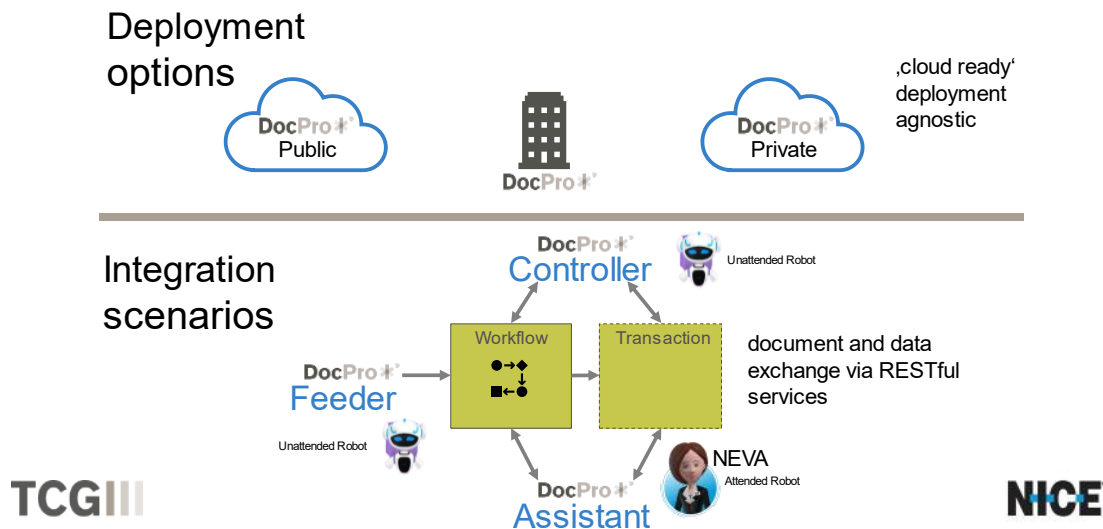# NICE & TCG Process

Integration

Highlights & Benefits

- Efficient, scalable data capture and classification for simple to complex out of the box case or dossier management
- Flexible, subscription and perpetual license pricing for a low code/no code platform
- Multiple deployment options: public and private cloud, on prem and hybrid

Leave it to NEVA. Business Process Input Management for the Enterprise with TCG Process

Strengthen your team and enhance customer experience by integrating the TCG DocProStar platform with NEVA for a modern, robust and highly scalable solution. With Robotic Process Automation (RPA), Artificial Intelligence (AI) and other advanced technologies, DocProStar achieves a new degree of efficiency in administrative processing. Compliance is built in, and implementation times are shortened due to a no-code approach with flexible deployment options (private or public cloud, on-premises).
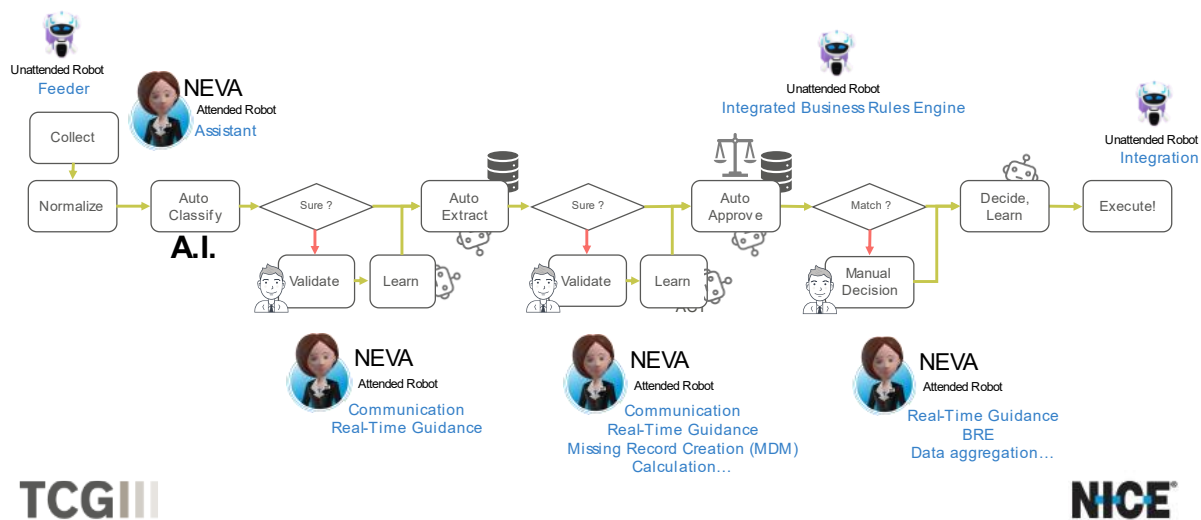
Flexible deployment and Integration scenarios

Deployment options

DocPro **Public**

DocPro

DocPro **Private**

'cloud ready' deployment agnostic

Integration scenarios

DocPro **Controller**

Unattended Robot

Workflow

Transaction

DocPro **Feeder**

Unattended Robot

document and data exchange via RESTful services

NEVA Attended Robot

DocPro **Assistant**

TCG

NICE

NICE

The TCG DocProStar product can be deployed in multiple scenarios, covering cloud, on-premise and hybrid deployment scenarios, offering the customer flexibility to meet their processing and security/compliance needs.

DocProStar can operate in multiple integration scenarios, even supporting multiple modes within a single deployment. The Controller/Feeder scenarios are typical of "front door processing", where documents are immediately captured, classified and fed into downstream processes, such as invoice processing, claims handling or digital mailroom. In the Assistant scenario, DocProStar acts more as a blackbox service that can be called on an ad-hoc basis, making it ideal to incorporate document understanding/data extraction into an attended bot process.

NICE and DocPro* process application flow

Unattended Robot
Feeder

NEVA
Attended Robot
Assistant

Collect

Normalize

Auto Classify
A.I.

Sure ?

Validate — Learn

NEVA
Attended Robot
Communication
Real-Time Guidance

Auto Extract

Sure ?

Validate — Learn

NEVA
Attended Robot
Communication
Real-Time Guidance
Missing Record Creation (MDM)
Calculation…

Unattended Robot
Integrated Business Rules Engine

Auto Approve

Match ?

Manual Decision

NEVA
Attended Robot
Real-Time Guidance
BRE
Data aggregation…

Decide, Learn

Unattended Robot
Integration

Execute!

TCG

NICE

Here is a typical process flow with how TCG works with NICE's attended and unattended bots.

Regardless of the integration or deployment scenario, DocProStar (DPS) can provide support to NICE's attended or unattended bots and also vice versa where attended/unattended bots can be used directly inside a DocProStar process to provide integration and process support, for example:

- Offering real-time guidance in the DPS workflow interface, offering process support to the user.

- Handling ad-hoc process steps, such as triggering masterdata management in the case of missing/out of date records or automating data and documents in a complex case or dossier management file or claim.

NICE

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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. www.nice.com