

# PCI-based NiceCall Focus III and ISA-based NiceCall Focus II

## Comparison Sheet

NiceCall Focus III is a full-featured, compact recording solution designed to meet the needs of small sites such as bank branches, insurance offices, trading divisions of large financial institutions, emergency centers and small contact centers.

It is based on a PCI bus architecture rather than the ISA bus architecture of previous versions (NiceCall Focus I & II), providing a state-of-the-art digital multimedia recording platform based upon a future-proof technology. NiceCall Focus III supports a range of different inputs, including digital telephony interfaces, analog and radio channels as well as ISDN BRI.

### Benefits:

- Future-proof technology – based upon NICE cutting-edge PCI board technology – makes NiceCall Focus III a long-term solution.
- Open architecture – Windows XP operating system, Intel processor and default G.729 standard compression – mean that NiceCall Focus III can integrate with existing infrastructures.
- Enhanced security – powered by Microsoft Windows XP SP2, personal firewall enabled and fully integrated with NICE privileges mechanism –increases overall system security.
- Extended resiliency feature – Hot-swappable disk with RAID1, hot swappable redundant power supply (support for 48vDC as well) and dual archiving devices
- Low cost of ownership – complete one-box solution including full-featured solution with low maintenance requirements – makes NiceCall Focus III even more attractive.
- Flexible and user-friendly – applications have a simple and straightforward user interface – so that users can get working faster and do more, more easily.
- Fast and easy access to and retrieval of calls and transmissions – up to 50,000 hours of on-line recording – provides powerful capabilities.
- Integration with centralized enterprise storage - using NICE Storage Center – makes NiceCall Focus III the ideal solution for distributed sites.
- Advanced remote branch recording solution - including centralized administration, management and storage – concentrates resources where they are needed.
- Advanced scenario reconstruction – integrated with Scenario Replay application allowing synchronized playback of multiple channels – provides new possibilities for reviewing and learning from scenarios.
- New quality management application for small-medium contact center will help small sites train agents to large-site standards (forthcoming).
- Support for new digital extensions including ISDN BRI and Avaya index support (forthcoming).
- D-channel data extraction for ISDN BRI (forthcoming).
- Advanced new mixing capabilities.
- NICE supports SMB for 48 channels.

- Tool-free maintenance – higher availability and lower maintenance costs with improved Mean Time To Repair (MTTR) and tool-free maintenance; time is saved on maintenance and worker safety is increased because any malfunctioning parts can be replaced without using tools – makes long-term ownership easier and cheaper.

The following table provides a comprehensive comparison between the ISA based NiceCall Focus II and its successor PCI based NiceCall Focus III:

|                          | <b>PCI-based NiceCall Focus III</b>  | <b>ISA-based NiceCall Focus II</b>  |
|--------------------------|--|---|
| <b>Architecture</b>      | Pioneer PCI based technology   | ISA (obsolete) technology   |
| <b>Operating system</b>  | Based on Windows XP Professional with SP2 – more secure out-of-the-box.  | Based on Windows 2000 Professional (Microsoft announced product's sunset).  |
| <b>Density</b>           | Up to 48 channels per unit   | Up to 32 channels per unit  |
| <b>On-line capacity</b>  | Up 50,000 hours standard(@ rate of 8Kb/s)  | Up 25,000 hours standard(@ rate of 16Kb/s)  |
| <b>Compression</b>       | <ul style="list-style-type: none"> <li>▪ G.711 (64kb/s)</li> <li>▪ G.729A (8kb/s) – industry standard</li> </ul>   | <ul style="list-style-type: none"> <li>▪ PCM (64kb/s)</li> <li>▪ ADPCM (16Kb/s)</li> <li>▪ ACA (5.6Kb/s) proprietary</li> </ul> |
| <b>Off-line capacity</b> | <ul style="list-style-type: none"> <li>▪ DVD</li> <li>▪ AIT Turbo (Sony latest as part of SP1 add-on)</li> </ul>   | <ul style="list-style-type: none"> <li>▪ DVD</li> <li>▪ DDS</li> <li>▪ AIT</li> </ul>   |
| <b>Redundancy</b>        | <ul style="list-style-type: none"> <li>▪ Hot-Swap 1+1 redundant power supply (Optional for DC as well)</li> <li>▪ New hot-swappable RAID SATA</li> </ul>   | <ul style="list-style-type: none"> <li>▪ Hot-Swap N+1 redundant power supply</li> <li>▪ IDE RAID</li> </ul>                     |
| <b>Reliability</b>       | Less components (ADIF-free architecture) gives higher MTBF   |   |
| <b>Security</b>          | Powered by MS Windows XP Pro: <ul style="list-style-type: none"> <li>▪ Secured out of the box</li> <li>▪ Personal firewall enabled</li> </ul>              | Runs on Win2K Professional  |
| <b>Advanced Feature</b>  | <ul style="list-style-type: none"> <li>▪ D-channel extraction on top of ISDN BRI (as part of SP1 add-on)</li> </ul> Support for QM (as part of SP1 add-on) |   |