

Audio Examiner

Tape Conversion with ongoing Voice Call Management



CALLS ON TAPES

You may need to provide recording evidence for litigation reasons and are presented a challenge whereby calls are “on tape”. This means you’ll have to go through large amounts of unmanageable data. Searching through this data is time consuming, and the meta data to search is very limited. Tapes have to be manually mounted to be replayed or reviewed. After finding a valid tape you must listen to each and every call until you find the right ones.

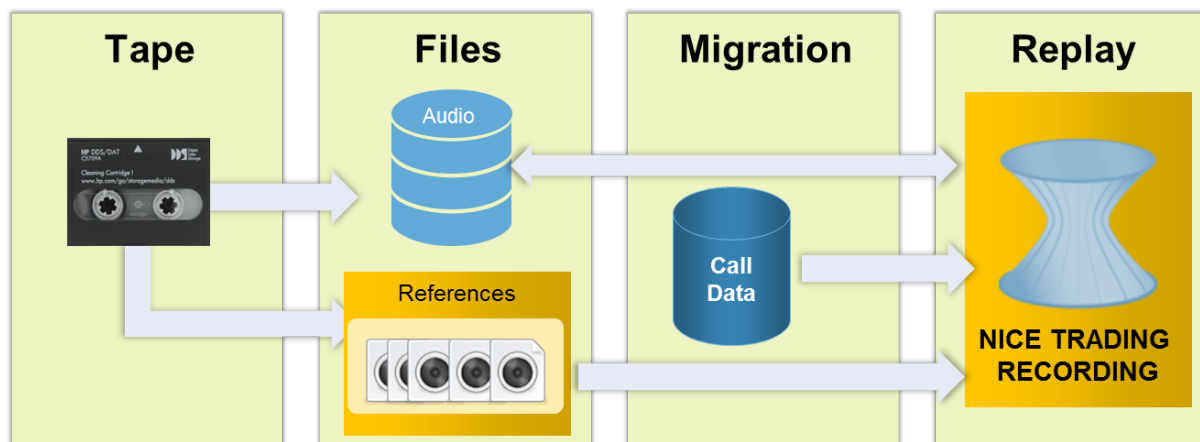
COMPLIANCE REQUIREMENTS

The new Audio Examiner offers a total solution for tape conversion and ongoing voice call management. It also creates the foundation to comply with future requirements for historic recordings.

TOTAL SOLUTION

A total tape extraction is achieved via a proprietary, manufacturer developed program that forensically examines each tape for the number of “audio segments”. It then writes these segments to long term storage and provides evidence of the success or failure to extract each segment of data. Crucially, evidential reporting of the process is made available via a flexible reporting server ensuring audit points are met.

As part of the tape migration service the Audio Examiner imports the information extracted from the tape to the new recorder database and adds a retention value to converted calls. In addition a global stop deletion setting can be assigned to all of the converted data. Finally, migration of the source database is added to the new Compliance Replay Server to offer enrichment of the metadata and user information



BENEFITS

- Extract 100% of Tape Data
- Auditable and Evidential Process
- Traceability of Data Before and After Extraction
- Manufacturer Certified
- Available for Investigations via standard NICE applications
- Auditable Retention Management

LONG TERM CONTROL

Audio Examiner is the only solution that offers the customer everything they need to manage the converted tape and database data on a long-term ongoing basis. The NICE Compliance Replay Server provides secure, auditable access to recordings for search and replay purposes. This Server will also enable ongoing content management, ensuring that retentions are adhered to. The Compliance Replay Server can even be linked to the NICE enterprise server “Fusion” for seamless integration with the wider recording estate which means that the business has a single portal for all their compliance investigations.

The image shows two screenshots from the NICE software interface. The top screenshot is the 'NICE xMedia Run Summary' window, which displays a table of parameters and values. The bottom screenshot is the 'NICE xMedia 2.0.1.48' window, showing a 'Tape processing' dialog with a table of tape information and process statistics.

Parameter	Value
Original Logger ID	12207
Retrieval Logger ID	12207
Segments to be processed	5501
Failed segments	0
Failed Reason:	
1. Audio Not Found segments	0
2. Other Errors	0
3. Skipped segments	0
Successfully Processed segments	5501

Logger ID	Channel ID	Earliest Time	Latest Time	Scan
12207	1	10/22/2014 12:27:06	10/30/2014 10:48:4	
12207	2	10/22/2014 12:27:06	10/30/2014 10:32:3	
12207	3	10/22/2014 12:27:06	10/30/2014 09:58:0	
12207	4	10/22/2014 12:27:06	10/30/2014 09:58:0	

Process info:
 Segments processed: 2295 of 5501
 Process time: 00:09:02
 Failed: 0

INVESTIGATE CALLS

To add even more business value the ‘Investigate’ module can be added which provides an intelligent search function. The Investigate module delivers massive time efficiencies when reviewing huge amounts of data. The search tool offers a single interface to examine Voice calls, Emails, SMS, Chats and Social Media feeds. This is made more powerful by offering an investigation tool that searches for conversations in context of what was discussed as well as offering intelligent logic options to find all relevant interactions.

ABOUT NICE

NICE Systems (NASDAQ: NICE), is the worldwide leader of intent-based solutions that capture and analyse interactions and transactions, realise intent, and extract and leverage insights to deliver impact in real time.

Driven by cross-channel and multi-sensor analytics, NICE solutions enable organisations to improve business performance, increase operational efficiency, prevent financial crime, ensure compliance, and enhance safety and security.

NICE serves over 25,000 organisations in the enterprise and security sectors, representing a variety of sizes and industries in more than 150 countries, and including over 80 of the Fortune 100 companies.

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