

## **NICE Perform Release 3.1 Sunset Announcement**

According to our updated Sunset Policy outlined in MN1198, NICE will begin the sunset process for NICE Perform Release 3.1 on May 2, 2010.

NICE Perform Release 3.1 was released as General Availability (GA) in September 2008. NICE Perform Release 3.2 was released in December 2009, and in March 2010, NICE launched the Early Availability (EA) of NICE Perform Release 3.5.

NICE encourages customers to upgrade or purchase the new NICE Perform Release 3.2 which provides significant advantages over Release 3.1. NICE Perform Release 3.2 offers a low total cost of ownership (TCO) as well as advanced solutions for enterprise-grade recording, regulatory compliance, business continuity, security, quality management, interaction analytics and more. (Refer to Appendix A for NICE Perform Release 3.2 highlights).

In parallel, NICE launched the Early Availability (EA) of NICE Perform Release 3.5 which is focused primarily on new applications and capabilities that further advance NICE's offering for the contact center, enterprise and financial markets. NICE Perform Release 3.5 is designed to help organizations improve contact center operational efficiency, customer satisfaction and sales effectiveness. (Refer to Appendix B for NICE Perform Release 3.5 highlights).

As part of NICE's commitment to customer and partner success as well as continuous product innovation, NICE will assist customers with a smooth migration to the latest NICE Perform release. NICE offers compelling upgrade plans, investment protection through software-only upgrades, easy data migration, and reduced system downtime.

NICE customers with a valid NICE Software Maintenance Program contract receive free upgrades of the latest releases on a like-to-like basis as indicated in the NICE Software Maintenance Policy.

**Sunset Milestones**

In accordance with the updated standard NICE Sunset Policy (as referenced in MN 1198), NICE Perform Release 3.1 will follow these sunset milestones:

- **November 2, 2010- End-of-sale date:** The final date when NICE Perform Release 3.1 will be available for sale.
- **May 2, 2011- End-of-expansion sale date:** The final date when NICE Perform Release 3.1 can be expanded within the same product version at an existing installation.
- **November 2, 2011- End-of-mainstream software support date:** The final date when NICE will cease to provide code fixes and changes for NICE Perform Release 3.1.
- **May 2, 2012- End-of-extended software support date:** The final date when NICE will cease to provide critical code fixes and changes for a NICE Perform Release 3.1. Requests for third-party software certifications may require an upgrade to a newer minor/major release.
- **May 2, 2015- End-of –support date:** The final date when NICE will cease to support NICE Perform Release 3.1 including technical support, on-site support, help desk support, training and spare parts.

For any additional information, contact your NICE Sales Representative.

For additional announcements, updates and information, visit [www.extranice.com](http://www.extranice.com).

## **Appendix A– NICE Perform Release 3.2 Highlights**

### **Quality Optimization**

NICE's Quality Optimization solution is an automated business-driven QM solution that ties pre-defined business KPIs to the QM process.

### **Packaged Business Solutions**

New out-of-the-box packaged business solutions for:

- **Collections Optimization:** Increases collection effectiveness and enhances regulatory compliance
- **Handle Time Optimization:** Reduces operating costs by lowering average handle time
- **First Contact Resolution Optimization:** Reduces operating costs and enhances CSAT by lowering FCR rates
- **Predictive Churn Reduction:** Identifies customers at risk and improves transactional churn model accuracy
- **Customer Experience:** Exposes root cause of customer dissatisfaction and drives focused agent training

### **SIP-based Recording**

NICE's SIP-based recording is an advanced recording solution for Session Initiation Protocol (SIP)-based environments and integration with leading Session Border Controller (SBC) vendors.

### **Enhanced Virtualization Offering**

NICE expanded its support of virtualization solutions by enabling server consolidation and providing a low TCO. NICE now supports VMware® VMotion™ and Microsoft Hyper-V 2008 as well as extended virtualization capabilities for additional NICE Perform components.

For additional enhancements in NICE Perform R3.2, refer to the "What's new in NICE Perform Release 3.2" document.

## **Appendix B– NICE Perform Release 3.5 Highlights**

**Cross-channel Interaction Analytics** - Allows organizations to identify and analyze customer behavior patterns across a broad variety of available contact channels, from email and chat to telephone

**Real-time Guidance** - By suggesting the "next best action" on the agent's screen in real time, it helps improve agent performance and enhances customer satisfaction

**Quality Planner**- Enables contact centers to manage their quality programs and processes from a central, easy-to-use dashboard. The Quality Planner is fully integrated with the NICE Quality Optimization solution, allowing managers to align the QM process with the company's business challenges and goals

**Privacy Control**– Enables protecting sensitive information during the call by introducing a new capability supporting online pause and resume action during a voice and/or screen recording interaction to protect specific interaction parts.

### **Packaged business solutions:**

**A new Sales Effectiveness business solution**- designed to increase revenues by identifying sales opportunities and increasing sales conversion rates

Major enhancements to the AHT business solution:

- **Call part analysis**- A unique technology to analyze handle time of different segments of the call and significantly optimize handle time
- **Application usage analysis**- identifying inefficient agent processes in order to improve performance and reduce handle time

For additional enhancements in NICE Perform R3.5, refer to the "What's new in NICE Perform Release 3.5" document.