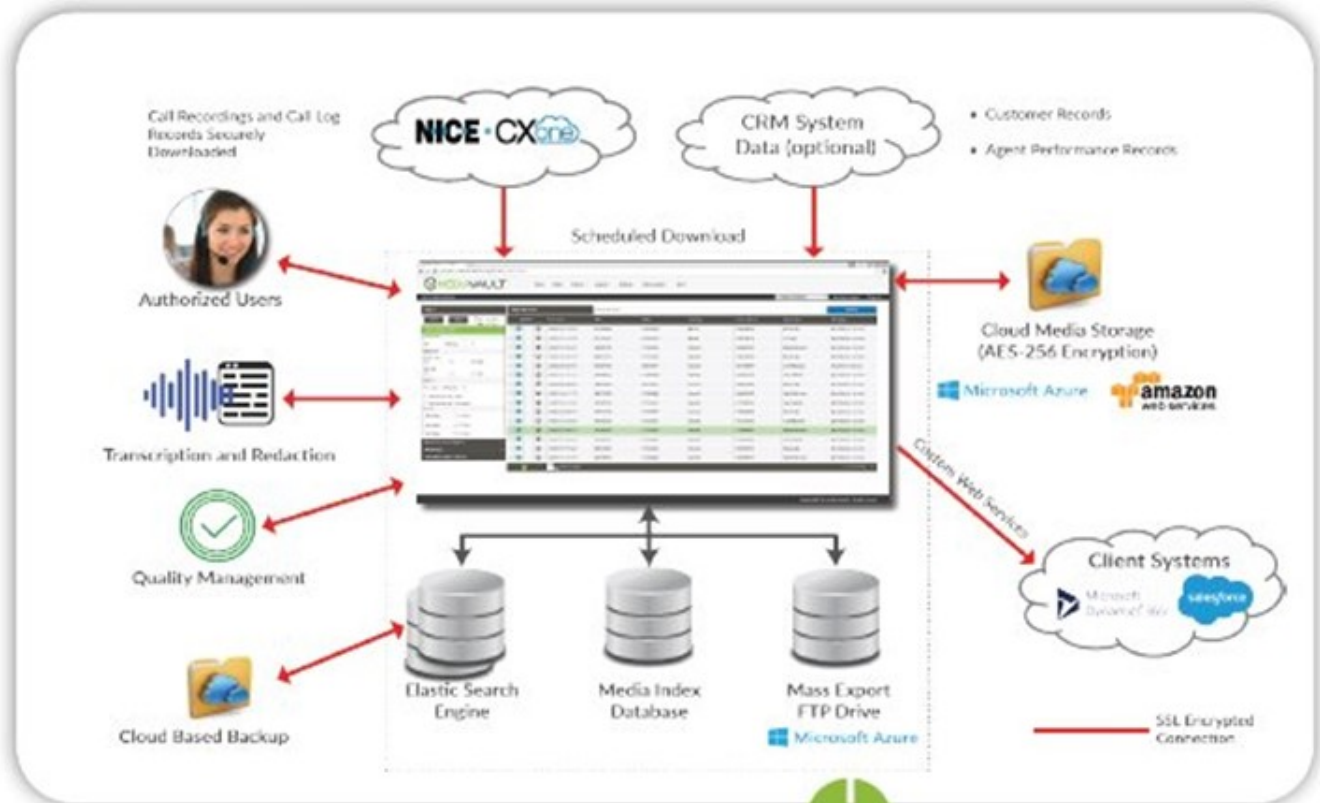


MediaVault Plus is a secure, scalable and affordable way to archive, retrieve and review call recordings, emails and chats generated by the NICE CXone application. Fully integrated with the NICE CXone solution, MediaVault puts media management at your fingertips. Interactions are stored securely on Microsoft's Azure Cloud using AES-256 encryption. The solution is designed to handle small to enterprise level customers.

### SOLUTIONS OVERVIEW

- Long-term cloud based call recording storage and retrieval application
- Integrated with NICE CXone to easily search and listen to recordings
- Recordings securely stored on Microsoft Azure Cloud storage
- Multiple options to obtain recordings from NICE CXone and save on MediaVault's FTP drive
- Fully customizable quality management solution included
- Call transcription and redaction to analyze calls and protect sensitive information

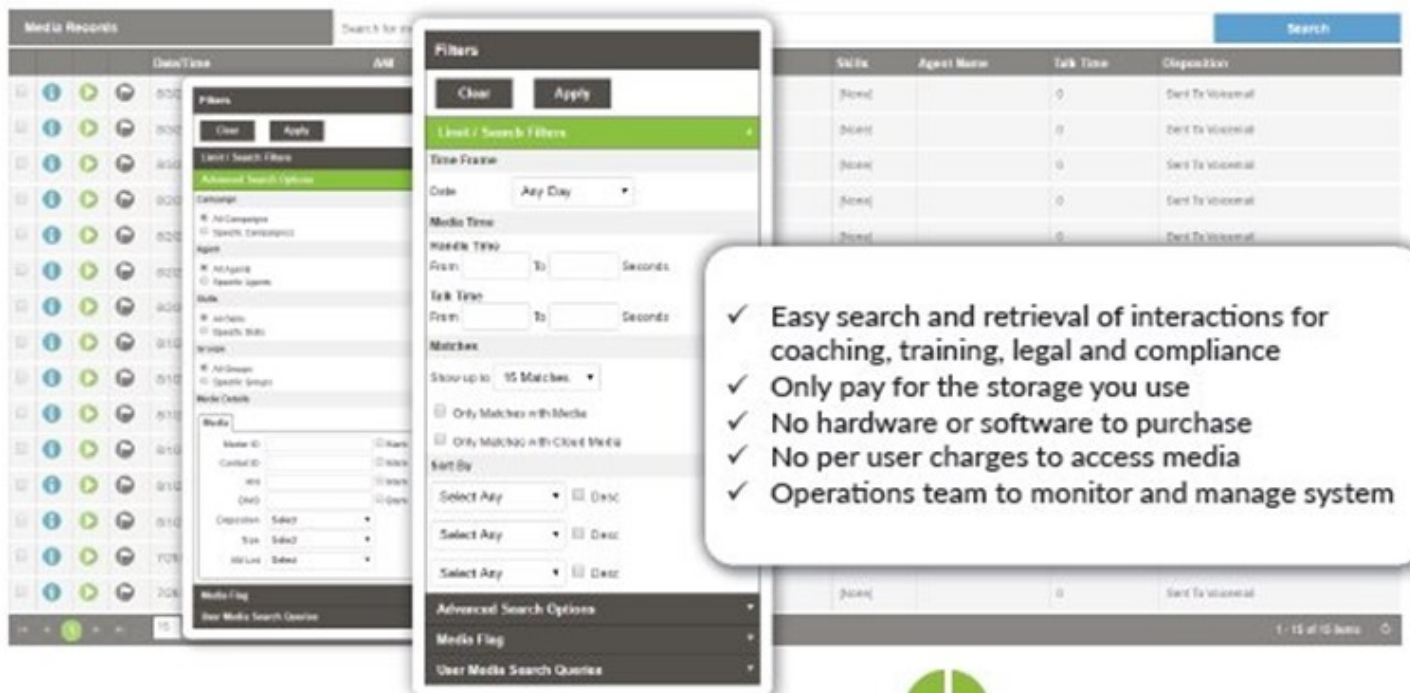
### HOW IT WORKS



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## A FULL FEATURED CALL RECORDING MANAGEMENT SOLUTION

- Search and listen to recordings for an indefinite period of time using multiple filter options
- Email or download one or multiple recordings
- Flag recordings for easy retrieval
- Mass export recordings to FTP drive
- Create and save custom search filters
- Access recordings securely from third party systems via web services
- Download call detail records for reporting
- Define user roles and application access
- Maintain audit trail of who accessed recordings and by which channel (listen, email, download or web service)
- Define media retention policy and have it automatically executed
- Use existing CRM or other operational system to index and search on recordings
- Monitor interaction quality with a fully customizable quality management program
- Maintain compliance with call transcription and redaction capabilities



The screenshot displays the MediaVault Media web interface. On the left, a 'Media Records' table lists recordings with columns for 'Data/Time' and 'AM'. A 'Filters' panel is overlaid, showing options for 'Clear' and 'Apply', and a 'List / Search / Filter' dropdown. The filter panel includes sections for 'Time Frame' (Date: Any Day), 'Media Time' (Media Time: From To Seconds), 'Talk Time' (Talk Time: From To Seconds), and 'Matchbox' (Show up to: 15 Matches, with checkboxes for 'Only Matches with Media' and 'Only Matching with Cloud Media'). Below the filters are 'Sort By' options (Select Any, Asc, Desc) and 'Advanced Search Options', 'Media Flag', and 'User Media Search Queries'. On the right, a search results table shows columns for 'Status', 'Agent Name', 'Talk Time', and 'Disposition', with a 'Search' button at the top right. A callout box highlights key benefits of the solution.

- ✓ Easy search and retrieval of interactions for coaching, training, legal and compliance
- ✓ Only pay for the storage you use
- ✓ No hardware or software to purchase
- ✓ No per user charges to access media
- ✓ Operations team to monitor and manage system



**CALL FOR A FREE DEMO!**