

Skype for Business

Recording with

NICE Trading Recording (NTR)

Skype for Business



Skype
for Business



Skype for Business, formerly known as Microsoft Lync Server, is a unified communications (UC) platform that integrates common channels of business communication including instant messaging (IM), VoIP (voice over IP), file transfer, Web conferencing, voice mail and email.

Notable features of Skype for Business are functionality across a variety of communications devices and platforms, user-friendly communications control across many architectures and a close integration into all Microsoft Office applications.

Microsoft uses many open standards, but for the recording of audio from Skype for Business no standard integration is available. NICE developed a special integration with Skype for Business to allow a flexible and scalable solution for recording of all internal and external calls.

NICE Trading Recording (NTR)

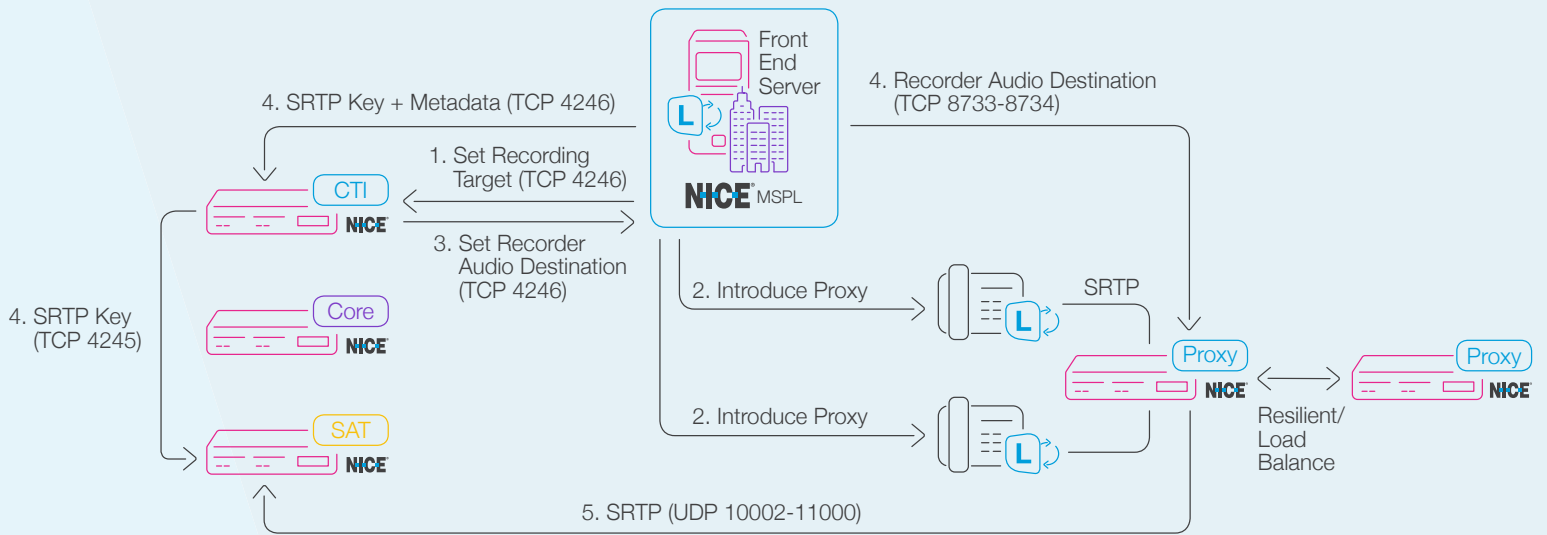
NICE Trading Recording (NTR) combines trading-floor and back-office recording to create the most comprehensive compliance focused recording platform. Combining innovative software and industry-standard hardware, NICE Recording solutions empowers trading floors to actively capture telephone calls from any communication platform to adhere to global regulatory requirements. NTR is part of the NICE Compliance platform, a suite of solutions for capturing, monitoring and analyzing all trading communication.

Compliance Recording

Financial institutions are facing more stringent regulatory compliance demands for proactive and precise recording, retention and retrieval of customer interactions. In order to meet the unique needs of financial sector customers, the newest release of the NICE Skype for Business recording solution supports dynamic selective recording based on the compliance policies of the bank, ensuring a lower total cost of ownership than traditional blanket recording methods. It incorporates the secure, automated capture and retention, instant retrieval, advanced search, and monitoring for all voice interactions that customers of NICE have come to depend on over the last three decades.

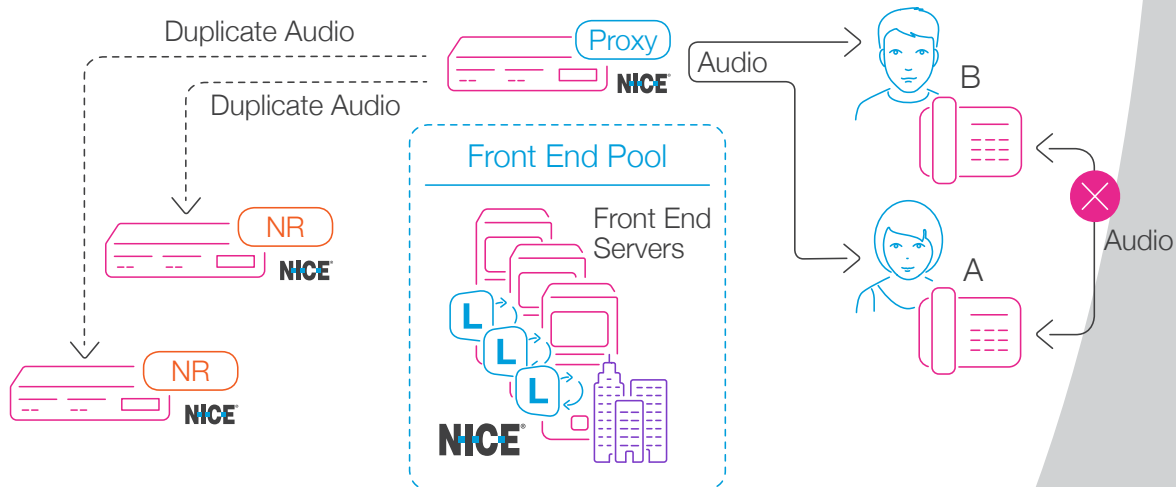
Integration

The integration between Skype for Business and NICE Trading Recording is a CTI-based connectivity that facilitates Active IP Recording. The Recording Integration uses a Back-end Link Combiner (BELC) installed next to the Call Controller on the CTI Server, and Front-end Link Controllers on the Skype for Business Front End Servers, which connect to the BELC. This integration introduces a new NICE Media Proxy Server, which handles internal calls from endpoint to endpoint, and sends the audio to the recorder, if a call needs to be recorded. Audio Forkers, installed on all Microsoft Skype for Business Servers that process audio, capture the SRTP audio streams and send them to the NTR recorder servers.



Resiliency

Next to partial resilience options, NICE offers for Skype for Business recording a 2N Recording System Resilience option. This solution involves two complete recording systems, recording two identical audio streams. This ensures lossless recording whenever a system component (and consequently, the system) fails. 2N Recording System Resilience is achieved by installing two completely configured recording systems in one Skype for Business Recording Integration. There is no functional difference between both recording systems. Both are active and record independently from each other. As a result, all audio and call data will be available in duplicate. No failover mechanism is required, so in case one recording system fails, the other continues recording, without losing any calls.



One Recording System for All

NICE's Skype for Business recording solution is an integral part of NICE's industry-leading communications surveillance solution for identifying compliance and fraud risks across multiple communication channels. This includes peer-to-peer voice sessions, conference calls, email, chat, the audio of Skype video calls, mobile communications, and more.

With Skype for Business recording from NICE, Skype calls are routed via a NICE Media Proxy, meaning that financial institutions can fully benefit from their previous investments in NICE's recording solutions even as the communications platform changes. This integration significantly lowers the total cost of ownership and provides peace of mind for organizations that have grown to depend on the reliability of NICE solutions.

Recording

NICE Trading Recording



Mobile devices



Front office



Back office

About NICE systems

NICE (NASDAQ: NICE) is the worldwide leader of software solutions that deliver strategic insights by capturing and analyzing mass quantities of structured and unstructured data in real time from multiple sources, including, phone calls, mobile apps, emails, chat, social media, and video. NICE solutions enable organizations to take the Next-Best-Action to improve customer experience and business results, ensure compliance, fight financial crime, and safeguard people and assets. NICE solutions are used by over 25,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies.