




COMPLIANCE CENTER

Manage all your IT compliance
activities in ONE PLACE in an
AUTOMATED way



As “trust” becomes a customer experience differentiator, and with the focus given to more transparency and privacy, organizations globally are moving towards a “compliant by design” model. From PCI DSS, HIPAA, SEC, MIFID II, or the GDPR, all new regulations require more flexibility and efficiency to detect breach, define policies and carry out audits. Especially if they need to co-exist. To do so, compliance recording activities need to move from a siloed approach to a more holistic methodology that brings all processes into a single umbrella.

Is your organization ready to face new compliance challenges?

The traditional model of segmenting compliance activities for retention policy definition, recording compliance assurance and auditing & investigation is no longer sustainable as it creates siloes, leaving compliance insights dormant and draining the efficiency of your teams. Ultimately, this approach could leave you at risk of breach, liable to hefty fines, and reputational damage.

Compliance Center: One single solution for all your compliance needs

Powered by AIR & Engage, NICE's market leading recording solution, the Compliance Center brings together all your recording for compliance activities and delivers:



POLICY MANAGER

Do It Yourself evidence and policy management hub

Centralizing all retention and policy management activities into a single repository, you can now see all your execution history, and manage all rules independently, to promptly adapt to changes. With mission-critical mechanisms and approval workflows, IT and business users can benefit from Do It Yourself (DIY) to automate their compliance activities and optimize their resources.



COMPLIANCE DASHBOARDS

Proactive compliance assurance

View aggregated information from multiple sources on regulatory topics: such as audio loss detection for recording assurance and evidence keeping, consent and deletion for Privacy, SAD (Sensitive Authentication Data) and encryption for PCI DSS, and script violations for consumer protection to gain time and efficiency, and reduce complexity when assuring your system is compliant.



IntelliAgent

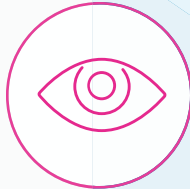
Agent dedicated app to gain compliance insights

The app triggers real-time notifications to your agents on recording assurance, audio loss and offers manual commands for PCI DSS with pause and resume. The app also enables annotations for better data tagging.

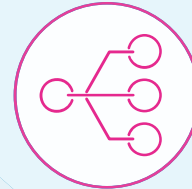
Ensure your organization is compliant by design



Complete view of the contact center's compliance situation across multiple regulations



Proactive compliance violation prevention and detection



End to end workflow for handling compliance breaches, including approval flows



Easily manage internal & external compliance audits and disputes



Utilize automation and real-time notifications to minimize vulnerabilities



Leverage analytics for hidden insight

About NICE

NICE (Nasdaq:NICE) is the worldwide leading provider of both cloud and on-premises enterprise software solutions that empower organizations to make smarter decisions based on advanced analytics of structured and unstructured data. NICE helps organizations of all sizes deliver better customer service, ensure compliance, combat fraud and safeguard citizens. Over 22,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies, are using NICE solutions.