NICE Hosts International Banks and Telcos for Strategy Session on Contact Center Fraud Prevention

Keynote speaker Shirley Inscoe, Senior Analyst at the Aite Group, presented the highlights of a new whitepaper outlining the essentials in fraud prevention

RA'ANANA, ISRAEL, April 10, 2013 – NICE Systems recently hosted several leading U.S. banks and telecommunication companies for a strategy session on contact center fraud prevention. The event, which took place in New York City on April 4, 2013, provided an open forum for discussion about market needs for preventing contact center fraud and included a presentation of NICE's newly launched solution that enables organizations to catch fraudsters without creating service hurdles or compromising customer experience. The central theme of the gathering was, "protection from the bad guys; satisfying the good guys."

"We are very appreciative of the participation from our attendees, who shared great ideas and allowed us to facilitate strategic, open discussions based on real customer needs," said Barak Eilam, President of NICE Americas. "The event drew in a large number of participants, demonstrating industry awareness that contact centers have increasingly become an entry point for fraudsters. With our long history and experience in the contact center combined with the expertise of NICE's financial crime and compliance business (NICE Actimize) in fraud prevention, we were able to share with our customers the tools and best practices for fraud management."

One of the highlights from the April 4th event was the keynote address by Shirley Inscoe, Senior Analyst at the Aite Group. Inscoe engaged the audience on a number of fraud prevention essentials, and attendees received a copy of Aite's new whitepaper, "Stemming the Rising Tide of Fraud in the Contact Center." The paper covers methods for building a scalable fraud platform, providing real-time information to help employees strengthen deterrence, and steps to a multi-layered, cross-channel approach to protect the organization by leveraging existing interaction recording.

NICE experts joined Inscoe in presenting the essentials for contact center fraud prevention, which included:
- advanced technologies for protecting the organization from fraudsters in the contact center and beyond,
- guiding employees on how to handle high risk situations without compromising service quality, and
- peer-to-peer networking with leading international organizations in the financial services and telecommunications industry

To download the full Aite Group whitepaper, click here.

About NICE Systems
NICE Systems is the worldwide leading provider of software solutions that enable organizations to take the next best action in order to improve customer experience and business results, ensure compliance, fight financial crime, and safeguard people and assets. NICE's solutions empower organizations to capture, analyze, and apply, in real time, insights from both structured and unstructured Big Data. This data comes from multiple sources, including phone calls, mobile apps, emails, chat, social media, video, and transactions. NICE solutions are used by over 25,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies. www.nice.com.

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