



NICE Perform[®] SMB

Small-to-medium sized contact centers are rapidly realizing that, in order to compete and grow, they need economical yet sophisticated recording solutions that will provide advanced total recording and quality management capabilities. In the past such compact centers had to compromise between price, capacity, capabilities and quality. Now the new NICE Perform SMB solution is available to meet the requirements of this growing market segment, providing a high-end solution for the small and medium businesses, at a price they can afford.

NICE and the Smaller Contact Center

NICE, the acknowledged market leader in the contact center industry, with the largest installed base (28,000 customers world-wide), is proud to present NICE Perform® SMB. This new compact contact center solution is ideal for small to medium contact centers that require high-quality, top-grade applications and advanced Quality Management (QM) tools on a highly-reliable platform, at an affordable price. Based on the award-winning, market-leading NICE Perform, NICE Perform SMB provides a recording and quality monitoring solution available in both VoIP and TDM configurations, providing a cost effective solution in any technological environment.

Ideal Solution for The Compact Center

NICE Perform SMB is NICE's new total recording and QM solution for contact centers with up to 100 seats. Based on NICE Perform architecture, NICE Perform SMB is a powerful, cost-effective recording and QM application, easily installed and maintained with a remarkably low Total Cost of Ownership (TCO). NICE Perform SMB allows smaller companies to monitor and improve the overall customer experience, and achieve capabilities that were previously only available to very large contact centers.

A Complete Solution with Unique Features

Designed specifically for smaller contact centers, NICE Perform SMB includes a structured growth path that ensures easy, economical expansion as the contact center and the business grow. NICE Perform SMB allows smaller contact centers, like larger ones, to undertake total recording of all interactions. This provides improved risk management and compliance assurance, ensuring that all calls are captured in accordance with regulatory and company retention policies.

Advanced Quality Management Tools

Based on NICE Perform's advanced applications, NICE Perform SMB's fast and intuitive web-based query and playback tools give managers the means to examine their customer interaction data, extract insights, and create a wide variety of reports.

Agent evaluation is simplified by using the Form Designer for easy creation of evaluation forms, including on-line forms to evaluate agent Performance, customizable drop-down lists, user-definable scoring and weighting formulas, and detailed forms for skills-based scoring. Recordings, including agent screen recordings, can be attached to each completed evaluation, and scores from different evaluators can be collated and compared.

Supervisors can quickly locate the precise call they want, using more than 100 different search criteria, and playback calls over the LAN. Calls can be saved in a number of standard formats for further evaluation or to meet regulatory requirements.

An integrated report-generator can create a wide range of reports and graphs for automatic distribution via email in a range of industry-standard formats.

NICE Perform SMB enables compact contact centers to realize significant gains through increased productivity and customer satisfaction.

Smart, Secure Architecture, Easy Implementation

NICE Perform SMB offers a robust yet simple-to-manage and highly flexible architecture based on industry standards, which is reliable enough to eliminate downtime, and scalable enough to support fast growth in a demanding business environment. The architecture offers heightened flexibility in terms of add-on applications and can be used in a wide

range of VoIP and TDM environments.

Based on the NICE Perform architecture, NICE Perform SMB is comprised of logically separate application, engine and capture layers, combined with database services and smart archiving services.

An integrated detailed privileges and audit trail mechanism enables organizations to control access to sensitive information and track activities within the system.

And all this can be implemented quickly and easily with training and full support from NICE Systems and its channel partners.

A Base for Future Growth

Easily installed and implemented, NICE Perform SMB is the ideal basis for future growth and development. It provides affordable total recording applications and an advanced QM solution for smaller contact centers, without any need to compromise on capabilities or quality.

Major Benefits

- A NICE solution from the market leader in the contact center industry.
- Based on advanced, industry-leading NICE Perform solution.
- Compact solution provides lower TCO and easier implementation.
- Advanced QM solution increases customer satisfaction and improves the customer experience.
- Cost-effective solution for improved productivity, better agent Performance and rapid ROI.
- Total recording technology solves disputes and improves risk management.

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

Insight from Interactions™, 360° View™, NICE SmartCenter™, Executive Connect®, Executive Insight™*, Freedom®, Investigator®, Mirra®, Universe®, My Universe™, NICE®, NiceCall®, NiceCall Focus™, NiceCLS™, NICE Learning™, eNiceLink™, NiceLog®, Playback Organizer™, Renaissance®, ScreenSense™, NiceScreen™, NICE Storage Center™, NiceTrack™, NiceUniverse®, NiceVision®, NiceVision Harmony™, NiceVision Mobile™, NiceVision Pro™, NiceVision NVSAT™, NiceVision Alto™, Scenario Replay™, Tienna®, Wordnet®, NICE Perform™, NICE Inform™, NICE Analyzer™, Last Message Replay™, NiceUniverse Compact™, Customer Feedback™, Interaction Capture Unit™, Dispatcher Assessment™, Encorder™, Freedom Connect®, FAST®, FAST Alpha Silver™, FAST Alpha Blue™ and Alpha® 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.

* in Australia only