NICE®
Intent. Insight. Impact.

NICE PUBLIC SAFETY SOLUTIONS

NICE INFORM GLOSSARY USER GUIDE

Release 10.1

February 2023

NICE·Inform

Important Notice

Contents

List of Tables

1   Glossary

Welcome to the NICE Inform Glossary. It covers the following glossaries to assist you when navigating the NICE Inform application:

- Icon glossary (see page 2)
- Shortcut keys (see page 11)
- NICE Inform audit events (see page 12)

2   Icon glossary

All icons that appear in the NICE Inform application suite are displayed in the following tables. Each table corresponds to each application that uses at least one icon. It displays each icon, its name and a brief description.

There is a common icon table at the end of this section for all icons that appear in more than one NICE Inform application.

Any icons that appear within **the Reconstruction Content** area of NICE Inform Organizer are **ONLY** displayed in the **NICE Inform Reconstruction** table. Similarly, any icons that appear in the **Results table** and **Timeline Display** within the **Recent Calls panel** (NICE Inform Monitor application) are also **ONLY** displayed in the **NICE Inform Reconstruction** table.

Any button icon that has a tool tip is not displayed within the icon glossary.

The following icon glossary tables are available:

- NICE Inform Monitor (see page 2)
- NICE Inform Reconstruction (see page 3)
- NICE Inform Organizer (see page 5)
- NICE Inform Reporter (see page 6)
- NICE Inform Evaluator (see page 6)
- NICE Inform Archive (see page 6)
- NICE Inform User Administration (see page 6)
- NICE Inform System Administration (see page 7)
- NICE Inform Template Designer (see page 9)
- NICE Inform common icons (see page 9)

2.1   NICE Inform Monitor

Table 2-1: NICE Inform Monitor icons

Icon	Name	Description
....	**No activity**	Displayed when there is no activity on a resource (Monitoring panel).
·ıι||||ııı|·	**Activity not monitored**	Displayed when there is activity on a resource but is not being monitored (Monitoring panel).
·ıι||||ıııı·	**Activity monitored**	Displayed when there is activity on a resource and it is being monitored (Monitoring panel).
·ıι||ıı·	**In progress**	The recording is in progress (Recent Calls panel).
·ıι||ıı·	**Compete awaiting data**	The recording is complete but the data for the recording is not fully available (Recent Calls panel).

2.2 NICE Inform Reconstruction

Table 2-2: NICE Inform Reconstruction icons

Icon	Name	Description
	Video event/recording	A triggered video event/recording e.g. a detected intruder.
	Multiple video event	Multiple video event.
	Non emergency event/non-specific CAD event/Sensor event	A non emergency event, a non-specific CAD event or a Sensor event on the GIS Map panel.
	Emergency event	An emergency event.
	Location record	A location record (e.g landline telephone ANI/ALI record) that is associated with that recording.
	Landline telephone ANI/ALI location event & Unassigned location event	A Landline telephone ANI/ALI location event & Unassigned location event.
	ANI/ALI land line location event	An ANI/ALI landline telephone location event.
	Cell phone ANI/ALI location event	An ANI/ALI cell phone location event.
	NICE Location Service location event	A NICE Location Service location radio event.
	RapidSOS event	A RapidSOS location event.
	Incoming message event	An incoming text message event.
	Outgoing message event	An outgoing text message event.
	Call taker joined	A call taker joined the text conversation.
	Call taker left	A call taker left the text conversation.
	Audio analytics resource	A resource that is currently being used for NICE Inform audio analytics.
	NICE Inform audio analytics word/phrase detection event	A NICE Inform audio analytics word/phrase detection event**.**
	NICE Inform audio analytics category detection event	A NICE Inform audio analytics category detection event.
	CAD Dispatch event	A unit has been dispatched event.
	CAD En route event	A unit is heading towards an incident event.
	CAD On scene event	A unit has arrived at an incident event.
	CAD Clear event	A unit has left an incident event.
	CAD En route to hospital event	A unit is heading towards a hospital event.

Icon	Name	Description
	CAD Arrived at hospital event	A unit has arrived at a hospital event.
	CAD Arrived at station event	A unit has returned to base event.
	CAD Comment event	A comment has been entered on a CAD incident event.
	Group text over voice message event	A group text over voice message event.
	Clear Motorola Dimetra radio recording	A clear Motorola Dimetra radio recording.
	Encrypted radio recording	An encrypted radio recording.
	Emergency call	An emergency call recording type.
	Emergency Motorola Dimetra radio recording	Emergency Motorola Dimetra radio recording.
	Duplex radio recording	A full duplex radio recording.
	Duplex Emergency recording	A full duplex emergency recording.
	Playing	The selected recording is playing.
	Playing a tampered recording	The selected tampered recording is playing. This only applies to recordings on a NICE Recording/NICE Inform Recorder data source.
	Transferred to workstation / Message displayed (text only)	the recording has successfully transferred to the workstation. For screen and video recordings, the recording is available for streaming. For text, a conversation has been selected in the Results table/Timeline display and the message is viewable within the Information panel.
	Transferred to workstation a tampered recording	The tampered recording has successfully transferred to the workstation. This only applies to recordings on a NICE Recording/NICE Inform Recorder data source.
	Online audio	Online audio recording on a logger hard disk.
	Online video/screen	Online video/screen recording on a logger hard disk.
	Online	Recording is located on the NICE Storage Center™ or when retrieved from incident storage (when using NICE Inform Organizer). This only applies to NiceLog based systems.
	Nearline	Removable media that is currently in a logger media drive in 'retrieval' mode. This only applies to NiceLog based systems.
	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	Recording on removable media that is not in a logger media drive in 'retrieval' mode.
	Unplayable	There is no audio or video recording available.
	Result type	The result type column header within the Results table.

Icon	Name	Description
i	**Recording location type**	The recording location type column header within the Results table.
	Annotation type	The annotation type column header within the Results table.
	Bookmark	Annotation with no text, speech etc.
	Voice only	Voice only annotation.
	Text only	Text only annotation.
	Image only	Image only annotation.
	Voice and text	Voice and text annotation.
	Voice and image	Voice and image annotation.
	Image and text	Image and text annotation.
	Multimedia	Any annotation that has more than 2 media types i.e. Image, voice, and text).
	Paired resource	Two resources are paired (linked together).
	Downloading attachment	Attachment such as an image annotation is downloading in a tooltip within the Timeline display.
	No annotation	No recordings selected or if recordings that are selected have no saved annotations, when opening the Annotation panel.
	No redactions	No individual audio recording is selected, multiple audio recordings are selected, the system is not licensed for redaction or the Create and edit audio redactions privilege has not been assigned.
	Downloading attachment	Attachment or image event is downloading within an available Insight window.
	Attachment unavailable	Attachment or image event is unavailable within an available Insight window or slot in Insight Grid.
	No video to display	Insight window or slot in Insight Grid has been assigned a video resource but the video is not being displayed.
	No screen to display	Insight window or slot in Insight Grid has been assigned a screen resource but the screen is not being displayed.
	Location event	Location event (e.g. ANI/ALI) on the GIS Map panel.

2.3   NICE Inform Organizer

Table 2-3: NICE Inform Organizer icons

Icon	Name	Description
✗	**Item not available**	Item was not added to the incident.
	Folder	Any folder icon (apart from draft and sealed distribution folders) i.e. Incident folder.
	Draft distribution	Draft distribution folder icon.

Icon	Name	Description
	Sealed distribution	Sealed distribution folder icon.
	Locked incident	Incident has been copied and locked (incident snapshot created).
	Unlocked incident	Snapshot incident has been unlocked.
	Imported media	The imported media type column header within the Results table.
	Imported media notification	Imported media notification icon displayed in the Results table and Timeline display.

2.4 NICE Inform Reporter

Table 2-4: NICE Inform Reporter icons

Icon	Name	Description
	Report templates	The Report templates node within the Reports tree.
	Reports	The Reports icon within the Reports tree and view.
	Public Reports	The Public Reports icon within the Reports tree and view.
	Information	The grid slot in the Dashboard view has either no report allocated to it or no data is returned when the report is run.

2.5 NICE Inform Evaluator

Table 2-5: NICE Inform Evaluator icons

Icon	Name	Description
	Evaluation schedules	The Evaluation schedules node within the Evaluation schedules tree.

2.6 NICE Inform Archive

Table 2-6: NICE Inform Archive icons

Icon	Name	Description
	Archive loaded	Archive loaded status in the Archives list.

2.7 NICE Inform User Administration

Table 2-7: NICE Inform User Administration icons

Icon	Name	Description
	Organization	Organization node in the tree pane for changing system security.
	Users	Users node in the tree pane providing access to users,

Icon	Name	Description
		user groups and non active users.
	Profiles	Profiles node in the tree pane.
	Profile	Profile node in the tree pane providing access to individual administration profiles.
	Search results	Node in the tree pane where search results are displayed.
	User	NICE Inform user.
	Non active user	A user that is no longer active in the system.
	User manager	NICE Inform user has manager status within the group.

2.8 NICE Inform System Administration

Table 2-8: NICE Inform System Administration icons

Icon	Name	Description
	Recording system	Recording system node in the tree pane.
	Data sources	Data Sources node in the tree pane.
	Site	Site node in the tree pane.
	NLS audio data source/NICE Recording/NICE Inform Recorder/VPI Audio Logger	NLS audio, NICE Recording/NICE Inform Recorder or VPI Audio Logger data source node in the tree pane.
	NICE Interaction Management/NICE Perform/NICE Perform eXpress data source	NICE Interaction Management, NICE Perform or NICE Perform eXpress data source node in the tree pane.
	NICE Interaction Center	NICE Interaction Center node in the tree pane.
	NICE Interaction Center logger	NICE Interaction Center logger node in the tree pane.
	NICE Interaction Center screen logger	NICE Interaction Center screen logger node in the tree pane.
	NICE Perform Storage Center	NICE Perform Storage Center node in the tree pane
	NICE Perform Storage Center group	NICE Perform Storage Center group node in the tree pane.
	NICE Inform hub data source	NICE Inform hub data source node in the tree pane.
	Media Vault data source	Media Vault data source node in the tree pane.
	Legacy data source	Legacy data source node in the tree pane (example denotes a legacy NLS audio data source).
	Replay devices	Replay devices node in the tree pane.
	CryptR replay device	CryptR replay device node in the tree pane.
	NICE Inform servers	NICE Inform servers node in the tree pane.
	NICE Inform master	NICE Inform master server node in the tree pane.

Icon	Name	Description
	server	
	NICE Inform logged in server/Hub account	NICE Inform server that the user is currently logged in to (in a resilient system only) or a Hub account node in the tree pane.
	Database backups	Database backups node in the tree pane.
	Backup device	Database backup device in the tree pane.
	Mapping	Mapping node in the tree pane.
	Audio Analytics	Audio Analytics node in the tree pane.
	Analytics Servers	Analytics Servers node in the tree pane.
	Analytics server	Analytics server node in the tree pane.
	Analytics Engines	Analytics Engines node in the tree panel.
	Word Discovery Engine	Word discovery engine node in the tree pane.
	Applications	Applications node in the tree pane.
	Resource groups	Resource groups node in the tree pane.
	Position	Position node in the tree pane.
	Notifications	Notification node in the tree pane.
	Email notifications	Email notification node in the tree pane.
	Replay device	Replay device type column icon.

2.9   NICE Inform Template Designer

Table 2-9: NICE Inform Template Designer icons

Icon	Name	Description
	Evaluation forms	Evaluation forms and Active evaluation form state node in the tree pane.
	Draft evaluation form	Draft evaluation form node in the tree pane.
	Retired evaluation form	Retired evaluation form node in the tree pane.
	Question types	Question types and Available question types node in the tree pane.
	Locked question types	Locked question types node in the tree pane.

2.10   NICE Inform common icons

Table 2-10: NICE Inform common icons

Icon	Name	Description
	Volume & balance	Opens the volume and balance control.
	Telephony Agent/Extension	A telephony agent resource or a telephony extension.
	Telephony call/resource	A telephone call recording type icon or a telephone resource type icon.
	Radio resource	A radio resource type icon.
	Radio recording/Talkgroup resource	A radio recording type icon or a talkgroup resource type icon.
	Generic audio recording/resource	A generic audio recording type icon or a generic audio resource type icon.
	Video recording/video resource	A video recording type icon or a video resource type icon.
	Inform server/client	NICE Inform server or NICE Inform client.
	Conversation/resource	A conversation recording type icon, a conversation resource type icon or a text message event on the GIS Map panel.
	Workstation/screen resource/ screen recording/CAD data source	A NICE Inform workstation, a screen resource, a screen recording or a CAD data source node in the tree pane in NICE Inform System Administration.
	CAD resource/CAD incident/CAD event	A CAD resource, a CAD incident, or a CAD event on the GIS Map panel.
	Item added/Transferred to client/resource licensed	Item successfully added to the incident, recording transferred to client.
	Restricted call (not located yet)	Restricted audio recording or text conversation that has not been located yet for playback. This icon is also displayed for restricted audio recordings and text conversations if you do not have the Replay restricted calls and remove restrictions from calls privilege

Icon	Name	Description
		assigned to you by a NICE Inform Administrator.
	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.
i	**Information column**	Information column icon.
	Information	Information icon which may require user action or a mandatory incident property.
	Warning	Common warning error.
	Common Error	Common error information.

3   Shortcut keys

There are a number of shortcut keys (or accelerator keys) provided to aid in your experience whilst using the NICE Inform application suite.

The table below details each shortcut name and its function.

Table 3-1: NICE Inform keyboard shortcuts

Shortcut name	Function
Play/Pause	Shift + Space
Stop	Ctrl + I
Previous	Ctrl + J
Next	Ctrl + K
Rewind	Ctrl + ,
Fast forward	Ctrl + .
Speed x1	Ctrl + Shift + N
Speed faster	Ctrl + Shift + G
Speed slower	Ctrl + Shift + S
AGC on/off	Ctrl + Shift + A
Date & time output on/off	Ctrl + T
Skip silence on/off	Ctrl + O
Loop on/off	Ctrl + L
Select all	Ctrl + A
Show Annotation panel	Ctrl + B
Increase overall volume	Ctrl + + (plus sign)
Decrease overall volume	Ctrl + -
Zoom in by one setting	Ctrl + [
Zoom out by one setting	Ctrl +]
Perform a search	Shift + S
Nudge the start of the selection or redaction to the left	CTRL + 9
Nudge the start of the selection or redaction to the right	CTRL + 0
Nudge the end of the selection or redaction to the left	CTRL + SHIFT + 9
Nudge the end of the selection or redaction to the right	CTRL + SHIFT + 0
Add a new note (in NICE Inform Evaluator)	CTRL + N
Show/hide evaluation descriptions (in NICE Inform Evaluator)	CTRL + D

4 NICE Inform audit events

This section details each audit event that is generated when you are using NICE Inform.

A table is provided for each NICE Inform application and provides an associated description. The events are grouped by functional areas and therefore are not ordered alphabetically. Where applicable, details are provided as to the relevant page for the application in question where you can perform the function in order to create the audit event.

The following application audit event tables are available:

4.1 NICE Inform Monitor

Table 4-1: NICE Inform Monitor audit events

Audit event name	Description
Voice playback started	A user is replaying calls in the Recent Calls panel (refer to *Replaying recent calls*).
Time changed on a NiceCLS server	The time on the NiceCLS has changed beyond the margin of error when polling over the network as configured on the Inform server Settings page (refer to *Inform server settings*).
Time changed on a NICE Recording server	The time on the NICE Recording server has changed beyond the margin of error when polling over the network as configured on the Inform server Settings page (refer to *Inform server settings*).
Time changed on a remote windows server	The time on the remote Microsoft Windows server has changed beyond the margin of error when polling over the network as configured on the Inform server Settings page (refer to *Inform server settings*).

Audit event name	Description
Time changed on an AMS server	The time on the AMS has changed beyond the margin of error when polling over the network as configured on the Inform server Settings page (refer to *Inform server settings*).
Time changed on server	The time on the NICE Inform server has changed beyond the margin of error when locally as configured on the Inform server Settings page (refer to *Inform server settings*).
Time changed on logger	The time on the Logger has changed beyond the margin of error when polling over the network as configured on the Inform server Settings page (refer to *Inform server settings*).

4.2 Live Monitor

Table 4-2: Live Monitor audit events

Audit event name	Description
Live monitoring	A user is monitoring a live channel (refer to *Monitoring resource*s).

4.3 NICE Inform Reconstruction

Table 4-3: NICE Inform Reconstruction audit events

Audit event name	Description
Search saved	User saved a basic or advanced search (refer to *Creating a search* and *Advanced searches*).
Search renamed	User renamed a saved search (refer to *Running, editing & deleting saved searches*).
Search deleted	User deleted a saved search (refer to *Running, editing & deleting saved searches*).
Playback started	User played back a recording (refer to *Playback Control panel*).
Bookmark added	User added a bookmark annotation to a resource (refer to *Adding an annotation*).
Text annotation added	User added a text annotation to a resource (refer to *Adding text to an annotation*).
Image annotation added	User added an image annotation to a video resource (refer to *Adding an image to an annotation*).
Speech annotation added	User added a voice annotation to a resource (refer to *Adding voice to an annotation*).
Multimedia annotation added	User added a multimedia annotation (two or more different annotation types) to a resource.
Annotation text updated	User updated a text annotation on a resource (refer to *Updating a text annotation*).
Annotation image updated	User updated an image annotation on a resource (refer to *Updating an image annotation*).

Audit event name	Description
Speech added to annotation	User added voice to an existing annotation on a resource (refer to *Updating a voice annotation*).
Multimedia annotation updated	User updated a multimedia annotation (two or more different annotation types) on a resource.
Scenario saved	User saved a scenario (refer to *Loading/saving scenarios & saving audio/video/text*).
Audio file saved	User saved an audio file (refer to *Loading/saving scenarios & saving audio/video/text*).
Text conversation saved	User saved text conversation (refer to *Loading/saving scenarios & saving audio/video/text*).
Video file saved	User saved a video file (refer to *Loading/saving scenarios & saving audio/video/text*).
Attachments opened	User opened an attachment (refer to *Opening an attachment*).
Attachments viewed	User viewed an image attachment within the Attachments plugin (refer to *Attachments plugin*).
Attachments saved	User saved an attachment (refer to *Saving an attachment*).
Attachments printed	User printed an attachment (refer to *Printing an attachment*).
Shift started	User under shift restriction has started their shift.
User created an Accessed Audio report	User created an audio recording access PDF report via the context menu (refer to *Results table* and *Timeline display*).
Call marked as restricted	User has marked the call as restricted via the context menu (refer to *Results table* and *Timeline display*).
Call marked as unrestricted	User has marked the call as unrestricted via the context menu (refer to *Results table* and *Timeline display*).
Text conversation marked as restricted	User has marked the text conversation as restricted via the context menu (refer to *Results table* and *Timeline display*).
Text conversation marked as unrestricted	User has marked the text conversation as unrestricted via the context menu (refer to *Results table* and *Timeline display*).

4.4   NICE Inform Organizer

Table 4-4: NICE Inform Organizer audit events

Audit event name	Description
Incident added	User created a new incident (refer to *Creating a new incident*).
Incident updated	User edited the details of an incident (refer to *Editing an incident*).
Incident deleted	User deleted an incident (refer to *Deleting an incident*).
Incident exported	User exported an incident (refer to *Exporting an incident*).
Incident imported	User imported an incident (refer to *Importing an incident*).

Audit event name	Description
Incident folder added	User created a new incident folder (refer to *Creating a new folder*).
Incident folder updated	User edited the details of an incident folder (refer to *Editing an incident*).
Incident folder deleted	User deleted an incident folder (refer to *Deleting a folder*).
Seal distribution folder	An incident or incident folder was sealed when a user performed a distribution using the Distribution Wizard (refer to *Distribution Wizard*).
Seal file distribution folder	An incident or incident folder was sealed when a user performed a file distribution using the Distribution Wizard (refer to *Distribution Wizard*).
Sealed distribution deleted	User deleted a sealed distribution folder (refer to *Deleting a folder*).
Draft distribution deleted	User deleted a draft distribution folder (refer to *Deleting a folder*).
Media Player distribution not password protected	An incident or incident folder was sealed without password protection when a user performed a Media Player distribution using the Distribution Wizard (refer to *Distributing in NICE Inform Media Player format*).
Attachment added	User attached a Related Material file (or files) to an incident folder (refer to *Attaching files*).
Partial item added to incident	User selected a partial item and added it to an incident using the Add to Organizer Wizard (refer to *Adding Reconstruction Content to Organizer*).
Incident item removed from folder	User deleted either a Related Material item or Reconstruction Content from an incident folder or draft incident folder. (refer to *Deleting recordings*, *Deleting Related Material files* or *Deleting draft distribution content*.
Playback started	User played back a recording (refer to *Playback Control panel within NICE Inform Reconstruction).*
External media imported	User imported external media to a Reconstruction Content incident folder (refer to *Importing media*).
Imported external media details updated	User edited imported external media details (refer to *Editing imported media*).
Imported external attachment	User imported an external attachment via the NICE Inform API.
Incident item file uploaded	User uploaded an incident item file via the NICE Inform API.
Incident item redactions modified	User edited a redaction (refer to *Editing redactions* within *NICE Inform Reconstruction*).
Incident attachment file uploaded	User uploaded an incident attachment file the NICE Inform API.

Audit event name	Description
Incident security added	User has been granted access privileges for an incident (refer to *Setting access privileges*).
Incident security updated	User has had their access privileges updated for an incident (refer to *Setting access privileges*).
Incident security deleted	User has had access privileges removed from an incident (refer to *Setting access privileges*).
Incident security added for group	User group has been granted access privileges for an incident (refer to *Setting access privileges*).
Incident security updated for group	User group has had its access privileges updated for an incident (refer to *Setting access privileges*).
Incident security deleted for group	User group has had access privileges removed from an incident (refer to *Setting access privileges*).
Incident file item altered	A file in an incident folder has been tampered with.
Incident snapshot created	User has created an incident snapshot (refer to *Creating an incident snapshot*).
Incident snapshot deleted	User has deleted an incident snapshot by deleting an incident (refer to *Deleting an incident*).
Incident storage maximum level	The incident storage has reached its maximum threshold level as configured within the Incident Storage page (refer to *Managing incident and evaluation storage*).
Incident storage warning level	The incident storage has reached its warning threshold level as configured within the Incident Storage page (refer to *Managing incident and evaluation storage*).
Daily Deletion Schedule Updated	Incidents are scheduled for automatic deletion based on their age (daily setting) as configured within the Incident Storage page (refer to *Managing incident and evaluation storage*).
Monthly Deletion Schedule Updated	Incidents are scheduled for automatic deletion based on their age (monthly setting) as configured within the Incident Storage page (refer to *Managing incident and evaluation storage*).
Annual Deletion Schedule Updated	Incidents are scheduled for automatic deletion based on their age (yearly setting) as configured within the Incident Storage page (refer to *Managing incident and evaluation storage*).
Automated Deletion Suspended	Incident automatic scheduled deletion has been suspended as configured within the Incident Storage page (refer to *Managing incident and evaluation storage*).
Shift started	User under shift restriction has started their shift.

4.5   NICE Inform Reporter

Table 4-5: NICE Inform Reporter audit events

Audit event name	Description
Report added	User added a new report (refer to *Creating a new report from a template* or *Creating a new report from an existing report*).
Report updated	User edited a report (refer to *Editing a report*).
Report deleted	User deleted a report (refer to *Deleting a report*).
Report run	User ran a report (refer to *Running a report*).
Report emailed	User sent a report by email (refer to *Emailing a report*).
Report printed	User printed a report (refer to *Printing a report*).
Report saved	User saved a report as a file (refer to *Saving a report*).

4.6   NICE Inform Evaluator

Table 4-6: NICE Inform Evaluator audit events

Audit event name	Description
User evaluation created	User created a new evaluation (refer to *Adding recordings to a new evaluation*).
User evaluation details changed	User changed the details for an evaluation using the General page (refer to *Editing evaluation details*).
User evaluation deleted	User deleted an evaluation (refer to *Deleting an evaluation*).
Schedule added	User added a new evaluation schedule (refer to *Creating an evaluation schedule*).
Schedule deleted	User deleted an evaluation schedule (refer *Deleting an evaluation schedule*).
Note added	User added a note using the Notes page (refer to *Managing evaluation notes*).
Note deleted	User deleted a note using the Notes page (refer to *Managing evaluation notes*).
Evaluation user access changed	User changed evaluation user access rights (refer to *Adding recordings to a new evaluation*).
Evaluation group access changed	User changed evaluation group access rights (refer to *Adding recordings to a new evaluation*).

4.7   Evaluation Server

Table 4-7: Evaluator Server audit events

Audit event name	Description
User evaluations created by schedule	An evaluation schedule has run and created one or more evaluations (refer to *Creating an evaluation schedule*).
User evaluation media deleted	One or more evaluations have had their media deleted based on the incident storage evaluation age based deletion settings (refer to *Managing incident and*

Audit event name	Description
	evaluation storage for file sharing in *NICE Inform System Administration*.
No calls available	The evaluation schedule has run but was unable to find any calls for at least one user.

4.8　NICE Inform Archive

Table 4-8: NICE Inform Archive audit events

Audit event name	Description
Create archive started	User has started the creation of a new archive (refer to *Creating a new archive*).
Create archive canceled	User canceled the creation of a new archive (refer to *Canceling the current task*).
Load archive started	User has started to load the selected archive (refer to *Loading the selected archive*).
Delete archive started	User has started the deletion of the selected archive (refer to *Deleting the selected archive*).
Load archive canceled	User canceled the loading of an archive (refer to *Canceling the current task*).
Delete archive canceled	User canceled the deletion of an archive (refer to *Canceling the current task*).
Unload archive started	User has started to unload the selected archive (refer to *Unloading the selected archive*).
Archive details updated	User edited the details of an archive (refer to *Editing archive details*).
Archive configuration changed	User changed the archive configuration using the Archive preferences control (refer to *Setting Archive preferences*).

4.9　Audit Server

Table 4-9: NICE Inform Audit Server audit events

Audit event name	Description
Audit process started	The audit process has started (NICE Inform Service has started).
Audit process stopped	The audit process has stopped (NICE Inform Service has stopped).

4.10　NICE Inform User Administration

Table 4-10: NICE Inform User Administration audit events

Group	Audit event name	Description
Users and user groups		
	User logged in	User logged into NICE Inform (refer to *Getting started* in *Getting Started*).
	User logged out	User logged out of NICE Inform (refer to *Logging out from*

Group	Audit event name	Description
		NICE Inform in *Getting Started*).
	User logged out automatically	User has been logged out of NICE Inform automatically as configured either within the Inform User page (refer to *Editing user details*) or at an Organization level within the Security page (refer to *Setting security*).
	Failed login attempt	User tried to log into NICE Inform and there was a password mismatch.
	Failed login attempt account known	User tried to log into NICE Inform with an account that does not exist in the system.
	Login session expired	The time taken for the NICE Inform server to remove knowledge of the login session if the NICE Inform workstation failed to logout correctly, as configured within the Security page.
	User password changed	User changed their password upon logging into NICE Inform as set in the Inform User page (refer to *Editing user details*).
	User account enabled	A user account has been reactivated after a predefined time period as set in the Security page (refer to *Setting security*).
	User account disabled	A user account has been disabled as the user entered his/her password incorrectly too many times as set in the Security page (refer to *Setting security*).
	User updated	A user account has been updated (refer to *Editing user details*).
	User account deleted	A user account has been deleted (refer to *Deleting a user*).
	User expiry updated	The expiry date/time for a temporary user account has been updated within the Inform User page (refer to *Editing user details*).
	User expiry removed	A temporary user account which had been marked for automatic deletion has been converted into a normal non expiring account within the Inform User page (refer to *Editing user details*).
	User account expired and logged out	A user account has expired and the user has been automatically logged out of NICE Inform.
	Account policy updated	User updated (at the Organization level) either password (refer to *Setting password details*), security (refer to *Setting security*) or workstation settings (refer to *Setting workstation permissions*).
	User added	User added a new user to the NICE Inform system (refer to *Adding a new user to the system*).
	User group added	User created a new user group (refer to *Creating a new user group*).
	User group deleted	User deleted a user group (refer to Deleting a user group).
	User group updated	User edited the details of a user group by updating the group name and/or description (refer to *Editing a user group*).
	Users added to user group	Users have been added to a user group (refer to *Adding user group members*).
	Users removed from user group	Users have been removed from a user group by editing the details of a user group (refer to *Editing a user group*).
	Users assigned to workstation	Users have been assigned to a workstation (refer to *Assigning a user to a workstation*).

Group	Audit event name	Description
	Users removed from workstation	Users have been removed from a workstation (refer to *Removing a user from a workstation*).
	Workstations assigned to user	Workstations have been assigned to a user (refer to *Assigning a workstation to a user*).
	Workstations removed from user	Workstations have been removed from a user (refer to *Removing a workstation from a user*).
	Set user as user group manager	User has been set as a user group manager configured when editing a user group (refer to *Editing a user group*).
	Removed user as user group manager	User has been removed as a user group manager configured when editing a user group (refer to *Editing a user group*).
	Resources added to user group	User attached resources to a user group when creating a new user group (refer to *Creating a new user group* or by attaching resources to an existing user group (refer to *Attaching resources to a user group*).
	Resources removed from user group	User removed resources from a user group using the Resources page (refer to *Editing a user group*).
	Resource groups added to user group	User attached a resource group to a user group when creating a new user group (refer to *Creating a new user group* or by attaching resources to an existing user group (refer to *Attaching resources to a user group*).
	Resource groups removed from user group	User removed a resource group from a user group using the Resources page (refer to *Editing a user group*).
Profiles		
	Profile added	User created a new profile (refer to *Creating a new profile*).
	Profile deleted	User deleted a profile (refer to *Deleting a profile*).
	Profile updated	User edited a profile by updating the profile name and/or profile description (refer to *Editing a profile*).
	Profile users added	User attached users to a profile (refer to *Attaching a user to a profile*).
	Profile users removed	User removed a user (or users) from a profile (refer to *Removing a user from a profile*).
	Profile application privileges updated	User edited an existing profile by adding/removing application privileges (refer to *Editing a profile*).

4.11 NICE Inform System Administration

Table 4-11: NICE Inform System Administration audit events

Group	Audit event name	Description
License		
	License imported	User imported a license to gain access to the purchased NICE Inform applications (refer to *Importing licensing details*).
	License grace period activated	The license grace period has been activated as one or more of the license parameters has been exceeded (refer to *Licensing information* in *Getting Started*).

Group	Audit event name	Description
	License grace period deactivated	The license grace period has been deactivated. The license reverts back to its original parameters (refer to *Licensing information* in *Getting Started*).
	License grace period expired	The license grace period has expired (refer to *Licensing information* in *Getting Started*).
	License expired	The license for NICE Inform has expired for a user (refer to *Licensing information* in *Getting Started*).
	Licensed resources updated	User updated the licensed resources (refer to *Licensing resources*).
NICE Inform site		
	NICE Inform server settings updated	User edited NICE Inform server settings (refer to *Site settings*).
	NICE Inform system updated	User updated the NICE Inform system site label or description (refer to *Editing site details*).
	Security key server added	User added a new security key server using the Settings page (refer to *Security Key Servers*).
	Security key server updated	User updated a new security key server using the Settings page (refer to *Security Key Servers*).
	Security key server deleted	User deleted a new security key server using the Settings page (refer to *Security Key Servers*).
Data sources		
	Data source added	User added a data source (e.g. NICE Recording/NICE Inform Recorder or NLS audio data source) (refer to *Adding a data source*).
	Data source updated	User updated a data source (e.g. NICE Recording/NICE Inform Recorder data source (refer to *Editing a NICE Recording/NICE Inform Recorder data source* or NLS audio data source (refer to *Editing an NLS audio data source*)).
	Data source deleted	User deleted a data source (e.g. NICE Recording/NICE Inform Recorder data source (refer to *Deleting a NICE Recording/NICE Inform Recorder data source* or NLS audio data source (refer to *Deleting an NLS audio data source*)).
	Data retention server added	User added a new data retention sever from within the NLS page (refer to *NLS audio settings*).
	Data retention server updated	User edited the data retention server from within the NLS page (refer to *NLS audio settings*).
	Data retention server removed	User removed a data retention server from within the NLS page (refer to *NLS audio settings*).
	Data retention server configuration installed	User set the SQL instance and database for the configuration table on the data retention server (refer to *NLS audio settings*).
	Call retention settings updated	User has updated settings for call retention within the NLS page (refer to *NLS audio settings*).
	Logger call retention settings updated	New data retention settings have been applied to the specified logger from within the NLS page (refer to *NLS audio settings*).
	Logger online storage below threshold	The available online storage has risen above the warning level set when configuring data retention from within the NLS page (refer to *NLS audio settings*).

Group	Audit event name	Description
	Logger online storage threshold reached	The available online storage is below the warning level set when configuring data retention from within the NLS page (refer to *NLS audio settings*).
	Media Library server added	User added a Media Library server within the NLS page (refer to *NLS audio settings*).
	Media Library server updated	User updated a Media Library server within the NLS page (refer to *NLS audio settings*).
	Media Library server removed	User removed a Media Library server within the NLS page (refer to *NLS audio settings*).
Resources		
	Resource updated	User edited a resource (e.g. NICE Recording/NICE Inform Recorder or NLS audio resource) (refer to *NLS audio settings*).
	Resources deleted	User deleted resources (e.g. NICE Recording/NICE Inform Recorder or NLS audio resources) (refer to *NLS audio settings*).
	Resource group added	User created a resource group (refer to *Creating a resource group*).
	Resource group updated	User edited a resource group by updating the resource group name and/or description (refer to *Editing a resource group*).
	Resource group deleted	User deleted a resource group (refer to *Deleting a resource group*).
	Resource group members added	User added resources to a resource group when creating a resource group (refer to *Creating a resource group*) or by attaching resources to an existing resource group using the Members page (refer to *Editing a resource group*).
	Resource group members removed	User removed resources from a resource group using the Members page.
	Audio resource added	User manually added an audio resource (e.g. NLS audio resource (refer to *Adding an NLS audio resource manually*)).
	NICE Recording/NICE Inform Recorder audio resource added	User manually added a NICE Recording/NICE Inform Recorder audio resource (refer to *Adding a NICE Recording/NICE Inform Recorder resource manually*).
	Screen resource added	User manually added a Screen resource for either a NICE Interaction data source or a NICE Recording/NICE Inform Recorder data source (refer to *Adding a NICE Recording/NICE Inform Recorder resource manually*).
	Audio resources imported	User imported audio resources (e.g. NLS audio resources from either a data source (refer to *Importing NLS audio resources from a data source*) or from a CSV file (refer to *Importing resources from a CSV file*).
	NICE Recording/NICE Inform Recorder audio resources imported	User imported NICE Recording/NICE Inform Recorder audio resources from either a data source (refer to *Importing NICE Recording/NICE Inform Recorder resources from a data source*) or from a CSV file (refer to *Importing resources from a CSV file*).
	Perform resources imported	User imported NICE Interaction Management or Perform resources from either a data source (refer to *Importing NICE Interaction Management resources from a data source*) or from a CSV file (refer to *Importing resources from a CSV file*).

Group	Audit event name	Description
	NICE Inform hub resources imported	User imported resources from a NICE Inform hub data source (refer to *Importing resources from a NICE Inform hub data source*).
NICE Inform Recorder data source configuration		
	NICE Inform Recording schedule rule added	User added a recording schedule rule for a single specific NICE Inform Recorder data source (refer to *Adding and editing a recording schedule rule*).
	NICE Inform Recording schedule rule modified	User edited a recording schedule rule for a single specific NICE Inform Recorder data source (refer to *Adding and editing a recording schedule rule*).
	NICE Inform Recording schedule rule deleted	User deleted a recording schedule rule for a single specific NICE Inform Recorder data source system (refer to *Deleting a recording schedule rule*).
	NICE Inform global recording schedule rule added	User added a recording schedule rule for all NICE Inform Recorder data sources. (refer to *Adding and editing a global recording schedule rule*).
	NICE Inform global recording schedule rule modified	User edited a recording schedule rule for all NICE Inform Recorder data sources (refer to *Adding and editing a global recording schedule rule*).
	NICE Inform global recording schedule rule deleted	User deleted a recording schedule rule for all NICE Inform Recorder data sources (refer to *Deleting a global recording schedule rule*).
	NICE Inform Recorder Global System Settings modified	User edited global system settings for a NICE Inform Recorder data source (refer to *Global settings*).
	NICE Inform Recorder Global Archive Service Settings modified	User edited global archive service settings for a NICE Inform Recorder data source (refer to *Global settings*).
	NICE Inform Recorder Global Encryption Settings modified	User edited global encryption settings for a NICE Inform Recorder data source (refer to *Global settings*).
	NICE Inform Recorder Global SNMP Monitoring Settings modified	User edited global SNMP monitoring settings for a NICE Inform Recorder data source (refer to *Global settings*).
	NICE Inform Recorder Alarm Channel Inactivity Settings modified	User edited the Alarm Channel Inactivity Settings for a NICE Inform Recorder data source (refer to *Alarms*).
	NICE Inform Recorder Alarm Channel Activity Settings modified	User edited the Alarm Channel Activity Settings for a NICE Inform Recorder data source (refer to *Alarms*).
	NICE Inform Recorder Alarm Missing CDR / VOX Settings modified	User edited the Alarm Missing CDR / VOX Settings for a NICE Inform Recorder data source (refer to *Alarms*).
	NICE Inform Recorder Alarm Channel Line Sync Settings modified	User edited the Alarm Channel Line Sync Settings for a NICE Inform Recorder data source (refer to *Alarms*).
	NICE Inform Recorder Alarm Voice Metric Settings modified	User edited the Alarm Voice Metric Settings for a NICE Inform Recorder data source (refer to *Alarms*).
	NICE Inform Recorder Record / Censure List added.	User added a Record / Censure List entry to a NICE Inform Recorder data source (refer to *Adding and editing a phone number*).

Group	Audit event name	Description
	NICE Inform Recorder Record / Censure List modified	User edited a Record / Censure List entry to a NICE Inform Recorder data source (refer to *Adding and editing a phone number*).
	NICE Inform Recorder Record / Censure List deleted	User deleted a Record / Censure List entry to a NICE Inform Recorder data source (refer to Deleting a phone number).
	NICE Inform Recorder Recorders List added	User added a Recorders List entry to a NICE Inform Recorder data source (refer to *Adding and editing a recorder*).
	NICE Inform Recorder Recorders List modified	User edited a Recorders List entry to a NICE Inform Recorder data source (refer to *Adding and editing a recorder*).
	NICE Inform Recorder Recorders List deleted	User deleted a Recorders List entry to a NICE Inform Recorder data source (refer to *Deleting a recorder*).
	NICE Inform Recorder Locations List added	User added a Location List entry to a NICE Inform Recorder data source (refer to *Adding and editing a location*).
	NICE Inform Recorder Locations List modified	User edited a Location List entry to a NICE Inform Recorder data source (refer to *Adding and editing a location*).
	NICE Inform Recorder Locations List deleted	User deleted a Location List entry to a NICE Inform Recorder data source (refer to *Deleting a location*).
	NICE Inform Recorder Content Rules added	User added a content rule to a NICE Inform Recorder data source (refer to *Adding and editing a content rule*).
	NICE Inform Recorder Content Rules modified	User edited a content rule to a NICE Inform Recorder data source (refer to *Adding and editing a content rule*).
	NICE Inform Recorder Content Rules deleted	User deleted a content rule from a NICE Inform Recorder data source (refer to *Deleting a content rule*).
	NICE Inform Recorder Channel modified	User edited channel meta-data on a NICE Inform Recorder data source (refer to Editing a channel).
NLS audio data sources		
	NiceCLS replication added	User added a NiceCLS replication server from within the NiceCLS Settings page (refer to *NiceCLS settings*).
	NiceCLS replication updated	User updated a NiceCLS replication server from within the NiceCLS Settings page (refer to *NiceCLS settings*).
	NiceCLS replication deleted	User deleted a NiceCLS replication server from within the NiceCLS Settings page (refer to *NiceCLS settings*).
	NICE Storage Center paths added	User added a NICE Storage Center path to retrieve audio from the Storage Center using the NiceCLS Settings page.
	NICE Storage Center paths updated	User edited the NICE Storage Center path using the NiceCLS Settings page refer to *NiceCLS settings*).
	NICE Storage Center paths deleted	User deleted a NICE Storage Center path using the NiceCLS Settings page refer to *NiceCLS settings*).
	Recording system security key server assignment updated	User changed the assignment of the security key servers using the NiceCLS Settings page refer to *NiceCLS settings*).
	Media Library server assignment updated	User changed the assignment of a Media Library server to a NiceCLS within the NiceCLS Settings page refer to *NiceCLS settings*).
NICE Interaction Management data sources		
	Storage group updated	User edited a NICE Perform Storage Center group (refer to *Editing a NICE Perform Storage Center group*).

Group	Audit event name	Description
	Storage unit added	User added a NICE Perform Storage Center unit (refer to *Adding a NICE Perform Storage Center unit*).
	Storage unit updated	User edited a NICE Perform Storage Center unit (refer to *Editing a NICE Perform Storage Center unit*).
	Storage unit deleted	User deleted a NICE Perform Storage Center unit (refer to *Deleting a NICE Perform Storage Center unit*).
	Backup auto archiving settings changed	User changed the archiving scheme and schedule when using the Automatic Archiving Configuration Wizard (refer to *Configuring automatic archiving*).
	Backup auto archiving overwrite settings changed	User changed the overwrite media settings when using the Automatic Archiving Configuration Wizard (refer to *Configuring automatic archiving*).
	Backup auto archiving channels changed	User changed the channels to be archiving when using the Automatic Archiving Configuration Wizard (refer to *Configuring automatic archiving*).
	Backup archive mode changed	User changed the logger backup archiving mode (refer to *Selecting archive mode*).
	Backup media ejected	User ejected the media from a device (refer to *Ejecting media*).
	Logger channel settings updated	User edited channel settings on a logger that is assigned to a NICE Interaction Center (refer to *Viewing and editing channel settings*).
	Logger global settings updated	User edited settings on a NICE Interaction Center logger (refer to *Logger settings*).
NICE Inform server		
	NICE Inform server added	User added a standby NICE Inform server (refer to *Adding a standby Inform server*).
	NICE Inform server updated	User edited the details for the NICE Inform server (refer to *Editing Inform server details*).
	NICE Inform server deleted	User deleted a NICE Inform server (refer to *Deleting a standby Inform server*).
	Time monitored remote windows server added	User added a time monitor server for time synchronization on the Inform Server Settings page (refer to *Inform server settings*).
	Label of a time monitored remote windows server changed	User edited a time monitor server for time synchronization using the Inform Server Settings page (refer to *Inform server settings*).
	Time monitored remote windows server deleted	User deleted a time monitor server for time synchronization on the Inform Server Settings page (refer to *Inform server settings*).
	EMC Centera added	User added an EMC Centera device on the Inform Server Settings page (refer to *Inform server settings*).
	EMC Centera updated	User edited an EMC Centera device on the Inform Server Settings page (refer to *Inform server settings*).
	EMC Centera removed	User removed an EMC Centera device on the Inform Server Settings page (refer to *Inform server settings*).
	Incident Management Storage settings updated	User updated incident storage settings on the Incident Storage page (refer to *Managing incident and evaluation storage*).

Group	Audit event name	Description
	Audit settings updated	User edited the audit log settings (refer to *Defining audit parameters*).
	General server settings updated	User edited NICE Inform server settings.
	Reporter warehouse database settings updated	User updated Reporter warehouse database settings (refer to *Configuring Reporter warehouse*).
	Reporter warehouse data collection settings updated	User updated Reporter warehouse data collection settings (refer to *Configuring Reporter warehouse*).
	Warehouse deleted tables	Warehouse tables deleted due to the maximum age of data being reached (refer to *Configuring Reporter warehouse*).
	Warehouse database full deleted tables	Warehouse tables deleted due to the Warehouse database reaching its configured maximum size (refer to *Configuring Reporter warehouse*).
	Warehouse database full stopped inserting	Warehouse stopped inserting new data due to the database reaching its configured maximum size (refer to *Configuring Reporter warehouse*).
	Warehouse database full cleared	Warehouse re-started inserting new data due to database space becoming available.
	Test SNMP trap sent	User sent a test SNMP trap using the Inform Servers General page (refer to *Editing Inform server details*).
Hub accounts		
	Hub account added	User added a hub account (refer to *Adding a hub account*).
	Hub account updated	User edited a hub account (refer to *Editing a hub account*).
	Hub account deleted	User deleted a hub account (refer to *Deleting a hub account*).
	Resources assigned to hub account	User assigned resources to a hub account (refer to *Assigning resources to a hub account*).
	Resources removed from hub account	User removed resources from hub account (refer to *Removing resources from a hub account*).
Replay devices		
	Replay device added	User added a replay device (e.g. CryptR replay device (refer to *Adding a CryptR replay device*)).
	Replay device updated	User edited a replay device (e.g. CryptR replay device (refer to *Editing a CryptR replay device*)).
	Replay device deleted	User deleted a replay device (e.g. CryptR replay device (refer to *Deleting a CryptR replay device*)).
	Workstation replay device assignment updated	User updated the replay device assignment for a workstation (refer to *Assigning a replay device to a workstation*).
	CryptR statistics saved	User saved statistics on a CryptR (refer to *CryptR replay devices*).
	CryptR diagnostics saved	User saved diagnostics on a CryptR (refer to *CryptR replay devices*).
Mapping		
	Map view added	User added a view (refer to *Adding a view*).
	Map view updated	User edited a view (refer to *Editing a view*).
	Map view deleted	User deleted a view (refer to *Deleting a view*).
Audio analytics		

Group	Audit event name	Description
	Word discovery engine added	User added a word discovery engine (refer to *Adding a word discovery engine*).
	Word discovery engine updated	User edited a word discovery engine (refer to *Editing a word discovery engine*).
	Word discovery engine deleted	User deleted a word discovery engine (refer to *Deleting a word discovery engine*).
	Audio analytics server added	User added an audio analytics server (refer to *Adding an analytics server*).
	Audio analytics server updated	User edited an audio analytics server (refer to *Editing an analytics server*).
	Audio analytics server deleted	User deleted an audio analytics server (refer to *Deleting an analytics server*).
	Indexing server added	User added an indexing server (added when the audio analytics server was added (refer to *Adding an analytics server*)).
	Indexing server updated	User edited an indexing server (refer to *Indexing server settings*).
	Indexing server deleted	User deleted an indexing server (deleted when the audio analytics server was deleted (refer to *Deleting an analytics server*)).
	Audio analytics resource added	User added a resource to an audio analytics server (refer to *Adding resources to an analytics server*).
	Audio analytics resource updated	User edited an audio analytics server resource (refer to *Editing analytics server resources*).
	Audio analytics resource removed	User removed a resource from an audio analytics server (refer to *Removing resources from an analytics server*).
	Audio analytics category added	User added an audio analytics category (refer to *Adding a category*).
	Audio analytics category updated	User edited an audio analytics category (refer to *Editing a category*).
	Audio analytics category deleted	User removed an audio analytics category (refer to *Deleting a category*).
Applications		
	Incident property added	User added a new incident property (refer to *Adding an incident property*).
	Incident property updated	User updated an incident property (refer to *Editing an incident property*).
	Incident property deleted	User deleted an incident property (refer to *Deleting an incident property*).
	Evaluation metadata setting updated	User updated a CAD metadata setting for CAD evaluations (refer to the *Evaluator* Application page).
Positions		
	Position added	User added a new position (refer to *Adding a position*).
	Position updated	User edited the details of a position (refer to *Editing a position*).
	Position deleted	User deleted a position (refer to *Deleting a position*).
	Position resources assigned	User assigned resources to a position (refer to *Assigning resources to a position*).

Group	Audit event name	Description
	Position resources removed	User removed resources from a position (refer to *Removing resources from a position*).
	Position workstations assigned	User assigned workstations to a position (refer to *Assigning workstations to a position*).
	Position workstations removed	User removed workstations from a position (refer to *Removing a workstation from a position*).
Database backups		
	Database backup failed	The NICE Inform database backup failed (refer to *NICE Inform Database backups*).
	Database backup path updated	User updated NICE Inform database backup path (refer to *NICE Inform Database backups*).
	Database backup performed	User performed a NICE Inform database backup (refer to *NICE Inform Database backups*).
	Database backup scheduled	User scheduled a NICE Inform database backup (refer to *Starting a scheduled NICE Inform backup*).
	Database backup schedule updated	User scheduled a NICE Inform database backup (refer to *Configuring a NICE Inform scheduled database backup*).
	Database backup schedule deleted	User scheduled a NICE Inform database backup (refer to *Configuring a NICE Inform scheduled database backup*).
Paired resource checking		
	Paired resource checking started	Checking of paired resources has started.
	Paired resource checking stopped	Checking of paired resources has stopped.
	Paired resource checking failure	Paired resource checking has failed because resource pairs are inconsistent.
	Paired resource checking time synchronization failure	Checking of paired resources has failed because logger times are different.
NICE inform server resilience		
	Resilience status error cleared on a server	An error on a resilient Inform server has been cleared.
	Resilience status error detected on a server	An error has been detected on the Master Inform resilient server.
	Master server mismatch detected	One or more NICE Inform servers in a resilient system has a different NICE Inform master server.
	Master server mismatch cleared	All NICE Inform servers have the same NICE Inform master server.

4.12   NICE Inform Template Designer

Table 4-12: NICE Inform Template Designer audit events

Audit event name	Description
Evaluation form created	User created a new evaluation form (refer to *Creating a new evaluation form*).
Evaluation form details changed	User changed entries in the General tab of an evaluation Form (refer to *Editing evaluation form details*).

Audit event name	Description
Evaluation form deleted	User deleted an evaluation form (refer to *Deleting an evaluation form*).
Question type created	User created a new question type (refer to *Creating a new question type*).
Question type deleted	User deleted a question type (refer to *Deleting a question type*).

4.13   Status Monitor Server

Table 4-13: Status Monitor Server audit events

Audit event name	Description
Code base changed	Underlying system files have been tampered with. This is checked when the data tampering section is enabled on the Inform Server Settings page. This could be caused by Microsoft Windows system file updates. Please contact your NICE Inform System Administrator.
Code checksum accepted	User has accepted any tamper detection on the Inform Server Settings page (refer to *Inform server settings*).
Security data tamper detection on demand check	User checked for data tampering on the Inform Server Settings page (refer to *Inform server settings*).
Security data tamper detection reset	User reset data tampering on the Inform Server Settings page (refer to *Inform server settings*).
Security data tamper detection started	The data tamper detection process has started.
Security data tamper detection stopped	The data tamper detection process has stopped.
Security data tampering detected	Security data has been tampered with.
Unsigned assembly loaded	An assembly (DLL) not signed by NICE has been detected. This is checked when the data tampering section is enabled on the Inform Server Settings page (refer to *Inform server settings*).

4.14   NICE Inform Verify

Table 4-14: NICE Inform Verify audit events

Audit event name	Description
User logged in	User logged into NICE Inform Verify (refer to *Getting started* in *NICE Inform Verify*).
User logged out	User logged out of NICE Inform Verify (refer to *Logging out from NICE Inform Verify* in *NICE Inform Verify*).
Playback started	User played back a recording (refer to *Playback control panel* in *NICE Inform Verify*).
Shift started	User under shift restriction has started their shift.

NICE®

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

CONTACTS

Global International HQ, Israel,
T +972 9 775 3777

EMEA, Europe and Middle East,
T +44 0 1489 771 200

Americas, North America,
T +1 551 256 5000

Asia Pacific, Singapore Office
T +65 6222 5123

nice.com