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> Insight from Interactions™



Australia's Child Support Agency to Implement NICE Perform® Adaptive Interaction Analytics Solutions in 14 Sites for 3,300 Agents

Selected to improve service levels, and operational efficiency

Ra'anana, Israel, July 17, 2007 - NICE Systems Ltd. (NASDAQ: NICE), a leading global provider of advanced solutions that enable organizations to extract Insight from Interactions™ to drive performance, today announced that Australia's Child Support Agency (CSA) has selected NICE Perform® Adaptive Interaction Analytics and will implement it in 14 sites with 3,300 agents. The solutions will be used to improve customer service levels, dispute resolution and operational efficiency.

The CSA, an agency of Australia's Department of Human Services, supports separated parents in transferring payments for the benefit of their children. The CSA helps more than 1.4 million parents manage their child support responsibilities and assist in the transfer of payments for 1.1 million children across Australia.

NICE solution was chosen by the CSA to improve quality of service for parents, and to improve dispute resolution capabilities. Through its adaptive interaction analytics capabilities NICE Perform will enable CSA to identify the reasons for calls and the topics covered. It will also provide the ability to identify high-risk scenarios for improving dispute resolution.

NICE Perform's Adaptive Interaction Analytics harness the power of interaction analytics with an automated, iterative, system self-learning solution. Adaptive Interaction Analytics provides a very high degree of accuracy and efficiency in a scalable solution that analyzes 100 percent of the interactions in a cost-effective manner. This capability leverages customer interactions to proactively identify trends, anticipate opportunities, adjust processes to meet business objectives and take action at the right time.

"We are very happy to have been selected by the CSA," said Doron Ben Sira, President NICE APAC. "Our adaptive interaction analytics solutions are leading the market with unmatched capabilities. The CSA joins many other organizations from different market segments who have chosen our solutions to address critical business issues and improve performance".

About CSA

The Child Support Agency (CSA) is part of the Australian Government Department of Human Services. CSA's role is to support separated parents to transfer payments for the benefit of their children. CSA's aim is to work with all areas of the government, community and private industry service providers to provide the best possible support to all separated parents. CSA employs about 4,000 people and is in the middle of implementing a major service delivery improvement program. More information is available at www.csa.gov.au.

About NICE Systems

NICE Systems (NASDAQ: NICE) is the leading provider of Insight from Interactions™ solutions and value-added services, powered by advanced analytics of unstructured multimedia content – from telephony, web, radio and video communications. NICE's solutions address the needs of the enterprise and security markets, enabling organizations to operate in an insightful and proactive manner, and take immediate action to improve business and operational performance and ensure safety and security. NICE has over 24,000 customers in 100 countries, including over 85 of the Fortune 100 companies. More information is available at <http://www.nice.com>.

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