

# NICE PUBLIC SAFETY SOLUTIONS

# NICE INFORM QUICK REFERENCE GUIDE

Release 10.1

February 2023

**NICE** ■ Inform

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Part number: OM812-123-10-01-02-01

Date: February 2023

MSR2437 Rev10

## Logging in: Basic Operations

**1 Open Internet Explorer/Edge:** In the **Address** box, enter the address for your NICE Inform server (<http://<informserver>/inform>) and press **ENTER**. If NICE Inform has been installed on your workstation, run the NICE Inform client instead.

**2 Login dialog:** Enter your login name and password. When using Microsoft Active Directory to log in to NICE Inform, enter your domain user name and password and select the required domain from the drop down list.

### NICE Inform applications

Once logged in to NICE Inform, there are a number of applications that can be used. This varies depending on your license and user privileges. To start an application, click on the name under the NICE Inform logo, or if under the **Administration** menu, click the down arrow and make the required selection.

**Monitor:** Monitor near real time audio and replay recent calls from channels on an audio logger.

**Reconstruction:** Search and playback of recordings in graphical (Timeline display) and tabular format.

**Organizer:** Create and manage your incidents and distribute them (i.e. in Media Player format).

**Reporter:** Create reports on data from data sources supported by NICE Inform, and from Evaluations.

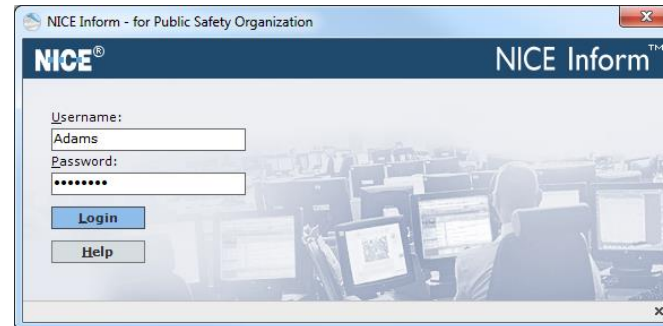
**Evaluator:** Evaluate and assess call takers within a Control Center environment.

**Audit:** View and manage the audit events raised within a NICE Inform system.

**User Administration:** Configure system-wide and user-by-user security for NICE Inform.

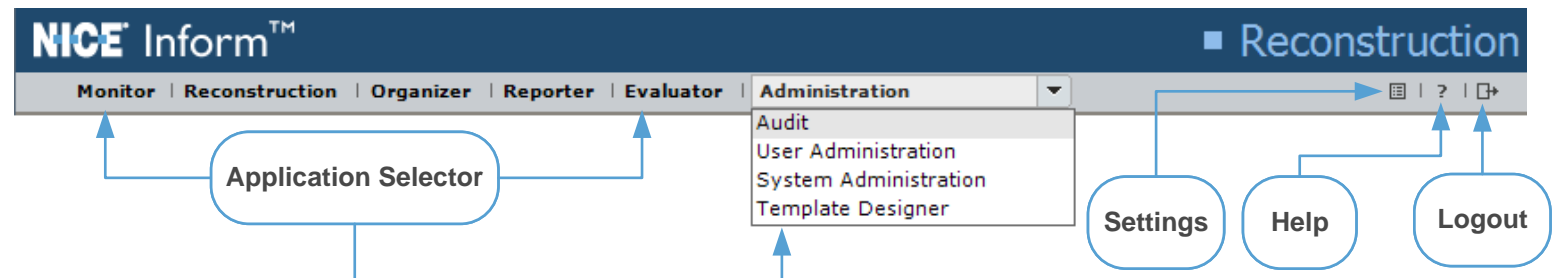
**System Administration:** Add and configure data sources, resources, NICE Inform Servers, etc.

**Template Designer:** Create forms and question types for use within NICE Inform Evaluator.



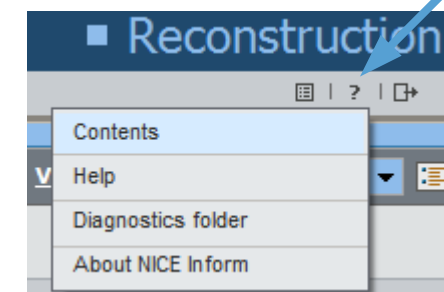
My NICE Inform Server:

My Login Name:



### Accessing the Help





You can, at any time access context sensitive help by either pressing F1 or by clicking the Question mark and selecting **Contents** from the menu.



## Monitor: Monitoring Panel

The Monitoring panel enables you to monitor audio from logger channels, in near real time (excluding NiceVision audio). There is a delay in the audio feed, typically a few seconds. Single or multiple logger channels can be monitored from either a physical recording device or logical resource groups. The following main features are available within the Monitoring panel:

### Monitor Control Panel

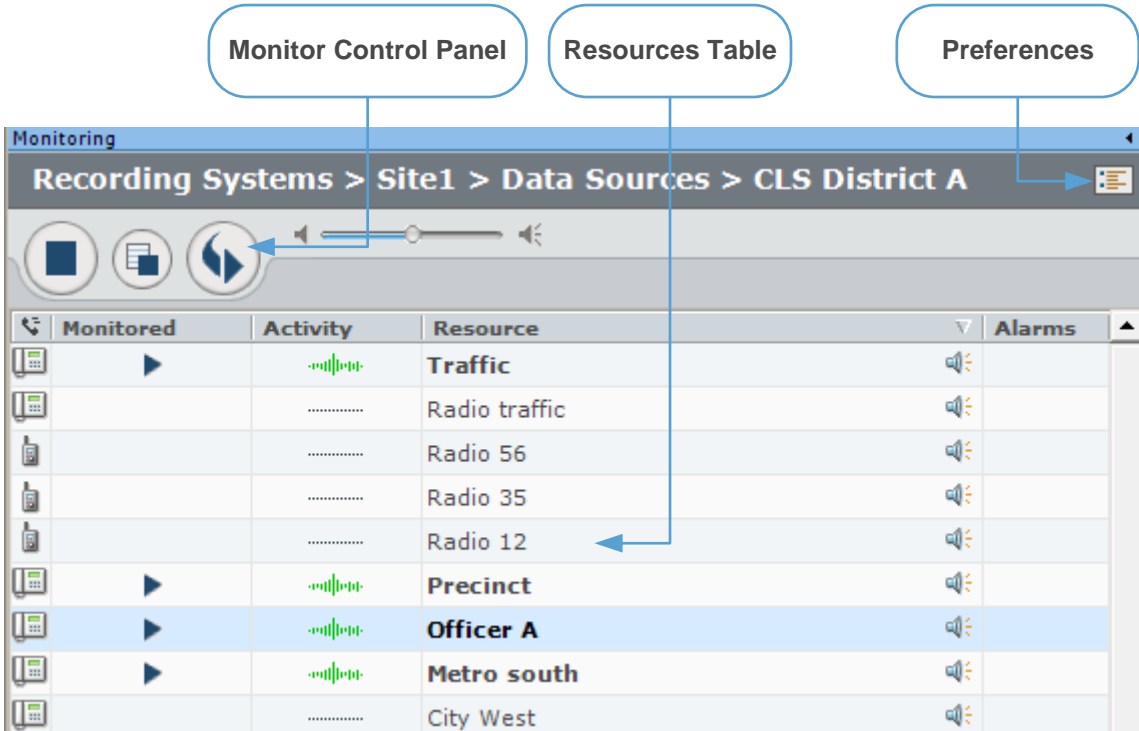
-  **Monitor** (Shift + Space) - click to start monitoring the selected resource.
-  **Stop** (Shift + Space) - click to stop monitoring of the selected resource.
-  **Stop all** (Ctrl + I) - click to stop monitoring all resources.
-  **Replay last message** (Ctrl + R) - click to replay the last recording on the selected resource. The Recent calls panel automatically opens.

### Resources Table

The Resources table displays all the channel based resources that you have chosen to view when using the Resources panel. Use the Resources table to monitor live resources.

### Preferences

Click the **Preferences** button  to customize your audio options.



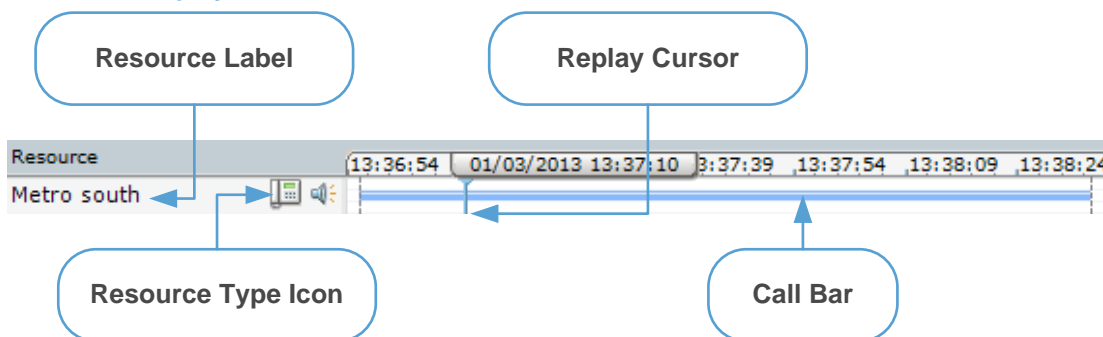
## Monitor: Recent Calls Panel

Replay recent calls or in progress calls from channels on a logger using the Recent calls panel. All calls associated with a data source or resource group are searched for and displayed within the Results table order for you to replay the calls you require. It also supports the replay of dynamic (non channel based) resources e.g. agent ID, extension and talkgroup. The following main features are available within the Recent Calls panel:

### Monitor Control Panel

For functionality as to the buttons in the Recent Calls panel, refer to the Playback Control panel in the Reconstruction [Search and Playback](#) section.

### Timeline Display



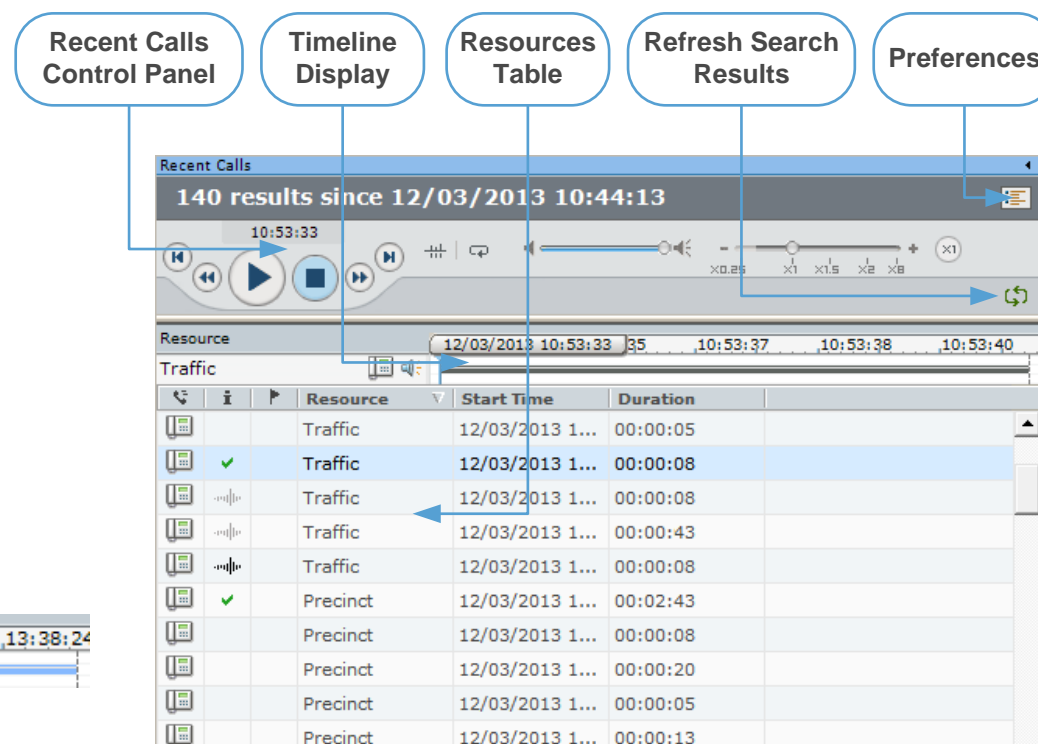
The Timeline display shows the current call being replayed in a horizontal strip graphical form. The horizontal strip for the call shows:

The start and end point of the call.

Points at **which**, an annotation or ANI/ALI have been added to the call.


### Resources Table


The Results table comprises a table of returned calls associated with a resource (or resources) within a recording system or resource group.



### Recording Location Icons

Refer to the Reconstruction section for the Recording location icons displayed within the () column. However, there are two icons unique to the Recent Calls panel:

 **In Progress** - the recording is in progress. If a recording is in progress the Stop Time column displays 'In progress' as the recording has not finished.

 **Complete awaiting data** - the recording is complete but the data for the recording is not fully available. Once available the icon disappears.

## Reconstruction: Main Screen

The NICE Inform Reconstruction application is the investigation tool in NICE Inform.

The Reconstruction application enables you to search for recordings stored on various data sources, and replay them as required. When a search is completed, the results are displayed in a table and graphical timeline format.

A selection of recordings or partial recordings from the results can be selected for playback. When playing back from multiple sources, recordings are replayed synchronously.

The screenshot displays the NICE Inform Reconstruction Main Screen, which is divided into several functional panels and controls:

- Search Panel:** Located on the left, it includes sections for Time Frame (Show last: 5 days, From: 04/05/2018 09:00:00, To: 04/05/2018 11:00:00), Resources (All), Map Search (Search within selected zones), CAD Search (CAD incident number, CAD report number, Exclude radio transmissions, Retrieve related incidents), and Saved Searches.
- Insight Panel:** Located in the top center, it displays a conversation (5 messages) and a vehicle detection video feed.
- Playback Control Panel:** Located in the top right, it features a timeline with playback controls (play, pause, stop, previous, next, etc.) and a view-by selector set to Resource.
- Annotation Panel Button:** A button located below the playback controls.
- Timeline View Selector:** A button located below the annotation panel button.
- Preferences:** A button located in the top right corner.
- Results Table:** A table located at the bottom right, displaying search results with columns: Resource, Start Time, Duration, Channel, and Logger. The table shows 807 results, with the first few rows highlighted.
- Moveable Splitter Bar:** A vertical bar located between the results table and the timeline view selector.
- Filter Panel Button:** A button located below the results table.
- Redaction Panel Button:** A button located in the bottom right corner.
- Timeline Display:** A graphical timeline located in the center, showing various events and recordings over time.
- CAD Search Panel:** A panel located at the bottom left, containing CAD search options.
- Saved Searches Panel:** A panel located at the bottom center, containing saved search options.

## Reconstruction: Search and Playback

**1 Search Panel:** Select a time range to search or select range between a now and a period in the past (minutes, hours, days, weeks or months).

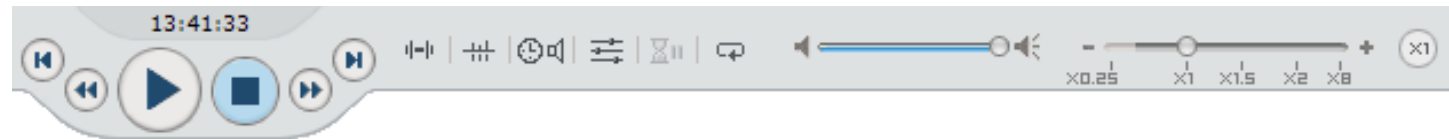
**2 Select Resources:** Click the **Browse** button. Select the required resources from the **Resource Selection** dialog.

**3 Map Search:** If licensed for mapping, use the provided options To search within zones on the map.

**4 CAD Search:** If licensed for CAD and have the Use CAD integration privilege assigned to you, use the provided options to search for CAD incidents.

**5 Run the Search:** Click the **Search** button and the results are returned.

### Playback Control Panel



**Play** - click to start playback of the selected recording from the beginning of the selected recordings.

**Pause** - click to stop playback of the selected recording at the current position. When clicked, changes to Play which when clicked, playback of the selected recording restarts from the paused position.

**Stop** - stops the replay of the recording currently being replayed. The playback cursor moves to the earliest point in the selected recordings.

**Next** - when clicked, replay skips to the next recording in the selection.

**Previous** - when clicked, replay skips to the previous recording in the selection.

**Rewind** - moves the position of the recording currently being replayed back by a predefined amount.

**Fast forward** - moves the replay position of the recording currently being replayed forward by a predefined amount

**AGC on/off** - AGC (Automatic Gain Control) improves the clarity of quiet audio. Click to switch the AGC on or off, depending on its current state.

**Skip silence** - when enabled, any periods in the selected recordings that does not contain playable items is not played (skipped). This is silence between audio recordings and gaps between any other recording type.

**Date and time output** - when enabled, the date and time of the recording are provided.

**Sequential/Summed playback** - toggles between Sequential and Summed playback modes.

**Loop on/off** - Loop mode enables you to continuously replay the selected recordings and/or all recordings between playback markers.

**Wait control on/off** - playback is paused on completion of each recording instead of each recording being replayed automatically in sequence.

**Reset playback speed** - resets the current playback speed to x1 (normal)



## Reconstruction: Button Bar



**Select all** – selects all recordings (including events) in the Timeline display and Results table.



**Transfer** – there are three options within the drop down list:

**Add to Organizer** – starts a Wizard that enables you to add your selected recordings to a new or existing incident within Organizer.

**Smart transfer to Organizer** – starts a Wizard that enables you to transfer recordings to Organizer without having to use Reconstruction to search for the recordings first.

**Evaluate** – starts a Wizard that enables you to add your selected recordings to a new or existing evaluation within Evaluator.



**Load/Save scenario** – there are 4 options within the drop down list:

**Save Scenario** – saves selected recordings as a scenario for future use.

**Load Scenario** – loads saved scenarios back into the Timeline display and Results table.

**Save Audio** – saves selected audio recordings as .wav or .wma file for use outside of NICE Inform.

**Save Video** – saves selected video recordings as .avi or .nvf (NICE Video) file for use outside of NICE Inform.



**Printing wizard** – starts a wizard that enables you to print details for the selected recordings.



**Add to clipboard** – adds the selected recordings to the clipboard.



**View clipboard** – toggles between the main view of current search results and the clipboard view.



**Empty clipboard** – clears the contents of the clipboard.



**Information Balloons on playback** – once enabled, customizable information is displayed in a balloon alongside the recording during playback.



**Goto new position / set start and end markers** – opens dialog which enables you to do the following:

Locate the required replay position (date time) on a selected recording.

Set start and end markers for playback within the search time frame.



**Paired results view** – a drop down list is provided for you to choose whether you require viewing primary results only, secondary results only or to hide all paired results.

In order to view paired results, the system first must be configured to have paired resources. This is achieved by adding or editing a NICE Recording/ NICE Inform Recorder, NLS or a NICE Interaction Management resource



**Annotation panel** – expands to display the Annotation panel. It displays annotations that have been added to the selected recording. From here you can update your annotations. They are used to mark a point of interest on a recording for future reference. These can be a combination of text, voice or image annotations.



**Filter panel** – expands to display the Filter panel. This is used further refine the list of recordings returned after the initial search, in effect reducing the number of recordings displayed. There are many options to assist the filter including, filtering on the resource logger and channels.



**Redaction panel** – expands to display the Redaction panel. This is used to redact (hide) audio from recordings.




## Reconstruction: Timeline Display

The Timeline display shows the current search results in a graphical form of horizontal strips (recording bars). Functions of the Timeline display include:

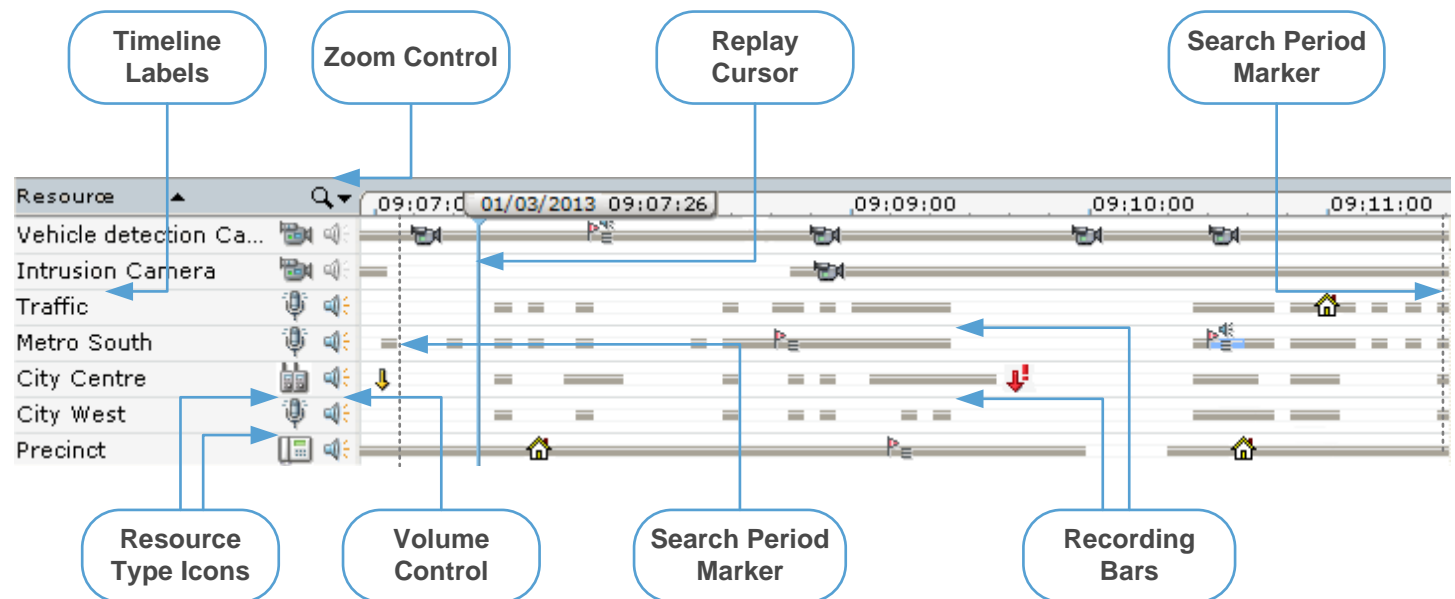
Displaying the start and end of each recording.

Points at which events occurred, and annotations or ANI/ALI records have been added.

The ability to select multiple recordings by clicking on a recording and by using the standard Microsoft Windows Ctrl method while selecting subsequent recordings.

The ability to select parts of a recording by left clicking and dragging over the required recording segment. Again using the Microsoft Windows Ctrl method, multiple partial selections are possible. The ability to create a combination of recordings or partial selections which can then be sent to NICE Inform Organizer and NICE Inform Evaluator using the **Transfer**  button from the main control.

The vertical blue line is the Replay cursor. This cursor indicates at what point the recordings are being replayed relative to each other. It can be dragged using the left mouse button to the required time.



Normal recording bar that is available for playback

Recording that has no associated data available or replaying the recording causes an error

Recording that has been tampered with (only applies to recordings on a NICE Recording/NICE Inform Recorder data source)

Recording with silence and the **Skip all silence** option is enabled

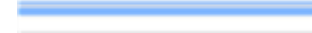
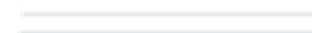
Full duplex audio recording

Motorola Dimetra duplex recording

Emergency audio recording

Emergency full duplex audio recording

An audio Recording The has been marked as restricted



CAD incident




The recording is highlighted

The recording is selected









The recording is being replayed

Reconstruction: Results Table






The Timeline display shows the current search results in a graphical form of horizontal strips (recording bars). Functions of the Timeline display include:








-  The result type column header.
-  The recording location type column header.
-  The annotation type column header.





Three default columns, **Resource**, **Start Time** and **Duration**, are present on the left of the table (after the icons). You can configure the columns to be displayed and the order they are displayed in the Results Table page within the Preferences control, otherwise the defaults are used

Results Table							
			Resource	Start Time	Duration	Channel	Logger
			Metro south	05/03/2013 1...	00:00:29	5	7212
	✓		Traffic	05/03/2013 1...	00:00:29	21	7212
		🚩	Intrusion A	05/03/2013 1...	05:00:00	2	11308701
	▶		Vehicle Detec...	05/03/2013 1...	04:26:54	3	124236178
		🚩	Intrusion audio	05/03/2013 1...	05:00:00	5	11308701
			Intrusion Video	05/03/2013 1...	05:00:00	3	11308701
			Traffic	05/03/2013 1...	00:00:25	21	7212
			Metro south	05/03/2013 1...	00:00:25	5	7212
	✓		Traffic	05/03/2013 1...	00:01:18	21	7212
			Metro south	05/03/2013 1...	00:01:18	5	7212

Recording Location Icons

-  **Playing** - playing the selected recording.
-  **Playing a tampered recording** - playing the selected tampered recording (for NICE Recording/NICE Inform Recorder calls only).
-  **Transferred to workstation** - the recording has successfully transferred to the workstation.
-  **Transferred to workstation a tampered recording** - the tampered recording has successfully transferred to the workstation (for NICE Recording/NICE Inform Recorder calls only).
-  **Online audio** - audio recording found on logger's online storage.

-  **Online video** - video/screen recording found on logger's online storage.
-  **Online** - on a NICE Storage Center™
-  **Nearline** - on removable media that is currently in a logger media drive in 'retrieval' mode.
-  **Partial audio** - some of the audio is not available.
-  **Retrieval in progress** - recording currently in the process of being transferred from removable media to a logger hard disk drive.
-  **Offline** - on removable media that is not in a logger media drive in 'retrieval' mode.
-  **Unplayable** - there is no audio or video recording available.

-  **Restricted call (not located yet)** - restricted audio recording or text conversation that has not been located yet for playback.
-  **Restricted call audio available** - the Restricted audio recording or text conversation has been located and is available for playback.
-  **Restricted tampered audio available** - the restricted tampered audio recording or text conversation is ready for playback.
-  **Restricted audio unavailable** - the restricted audio recording or text conversation is unavailable for playback.

# Organizer: Incidents Panel

The NICE Inform Organizer application enables you to:

Manage incidents. An incident is a collection of recordings (located using the NICE Inform Reconstruction application) and other related files (e.g. a video, document or image file). Once all the data has been collected it can be stored, edited and then prepared for distribution.

Distribute an incident. A distribution can be emailed, saved to a folder or removable media or in a NICE Inform™ Media Player format.

1

**Search:** Enter search criteria e.g. name and number and time frame parameters e.g. last number of days, months and date/time range to find your incident.

2

**New incident:** Empty incidents can be created by clicking the **Create new incident** button.  
Recordings from Reconstruction and Related Material can then be added to this new incident

3

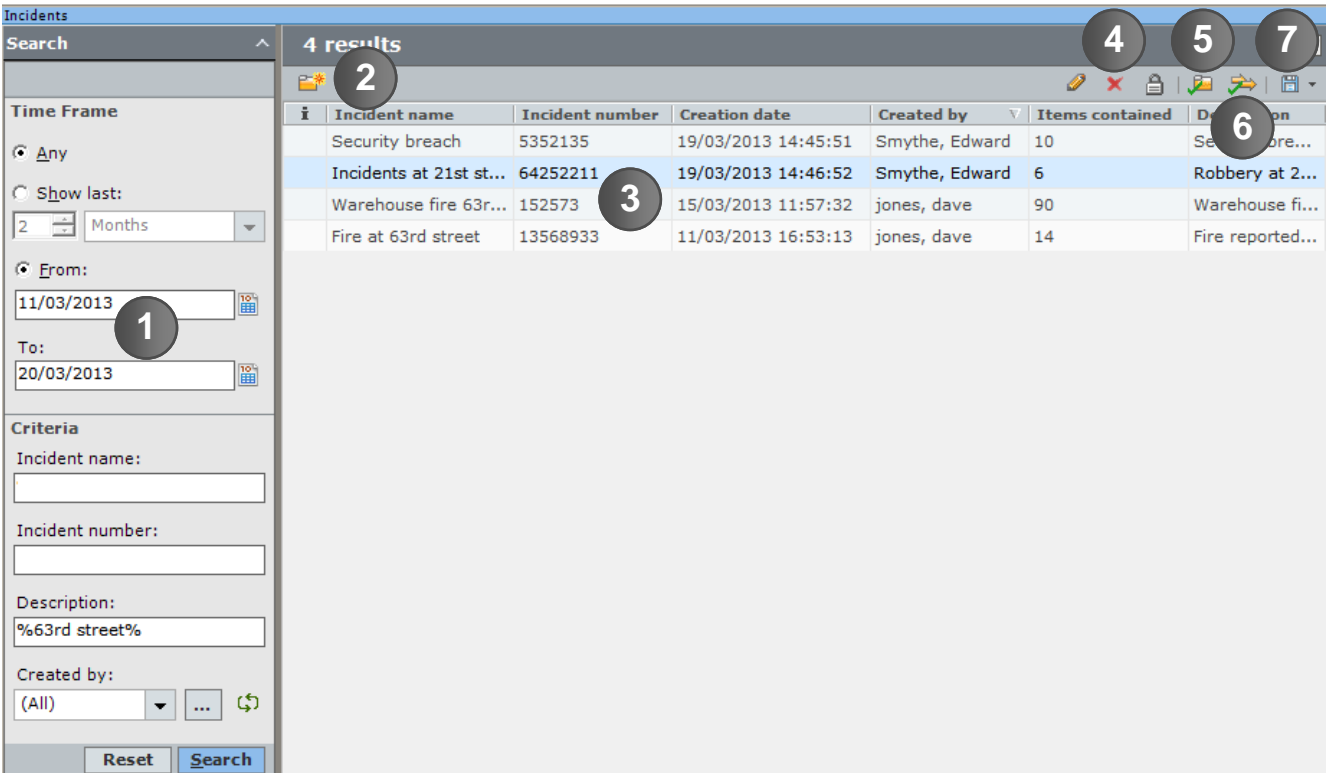
**Incidents list:** Once searched for, incidents that meet the search criteria are displayed in the list. From here it can be opened.

4

**Delete incident:** Select the incident from within the Incidents list and click the **Delete incident** button.

5

**Authenticate an incident:** Select the incident from within the Incidents list and click the **Authenticate incident** button.  
The incident now has its files and associated database entries checked for authenticity.



6





**Authenticating files within a Distribution:** Select the incident from within the Incidents list and click the **Authenticate distribution** button.

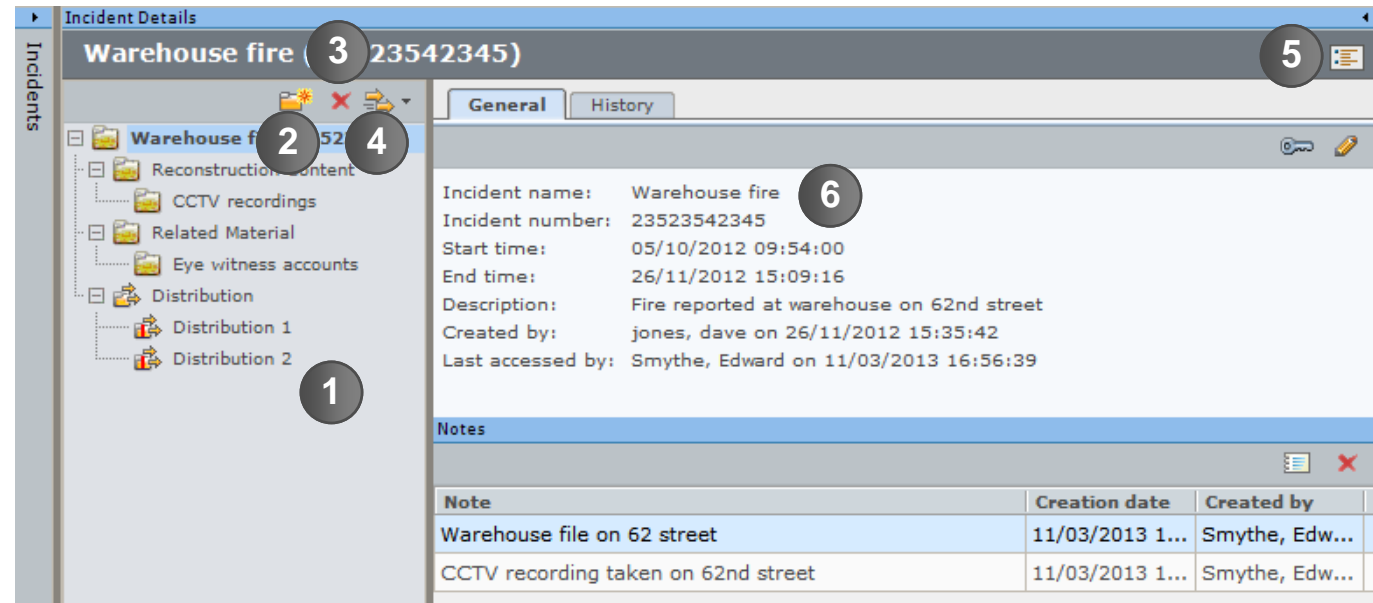
When the distribution was created an authenticity stamp was added to all the files within the distribution. This feature checks to ensure the distribution is still authentic.

7

**Import/export distribution:** Click the **Export and Import incident** button and either select **Import incident** to import an incident into Organizer or **Export incident** to export the selected incident from the Incidents list.

## Organizer: Incidents Details Panel

- 1 **Incident Folders panel:** This panel shows folders within an Incident (the root folder being the Incident). The Reconstruction content folder is always present, subfolders can be created. The Incident Details panel will show details for the selected folder.
- 2 **New folder:** Click the **New folder**  to create new Reconstruction Content, Related Material and Draft distribution folders.
- 3 **Delete folder:** Select either a sub folder of the Reconstruction Content, Related Material or Distribution folder (Draft or Sealed) and click the **Delete folder**  button.
- 4 **Distribute:** Click the **Distribute**  button. From the resulting list, select either **Distribute selected folder** (selected folder and sub folders are distributed) or **Distribute all** (all folders within the incident are distributed).
- 5 **Authenticate an incident:** Select the incident from within the Incidents list and click the **Authenticate incident**  button.  
The incident now has its files and associated database entries checked for authenticity.
- 6 **Incident details:** The information displayed within the Incident Details panel is related to the folder selected in the Incident Folders panel.



### Distribution Wizard

Use the Distribution Wizard  to distribute the recordings and Related Material within your incident.

You can distribute in the following formats:

NICE Inform Media Player format. Required for when you do not have NICE Inform but require access to view a distribution using the NICE Inform Media Player.exe.

To a folder or removable media.

To an email address.

Distributions to a folder or an email address are classed as Web distributions. This is because a HTM file is generated which displays a web link to all the files and recordings that are in the distribution

## Reporter: Reports View

The NICE Inform Reporter application is the statistical reporting tool for NICE Inform. It provides the ability to create and view reports that summarize data from the following:

- Data sources that are supported by NICE Inform.

- User evaluations that are created using NICE Inform Evaluator.


You can create reports using resources, resource groups, users, user groups, and evaluation forms. However, you **MUST** be granted access to these before you can create the report

The Reports view enables you to:

- View, run and configure the reports that you have created using the Reports table context menu or button bar.


- View and run the reports that other NICE Inform Reporter users have created using the Public Reports table Reports table context menu or button bar.

### Reports Table

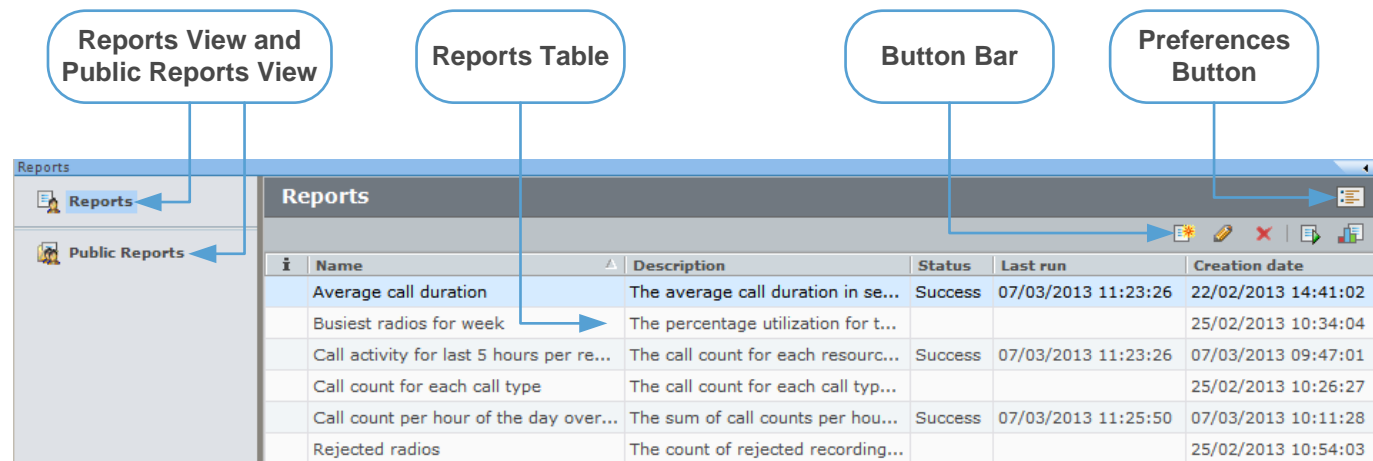
To view the Reports table within the Reports view, select the **Reports**  option.

The Reports table displays all the reports that you have created.




### Public Reports Table

To view the Public Reports table within the Reports view, select the Public Reports  option.

The Public Reports table displays all the reports that have been created when the Make report public option was selected when the report was created.



### Creating a new report from a template

1. In the button bar, click the **Create new report**  button.
2. Within the **New Report** dialog, select the **Templates** node in the **Reports** tree.
3. Expand the **Templates**  node and then select the required **Report template** type  node (Call data or Evaluations).
4. Select the report template from the list and click the **OK** button.
5. Click the **General** tab and enter a name and description for the report in the text boxes.
6. Select whether you require this report to be public and click the **OK** button.
7. Click the **Data** tab and configure the time frame settings and select the required resources, users or user groups (depending on the template type).
8. Click the **Designer** tab. An example of the report chart type that will be created is displayed. In the Properties section, the report title, X and Y axis labels are pre-populated. Edit these if required.
9. On completion, click the **Save** button. The report is now displayed in the Reports table.

## Reporter: Dashboard View

The Dashboard view displays a summary of your preferred, commonly used reports. This is the default view every time you open NICE Inform Reporter.


Once you log in to NICE Inform and open NICE Inform Reporter, the reports are automatically run. This information is remembered when you navigate to the Reports view or to another NICE Inform application. It is not remembered once you log out of NICE Inform.

### Dragging reports between grid slots within the Dashboard view

You can drag reports around in the Dashboard view. Simply select the report, keep the mouse button pressed and drag the report to an available grid slot location and release the mouse button.

The report is swapped if the slot is already occupied.

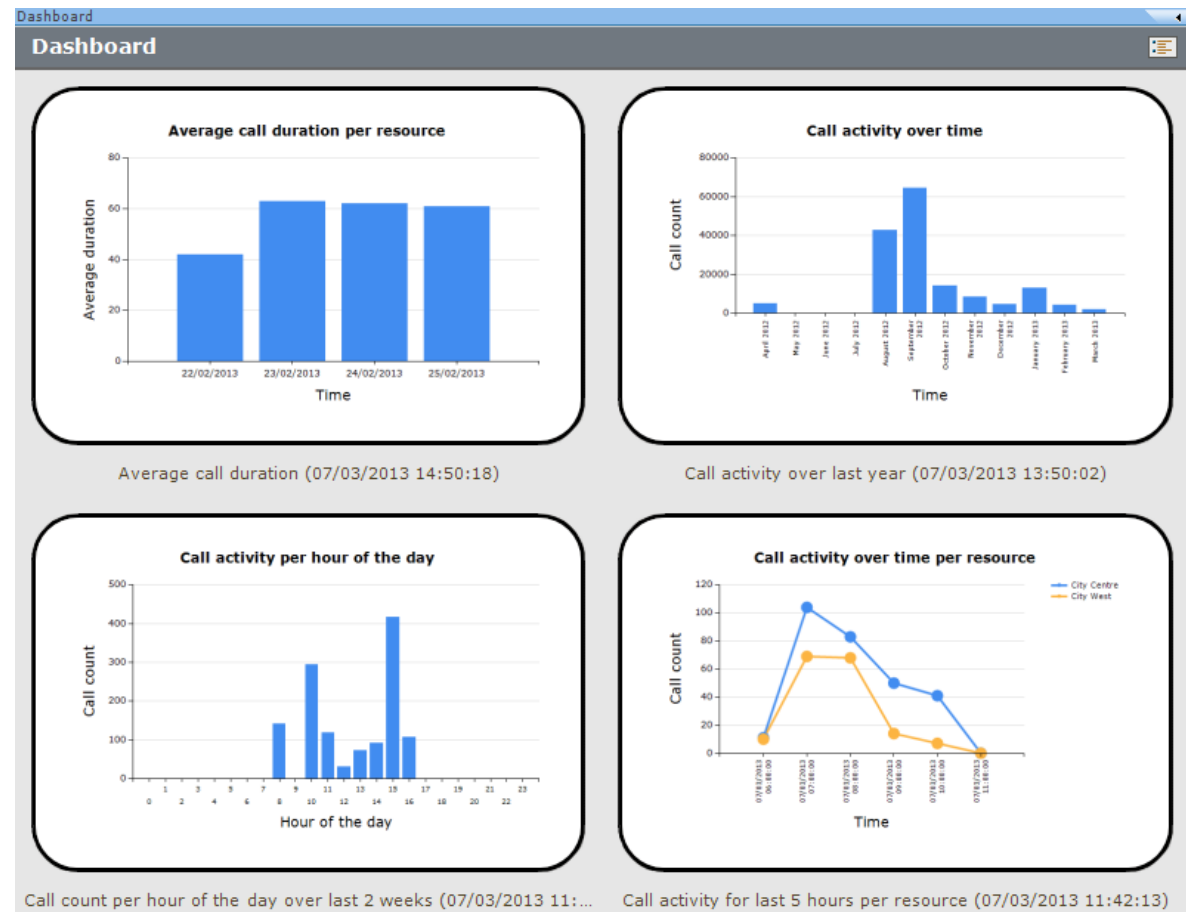
### Adding reports to the Dashboard view

Click the **Dashboard preferences**  button and the Preferences control for the Dashboard view is presented. This control offers the following functionality:

Select which reports you require in the Dashboard view.

Configuration and number of grid slots in the Dashboard view.

Remove reports from the Dashboard view.





## Evaluator: Evaluations Panel

The Evaluations panel is where the evaluations are searched for, opened from and where evaluation schedules are created

- 1 **Search:** Enter search criteria e.g. name, the PS Operator being evaluated, evaluation status etc. and time frame parameters e.g. last number of days, months and date/time range to find your evaluations.
- 2 **Evaluations list:** Once searched for, evaluations that meet the search criteria are displayed in the list. From here it can be opened.
- 3 **Delete evaluation:** Select the evaluation from within the Evaluations list and click the **Delete evaluation** ✖ button.
- 4 **Configure evaluation schedules:** Click the **Configure evaluation schedules** 📅 button to display the Configure schedules control to allow you to create, edit and delete evaluation schedules. button and select the **New Schedule** option. The New Evaluation Schedule Wizard starts enabling you to configure the following:  
To create a new schedule, click the **New** 🌟 button.

**Schedule details** - the name and evaluation generation rate.

**Call selection criteria** - criteria that either all calls have to match or calls to match one or more criteria (e.g. duration greater than 60 seconds).

**Evaluation form** - the evaluation form used for the evaluation schedule.

**Evaluating user** - the user who will be assigned the evaluation.

**Operator** - the operator(s) to be evaluated.

**Evaluations**

**Search**

Creation Date

Any

Last: 6 Minutes

From: 31/03/2015

To: 31/03/2015

**Criteria**

Name: evaluation

Operator: Davis, Fred

Evaluation status: In Progress

Form: Operator Call Handling

Assigned to: (All)

Evaluated by: (All)

Description:

Reset Search

**4 results**

Evaluation name	Form	Operator	Assigned to	Created by	Evaluated by	Completed
Brian Gibbons eval...	Call Center	Gibbons, Brian	Davis, Fred	Davis, Fred	Davis, Fred	
Dave Jones evalua...	new form	Jones, Dave	Davis, Fred	Davis, Fred		
Dave Jones evalua...	Call Center	Jones, Dave	Gibbons, Brian	Gibbons, Brian		
Fred Davis evalua...	Call Center	Davis, Fred	Gibbons, Brian	Gibbons, Brian		


## Evaluator: Evaluation Panel

The Evaluation panel is where you perform your evaluation on the PS Operator. It allows you to review their calls using the Timeline display, Results table and Playback Control panel. For functionality, refer to the [Reconstruction](#) section.

**Editing evaluation details** - the name and description for your evaluation within the General page.

**Performing an evaluation** - within the Evaluation page, a form with question is provided for you to answer relating to the PS Operator (user) that is being evaluated. The available questions depend on the form that is being used.

**Managing evaluation notes** - the Notes page is useful for users that are reviewing an evaluation that has been performed on them and have any feedback or questions. Here you can create a new note and once created you can view the note. Details such as the date the note was created and who created it are also provided.

**Setting access privileges**  - any evaluation created is associated with the user who created it who has full control access rights. Whilst creating the evaluation, further users can be granted customizable access. The Access Privileges control provides this functionality.

### Progressing an evaluation

Click the Progress the evaluation  button and select the required evaluation progress state:

**In progress** - evaluation is currently in progress.

**Awaiting review** - the user that is being evaluated can now review the evaluation.

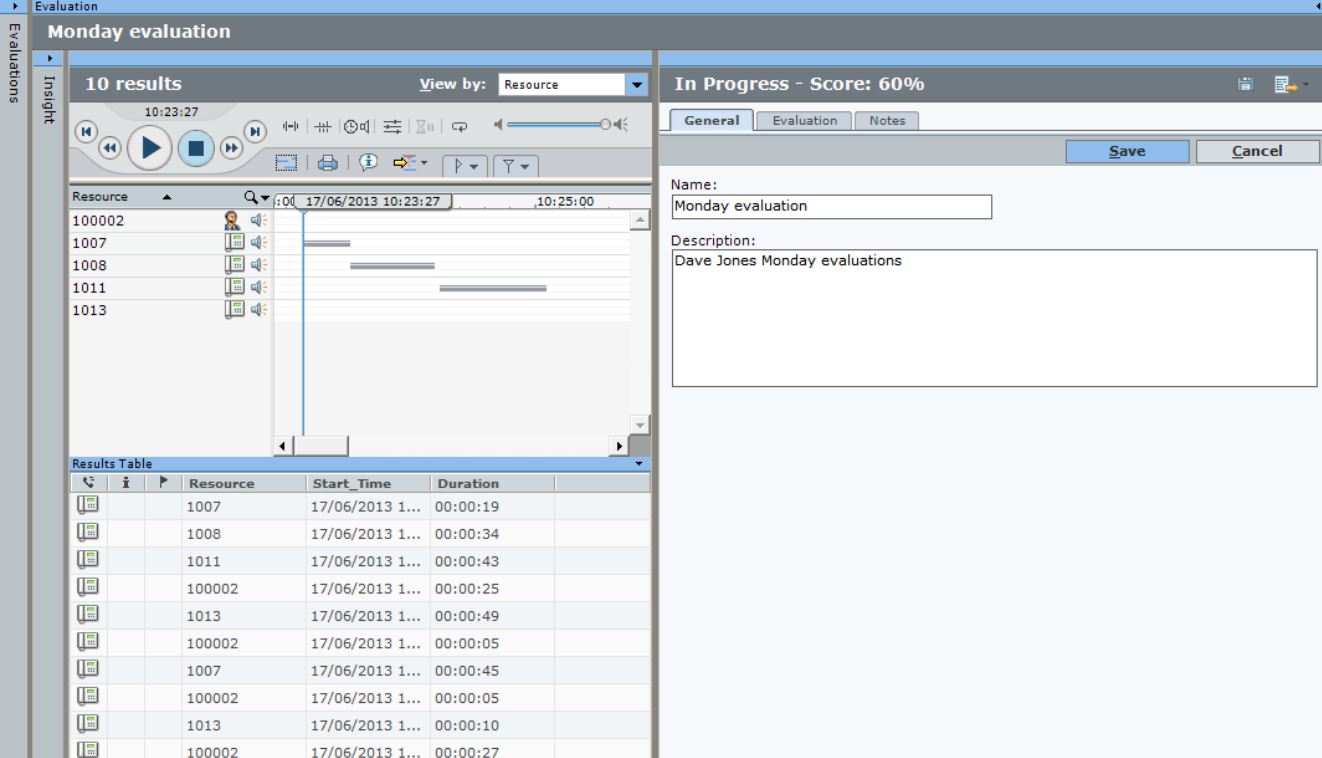
**Complete** - the evaluation has been completed.

**Completed Without Agreement** - if an evaluation is set to **Complete** by a user other than the evaluating user. The user **MUST** have been provided Evaluate access rights for the evaluation and also have the **Allow user to complete evaluations** privilege assigned to them.

**Revert evaluation to In Progress/Request to reconsider evaluation** - an evaluation can be moved from Awaiting review state to In progress state by an evaluator when selecting **Revert evaluation to In Progress** or by an evaluatee when selecting **Request to reconsider evaluation**.

**Incomplete** - when an evaluation that is in the **In Progress** state, has its media deleted by evaluation age based deletion.

**Autocomplete** - when an evaluation that is in the **Awaiting Review** state, has its media deleted by evaluation age based deletion.



Resource	Start Time	Duration
1007	17/06/2013 1...	00:00:19
1008	17/06/2013 1...	00:00:34
1011	17/06/2013 1...	00:00:43
100002	17/06/2013 1...	00:00:25
1013	17/06/2013 1...	00:00:49
100002	17/06/2013 1...	00:00:05
1007	17/06/2013 1...	00:00:45
100002	17/06/2013 1...	00:00:05
1013	17/06/2013 1...	00:00:10
100002	17/06/2013 1...	00:00:27



## ABOUT NICE

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. [www.nice.com](http://www.nice.com)

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