

# Automation for the People

Simplicity, flexibility and efficiency with NICE Advanced Process Automation

Across industries, organizations rely on routine, repetitive processes to achieve their business goals.

These mundane, everyday processes keep the business running smoothly in the front office, the back office and across shared services like IT, HR and finance. They're often inefficient, and they don't require creative human thought -- like opening an insurance claim, adding a new employee to IT systems or calculating a customer refund. They typically require employees to navigate between various systems, copying and pasting as they go.

By and large, your employees would rather not have to execute these processes. They're boring and take a lot of time -- which can cause an employee to miss SLAs or fall short of KPIs. With so many steps, there's a lot of room for error.

Many organizations today are finding that releasing employees from these repetitive processes can lead to significant benefits: reduced handle time and costs, improved SLAs and happier customers and employees. They are realizing simplicity, flexibility and efficiency with NICE's Advanced Process Automation solutions.



## Our solutions enable you to:

- **Identify** inefficient, automatable processes
- **Optimize** processes with guidance and automated flows
- **Measure** automated processes and identify areas for improvement

## Identify the Processes Best-Suited for Automation

Utilizing a powerful **Desktop Analytics** solution, your employees' desktop activities and processes are monitored, to deliver actionable insights. Powered by a data-driven intelligent decisioning engine, NICE helps identify the processes that are the best candidates for process automation and guidance. **Desktop Analytics** evaluates the applications and tasks your employees do every day and uncovers inefficiencies and bottlenecks in existing processes. It uncovers best practices and the optimal process path by which process automation can be defined or process guidance provided.

## Optimize Work with Attended and Unattended Process Automation

NICE Advanced Process Automation offers two flexible approaches to simplifying and streamlining your processes:

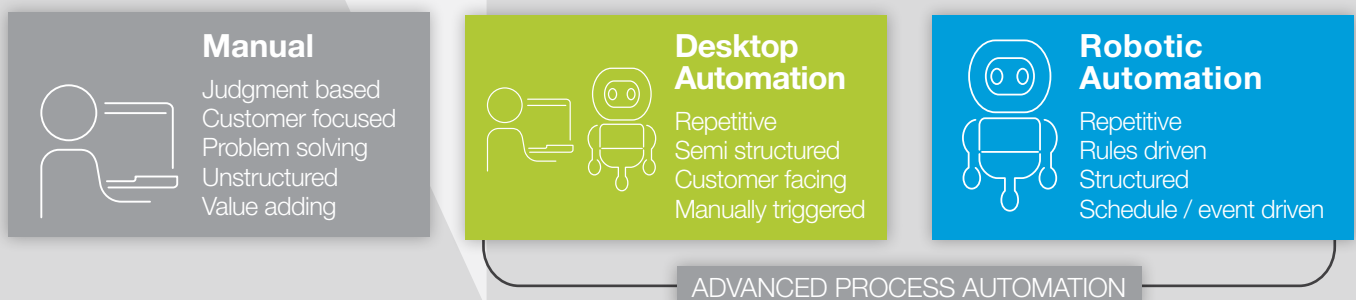
### Robotic Automation -

Server-based robots automate complete processes that do not require human judgement or intervention. Processes vary by industry and by role and include tasks like account verification or the creation of letters of employment. From start to finish, **Robotic Automation** automates all the steps needed to perform the task, freeing employees to focus on other processes that require their specialized skills and attention. This is also referred to as unattended automation.

### Desktop Automation -

Desktop robots automate repetitive desktop tasks and provide accurate information and guidance when and where it's needed. **Desktop Automation** provides employees with quick links to data and real-time next-best-action guidance in context to help them work more efficiently and accurately. As a result, employees can focus on more engaging tasks and on providing a great customer experience, rather than on processes and systems. This type of automation is also referred to as attended automation.

### Task Automation Spectrum



# Manage a Robotic Workforce with Ease

A digital workforce needs to be monitored and managed, just as a human workforce does. You want to ensure that your robots are executing processes flawlessly, and in a timely manner.

The NICE process automation solution includes a centralized management (robots control Room) that monitors the livelihood of the system and allocates robotic resources based on your needs at any given time. It is fully scalable, providing real-time visibility and control.

The tasks control room enables you to view the specific tasks and the overall volume of work being executed by the robots. This is all visible in a single screen view. The system tracks task successes and failures and provides alerts when a supervisor needs to get involved.

Task Name	Invocation Time	Time In Queue	Started Processing	Processing Time	Completion Time	Priority	Status
Changing billing cycle	07/09/2017 3:07 PM	08:52:04			07/10/2017 12:00 AM	Medium	✔ Succeeded
Money transfer	07/09/2017 3:08 PM	08:51:36			07/10/2017 12:00 AM	Medium	❗ Technical Failure
Address change	07/09/2017 3:08 PM	08:51:36			07/10/2017 12:00 AM	Medium	✔ Succeeded
Account opening	07/09/2017 3:08 PM	08:51:35			07/10/2017 12:00 AM	Medium	✔ Succeeded
Account closing	07/10/2017 10:26 AM	02:21:49			07/10/2017 12:48 PM	Medium	❗ Technical Failure
Changing billing cycle	07/10/2017 10:26 AM	02:21:49			07/10/2017 12:48 PM	Medium	❗ Technical Failure
Money transfer	07/10/2017 7:25 AM	05:22:57			07/10/2017 12:48 PM	Medium	✔ Succeeded
Address change	07/10/2017 7:44 AM	05:03:41			07/10/2017 12:48 PM	Medium	❗ Technical Failure
Account opening	07/26/2017 1:53 PM	00:00:01	07/26/2017 1:53 PM	00:00:20	07/26/2017 1:53 PM	High	✔ Succeeded
Account closing	07/26/2017 1:53 PM	00:00:01	07/26/2017 1:53 PM	00:00:20	07/26/2017 1:53 PM	Low	✔ Succeeded
Changing billing cycle	07/26/2017 1:53 PM	00:00:02	07/26/2017 1:53 PM	00:00:20	07/26/2017 1:53 PM	Medium	✔ Succeeded
Money transfer	07/26/2017 1:53 PM	00:00:00	07/26/2017 1:53 PM	00:00:20	07/26/2017 1:53 PM	Medium	✔ Succeeded
Address change	07/09/2017 3:07 PM	08:52:07			07/10/2017 12:00 AM	Medium	✔ Succeeded
Account opening	07/10/2017 7:58 AM	04:49:26			07/10/2017 12:48 PM	Medium	❗ Technical Failure
Account closing	07/10/2017 7:58 AM	04:49:29			07/10/2017 12:48 PM	Medium	✔ Succeeded
Changing billing cycle	07/26/2017 1:53 PM	00:00:02	07/26/2017 1:53 PM	00:00:20	07/26/2017 1:53 PM	Low	✔ Succeeded

## NICE Advanced Process Automation offers benefits across the board:

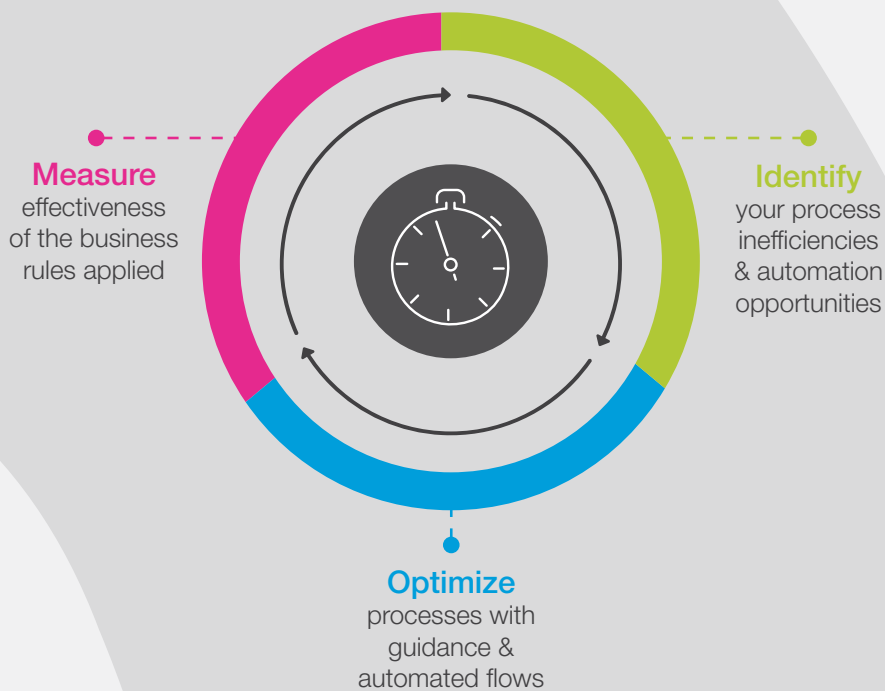
- Improved productivity: Robots are four to five times as fast as the average employee and can work around the clock, allowing more tasks to be executed at any given time.
- Higher employee satisfaction: Relieving employees of the tasks they don't want to do leads to happier workers.
- Better resource utilization: Employing a robotic workforce alongside the human workforce lets you scale up activity quickly without having to recruit or train people.
- Increased customer satisfaction: Automation of routine processes eliminates the risk of human error and significantly improves SLAs, resulting in happier customers.
- Fast ROI: With improved performance, better resources utilization and less time spent fixing errors, you can realize a rapid return on your investment.
- Seamless Integration: Built-in integration, with other NICE and third party workplace applications, gets your automation project rolling smoothly.
- Automate More Processes: with our advanced OCR capabilities, you can automate processes from unstructured data sources, such as scanned documents.

# Drive More Intelligent Customer Service

NICE's open robotic automation framework drives smarter customer service by integrating with leading artificial intelligence technologies. Our process automation robots can learn, understand and execute processes based on unstructured data – scanned documents, chats, text messages and more – while improving themselves over time. They can communicate with all of your organization's bots, from virtual agents to chat and voice bots, providing end-to-end service by performing back-end actions in real time.

## Fuel Continuous Improvement

Process automation is rarely a one-time opportunity; rather, it offers organizations around the world the ability to continuously improve. NICE Advanced Process Automation enables you to identify automatable processes and then automate and monitor them. They provide insight into additional areas in which productivity can be improved. By freeing your people to focus on more engaging, higher-value activities, you can optimize your organization, for a very real competitive advantage.



For more information, visit our website at: [www.nice.com/rpa](http://www.nice.com/rpa)

## About NICE

NICE Ltd (Nasdaq:NICE) is the worldwide leading provider of both cloud and on-premises enterprise software solutions that empower organizations to make smarter decisions based on advanced analytics of structured and unstructured data. NICE Ltd helps organizations of all sizes deliver better customer service, ensure compliance, combat fraud and safeguard citizens. Over 22,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies, are using NICE Ltd solutions.

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