



 Solution certified for  
Microsoft Teams

# NICE Teams Recording (NTR)

Unified Communications Recording  
for Public Safety



Voice



Video



Screen



Chat

## The Changing World of Public Safety Communications

With the move to reduce face-to-face interactions and enable remote work, more public safety agencies are adopting Microsoft Teams for digital transformation. Leading agencies everywhere are now embracing Teams for its ability to enable improved collaboration via multi-channel communications including video meetings, chat, document sharing and online collaboration.

But as your agency's use of Teams grows, having a reliable recording solution to capture these communications is a necessity.

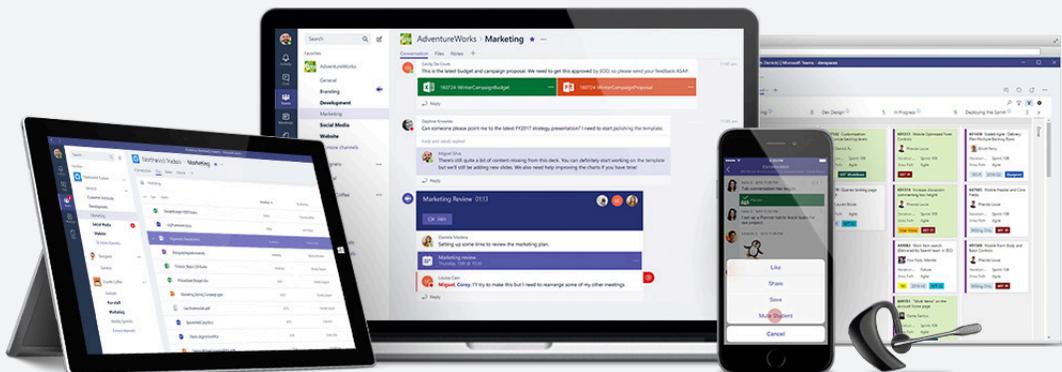
## Introducing NICE Teams Recording

Are your specialized units using Teams for video conferencing and chat groups? NICE Teams Recording (NTR) is your go-to solution for recording these and other Teams communications.

The first certified recording solution for Teams, NTR can record any available media sources exchanged through Teams – from voice and video to chat and screen-sharing.

NTR uses modern capture techniques to ensure greater functionality and flexibility, reliable recording and resiliency, simpler set-up and maintenance, and to help keep costs in check.

NTR offers active recording for your unified communications which is more suitable (than passive recording) when you want to be sure to record every communication. Active recording also enables faster deployment, simplified set-up, centralized administration, fool-proof fault monitoring and seamless geographic resiliency.





## Highest Levels of Resiliency

With public safety recording, there's no room for error. NTR offers confidence that all communications, for all Teams users, are captured all of the time, with the highest levels of recording resiliency.

Unlike other recording systems that only offer hot standby (failover) recording, NTR features parallel, redundant recording on two separate systems. There's never a gap in recording should one system fail, and everything is recorded and archived in duplicate.



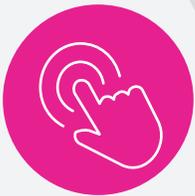
## Scalability and Flexibility

NTR can also adapt and grow with your agency. When it's time to add more Teams users, NTR can scale with minimal effort. There's no limit to the number of channels or sites you can record.



## Automated Recording Announcement

Using Teams for admin voice calls? NTR will automatically play a recording announcement at the beginning of each call to announce the call is being recorded.



## Record On-Demand

If desired, NTR also gives your agency the ability to record communications on-demand. With record on-demand, your agency only records what it needs when it needs to, instead of other solutions which record everything and require you to 'keep or delete' recordings after-the-fact.





## About NICE Public Safety Solutions

With over 3,000 customers and 30 years' experience, NICE's Public Safety solutions deliver digital transformation, improved collaboration, efficiency and cost-savings to all types of public safety and criminal justice agencies, from emergency communications centers and police departments, to prosecutors, defense attorneys and courts. Our Evidencentral platform features an ecosystem of integrated technologies that bring data together to improve incident response, accelerate investigations, streamline evidence disclosure, enhance digital collaboration with justice partners, and keep communities and citizens safer.

## 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.

## Learn More

[www.nice.com/public-safety](http://www.nice.com/public-safety)

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