

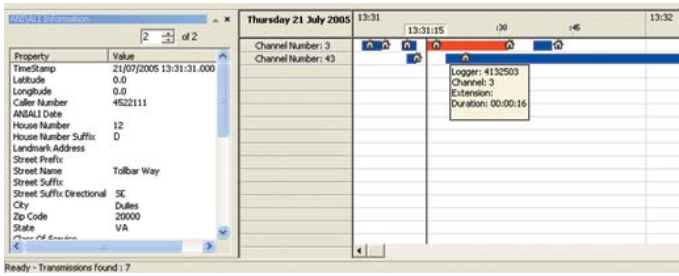


## ANI/ALI ANNOTATION

### ROBUST, REDUNDANT PERFORMANCE

NICE Systems delivers an ANI/ALI call-tagging application as part of a complete recording solution designed to meet your functional and budgetary needs. Calls are recorded for many reasons – confirming information provided during the call, admitting the call as evidence in court, or reconstructing a series of events relating to specific case. ANI/ALI appends call records with location and number information, which can be used to simplify event reconstruction and locating specific calls.

Tagging calls with NICE's ANI/ALI (Automatic Number Identification and Automatic Location Identification) is immensely helpful for the call taker, immediately providing the caller's location to improve rapid response of emergency resources.



## SAVING CRITICAL TIME

Like other solutions from NICE, ANI/ALI is designed to make the call storage, search, replay, and delivery processes as easy as possible. By enabling users to search for calls based on any element of the calling number or location information, even incomplete information, critical time is saved in the replay and delivery processes.

ANI/ALI can be used with the NiceLog and NiceCall Focus III capture platforms. ALI provides extensive information about the location of the caller in addition to the traditionally available ANI. The ANI/ALI Annotation application is completely configurable and can accept and store call data identified in the NENA ANI/ALI Phase III specifications.

## FEATURES

- Easy-to-use configuration wizard, to facilitate capture of all data formats
- Configurable logging of serial data, for debug and setup
- Fixed position or variable length ANI/ALI formats
- Supports multiple data formats, to ensure your ANI/ALI information can be captured
- Channel mapping based on call taker position or trunk ID
- Multiple bids, to increase accuracy or track mobile callers
- User-selectable target location in the call table, to ensure desired data is captured and stored where you want it
- Data capture from the serial port to facilitate installation
- Extra processing on data to improve efficiency and comprehension

## CONTACTS

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](http://www.nice.com)

360° View, Agent@home, Executive Connect, Executive Insight, Experience Your Customer, Investigator, Lasting Loyalty, Listen Learn Lead, MEGACORDER, Mirra, My Universe, NICE, NiceAdvantage, NICE Analyzer, NiceCall, NiceCLS, NiceCMS, NICE Feedback, NiceFix, NiceGuard, NICE Learning, NICE Link, NiceLog, NICE Perform, NICE Playback Organizer, Renaissance, ScreenSense, NiceScreen, NiceSoft, NICE Storage Center, NiceTrack, NiceUniverse, NiceUniverse LIVE, NiceVision, NiceVision Harmony, NiceVision Mobile, NiceVision Pro, NiceVision Virtual, NiceVision Alto, NiceVision NVSAT, NiceWatch, Renaissance, Secure Your Vision, Tienna, Wordnet and other product names and services mentioned herein are trademarks and registered trademarks of NICE systems Ltd. All other registered and unregistered trademarks are the property of their respective owners.

## SEARCH

Because the data is stored with each message, the search and replay application can be used to search for all calls relating to a particular incident; even off an archived tape. Similarly, a search can be made for all 911 calls made from a specific road or address as defined by the ALI information. With this powerful mechanism, it is no longer necessary to replay hundreds of messages to determine which ones are relevant to a case or incident; instead, one simple search can quickly find the right calls.

## INSTALLATION

ANI/ALI Annotation is designed for simple installation and configuration. Because no two sites are exactly alike, NICE provides an easy-to-use configuration wizard that allows you to select exactly what ANI/ALI data you want to retain. Then, you can select where and how your team will see this information, to best facilitate call search and replay.

Installation can be accomplished in three easy steps:

- Capture records for analysis
- Install ANI/ALI Annotation software
- Use Installation Wizard to configure input type, logger; and ANI/ALI fields

## MINIMUM SYSTEM REQUIREMENTS

### Computer platform

The ANI ALI Annotation service must be installed on the same machine as the NiceCLS, NiceCall Focus or the System Configuration Server; which must meet the following minimum specifications.

- CPU: 1GHz PIII
- Internal memory: 256 MB
- Hard disk control: IDE or SCSI
- Hard disk resiliency: RAID 1 or RAID 5 Controller. Hard disk speed must be at least 7200 RPM
- 16 GB free space required
- Hard disk partitions: First partition on C: must be 4000MB; second partition on D: for rest of disk
- Archiving: DDS-3 or DDS-4 recommended
- Modem: 56 K (for remote maintenance)
- Network Interface Card: Ethernet 10/100Mbps, TCP/IP Ethernet LAN
- Monitor and CD-ROM drive: For installation and configuration, CD-ROM x 40 or above
- Power supply: Redundant recommended