

# Automation for the People

Simplicity, flexibility and  
efficiency with NICE's  
process automation solutions

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 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. It 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's process automation solutions offer two flexible approaches to simplifying and streamlining your processes:

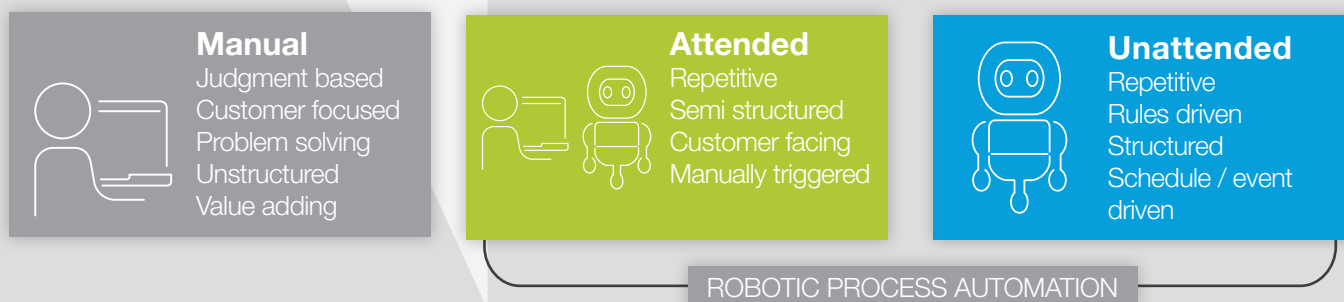
### Robotic Automation -

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, the solution automates all of 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. They provide 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 solutions include a centralized management control room that orchestrates task queuing, collects data about process completion and livelihood of the system and allocates robotic resources based on your needs at any given time. Supervisors have real-time visibility into which processes robots are working on and how long it's taking them. The system tracks transaction successes and failures and provides alerts when there's a need for the supervisor to get involved. It's scalable and reliable, and it allows full visibility and control.

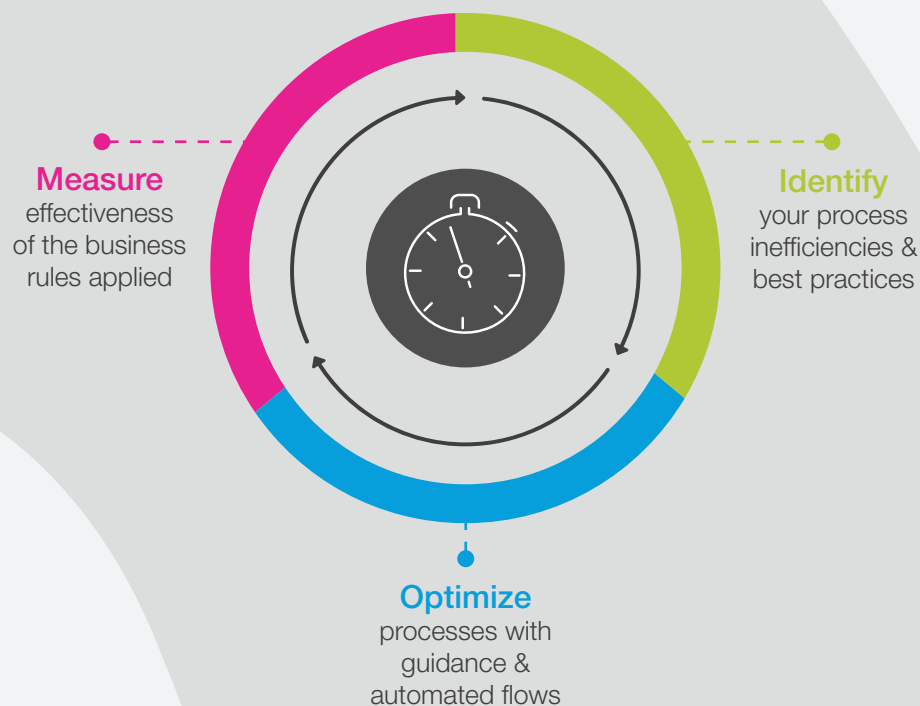
| Robots Control Room      |   |           |           |   |   |   |            |                 |   |
|--------------------------|---|-----------|-----------|---|---|---|------------|-----------------|---|
| <input type="checkbox"/> | ACTION  | HOST NAME | USER NAME | ALWAYS ON   | SCHEDULED   | PAUSED  | STATE      | ELAPSED TIME    |   |
| <input type="checkbox"/> |    | Robot1    | GLO1      |    |    |    | Inactive   | 10 hrs 00 mi... |    |
| <input type="checkbox"/> |    | Robot2    | GLO2      |    |    |    | Idle       | 00 hrs 00 mi... |    |
| <input type="checkbox"/> |  | Robot3    | GLO3      |  |  |  | Processing | 00 hrs 01 mi... |  |
| <input type="checkbox"/> |  | Robot4    | GLO4      |  |  |  | Processing | 00 hrs 00 mi... |  |
| <input type="checkbox"/> |  | Robot5    | GLO5      |  |  |  | Processing | 00 hrs 02 mi... |  |
| <input type="checkbox"/> |  | Robot6    | GLO6      |  |  |  | Processing | 00 hrs 01 mi... |  |
| <input type="checkbox"/> |  | Robot7    | GLO7      |  |  |  | Processing | 00 hrs 01 mi... |  |
| <input type="checkbox"/> |  | Robot8    | GLO8      |  |  |  | Idle       | 00 hrs 01 mi... |  |

## NICE's process automation solutions offer 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.

# Fuel Continuous Improvement

Process automation is rarely a one-time opportunity; rather, it offers organizations around the world the ability to continuously improve. The NICE process automation solutions enable 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.



## About NICE

NICE (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 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 solutions.

## About VOICE PRODUCTS

Voice Products has been selling and servicing products nationwide for voice, video and call recording since June 1990. More than 4,000 customers in public safety and other industries entrust their customer interaction solutions to Voice Products. Headquartered in Wichita, KS with sales and support offices located strategically throughout the US, Voice Products prides itself on providing the best possible customer experience in order to develop a long-term and beneficial partnership with their clients. For more information, visit [www.voiceproducts.com](http://www.voiceproducts.com).