



Cyara Recording Validation



Ensure your NICE call recording software system is performing as intended, that the recordings accurately capture what happened on a call, that the recording quality meets prescribed standards, and that the recordings can be retrieved

FEATURES

- Test call recording systems end to end, from the outside-in
- Alert when call recording system is not engaged
- Reporting on recording functions
- Identify and resolve cut-off recordings
- Evaluate recording voice quality
- Ensure you can retrieve recordings for later screening

BENEFITS

- Know whether your call recording system is functioning
- Comply with regulations for call recording
- Remediate malfunctions before launch
- Identify voice quality issues
- Ensure full recording is captured
- Discover problems before your Auditor does

Find Out Before it's Too Late

With Cyara Recording Validation (CRV), be the first to know of any issues with your NICE call recording system and identify recording quality issues before they impact your business. CRV extends Cyara's Pulse monitoring system to test your NICE call recording system end-to-end from the outside-in, providing assurance that your call recording system records what it is supposed to record, and that the recordings are complete, correct and available when needed. There is no better assurance that your NICE recording system is ready for deployment to production than by testing it with CRV beforehand.

Recording calls is essential for cross-industry regulatory compliance. For financial institutions, failure to successfully record a call and retrieve it for review can result in steep regulatory fines and greatly hinder a business's ability to handle transaction disputes. It's very difficult to legally resolve a transaction dispute without the full, intelligible version of the recording. Moreover, recording calls is crucial for agent training and ensuring that the service delivery experience meets or exceeds customer expectations.

How are NICE Recordings Validated?

Cyara's approach relies on constructing fresh recordings of new calls throughout the day that simulate typical caller scenarios, which are easily configured as part of a Cyara Pulse production monitoring campaign. These "outside-in" recordings are created separately from NICE and used as the reference for a deep audio analysis algorithm, which extracts the sections that are common to Cyara's call recording and NICE's call recordings, ensuring that recordings match up for both agents and callers at very similar MOS and amplitude, as shown below.

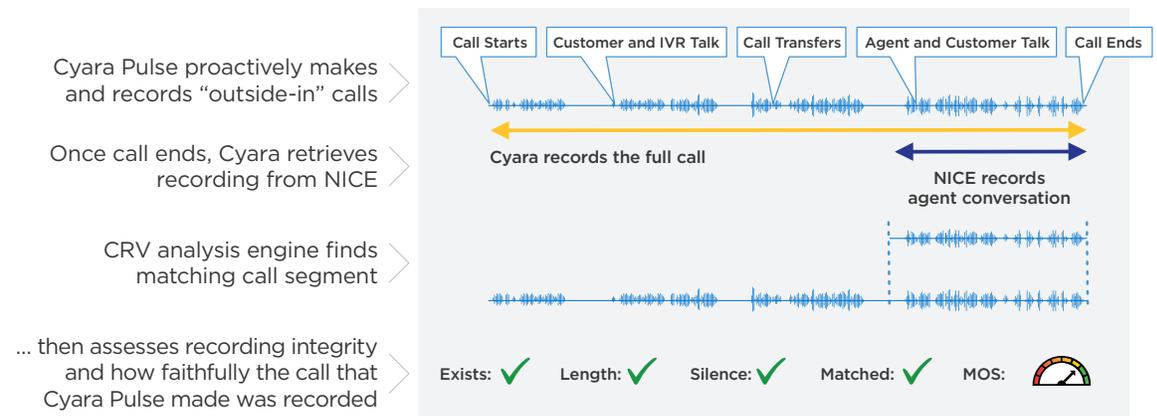


Figure 1: CRV Recording Analysis

Monitoring Recording in Production Contact Centers

Beyond testing the basic functionality of a call recording system, CRV provides assurance that the recording includes all aspects of the call, including all legs of the call within the contact center and both sides of every conversation with the caller.

CRV also conducts comprehensive audio quality analysis on each call, and reports on silent, truncated and poor quality recordings in addition to properly recorded calls.

Cyara tests your call recording from the outside-in, by actively injecting calls into your contact center and simulating various test scenarios designed to trigger call recording. CRV's in-depth, drill-down reports show precisely where there are instances of truncated or missing recordings, or other recording malfunctions. Through automated, reproducible scenarios, CRV can help you pinpoint the root cause of recording problems and help you remediate the issues before they impact your business.

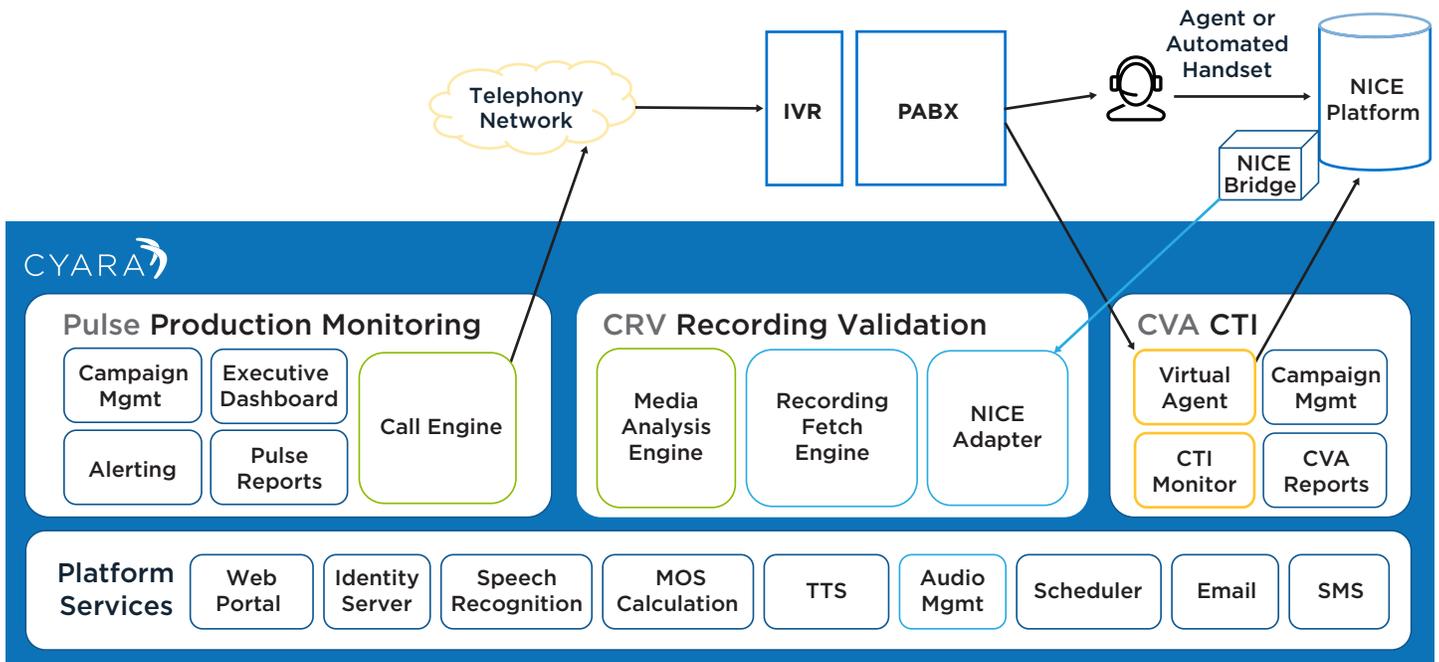


Figure 2: CRV, Pulse and CVA work together to test your infrastructure, end-to-end.



About Cyara

Cyara was founded in 2006 with a mission: gather the best expertise in the industry to reinvent customer service. Today, Cyara has fulfilled that promise, as the market-leading provider of an omnichannel discovery, testing and monitoring SaaS platform. Hundreds of the world's most elite companies use Cyara's Platform to accelerate the delivery of seamless and frustration-free customer experiences across every channel. Thanks to Cyara, organizations with combined revenues of over \$3 trillion deliver billions of flawless customer interactions every day.

Cyara was named a Gartner Cool Vendor in CRM Customer Service and Customer Support in 2015 and was Frost & Sullivan Australia's 2016 Vendor of the Year for Customer Interaction Management Platform Testing.



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