregated and granular journey visualization, IVR process investigation and business scenarios analysis.

NICE Workforce Management is an application that allows contact centres to forecast, schedule and balance operational efficiency. Workforce Management delivers transparency at the individual level by giving visibility into schedule, shift changes and ability to analyze contact centre performance in real-time and make immediate staffing adjustments.

NICE Employee Engagement Manager (EEM) is a suite of applications that enhances Workforce Management offering automation, self-service, accessibility (mobile) and alerts to the call centre supervisors, administrators and agents so they're empowered to take the right action at the right time.

NICE Performance Management Advanced (PMA) provides a single source of truth for employee performance data. Enables goals to be set at individual level dynamically and then drive targeted actions to improve performance across multiple measures.

NICE Back Office Suite includes a number of NICE Applications: Advanced Process Analytics, Performance Management and Workforce Management. This suite of solutions helps measure and drive back office performance.

NICE Advanced Process Analytics and Automation provides employees with real-time, contextual, on-screen callouts for quick and effective guidance. It automates routine desktop activities, for significant handle time reduction while maximizing customer satisfaction.

NICE Real-Time Authentication (RTA) includes real-time audio management, voice biometrics engine (single site license), real-time agent guidance and passive enrolment capability. Including one storage server that can serve up to 20M end users

NICE Voice of the Customer (Satmetrix) combines direct feedback, indirect feedback, and operational metrics to reveal a complete picture in real-time of the customer view.