



NICE & ABBYY Integration

Highlights & Benefits

- Extract data from scanned documentation with an embedded OCR engine
- Convert unstructured data into structured, usable data

Leave it to NEVA. Reading Scanned Documents with ABBYY FineReader Incorporated

ABBYY's advanced OCR engine, fully embedded into [NICE's RPA platform](#), replaces the very time and labor-intensive manual processing of scanned documentation e.g. invoices with an automated and rapid extraction, organization and formatting of text, including data from within tables.

Featuring ABBYY's [latest AI-based OCR technology](#), the solution is fully integrated into the workflow of complex business process automations, uniquely supported by NICE, that seamlessly transition between fully robotic and human-supported input as needed.

For maximum accuracy, NEVA (NICE Employee Virtual Attendant) designed to assist human employees from the desktop, displays a call-out for human input to verify the OCR reading of any unclear elements of a scanned document which may contain handwritten or overlapping text. Once confirmed or corrected, the fully automated processing continues.

As part of NICE's enterprise-grade robotic process automation platform, the advanced OCR engine is fully scalable and recognizes over 200 different languages. With the capability to process screen imagery from 3rd party applications running on remote machines, the solution enables higher quality and more robust surface automation. Shape Analysis allows the NICE RPA client to communicate with the target application entirely through an image interface. It should be used when the target application is installed remotely and can only be accessed via VDI (Virtual Desktop Infrastructure), i.e. the NICE RPA client cannot be installed within the Operating System (OS) of the application, or when there is no Out-of-the-Box connector that can be used to connect to the application

Leave it to NEVA. Understanding Documents with ABBYY FlexiCapture

NICE RPA comes with pre-built integration to ABBYY's [FlexiCapture](#) content intelligence software to rapidly turn unstructured data contained in scanned documentation into structured data, [enabling smarter automations](#) using machine learning capabilities. The integration allows automation developers to invoke FlexiCapture and receive the results of the processed document using a set of easy to use Library functions.

A commonly felt pain point experienced across businesses world-wide, is the lengthy manual processing of scanned documentation, resulting in processing errors and inefficiencies. NICE's Reading Robots (powered by ABBYY Content IQ) can effectively read unstructured text from images, scans, and PDFs as an input to attended and unattended process automations.

This unique approach seamlessly brings full digitization to both front and back office processes, at scale, enabling organizations to more comprehensively achieve their digital transformation goals.

With the expanded cognitive capabilities of NICE's unattended robots, data from scanned documentation can now easily be extracted, categorized and transformed into structured data using ABBYY FlexiCapture's learning algorithms. NICE's unattended robots then swiftly ingest the data and insert it, for example, into a number of ERP applications, thereby ensuring data consistency throughout the enterprise.

In the event of an error or exception during the data extraction process, the integrated offering uniquely aligns with NEVA to automatically identify this and immediately initiate a conversation with a human employee, prompting them to manually input the correct or missing data in real-time.

Furthermore, the integration with ABBYY FlexiCapture Distributed has augmented NICE's robots with capabilities to learn from and mimic human behavior, while processing scanned documentation. This enables the full automation of process errors or exceptions without the need for human intervention over time.

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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

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