Make experiences *flow*

About NICE

With NICE (Nasdaq: NICE), it's never been easier for organizations of all sizes around the globe to create extraordinary customer experiences while meeting key business metrics. Featuring the world's #1 cloud native customer experience platform, CXone, NICE is a worldwide leader in AI-powered self-service and agent-assisted CX software for the contact center—and beyond. Over 25,000 organizations in more than 150 countries, including over 85 of the Fortune 100 companies, partner with NICE to transform—and elevate—every customer interaction.

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NICE RPA
ROBO-ETHICAL
FRAMEWORK

NICE

NICE RPA
Robo-Ethical Framework

The exciting intersection between humans and machines offers previously unforeseen possibilities that must be met with ethical considerations for our present and future society. As NICE is at the center of Robotics Process Automation (RPA), we consider it our responsibility to all stakeholders, customers, and society at large, to articulate the ethical principles that guide our development and innovations in the RPA field. The principles outlined below address how we design our robots to ensure this technology is used for the good it promisingly represents[1]. We have built our robotics platform in such a way that anyone who develops process robots can adhere to these standards. It is our hope and expectation that our partners and customers will adopt this ethical framework.

[1] These principles were influenced by the active and continuing discourse on the ethics of AI. A list of references can be provided on request.

Robots must be designed for positive impact

We recognize the complexity automation introduces to the labor market on a macro and micro scale, but we create and use robots because they have a positive contribution to make. With consideration to societal, economic, and environmental impacts, every project that involves robots should have at least one positive rationale clearly defined.

Robots must be designed to disregard group identities

To reduce the possibility of biased decision-making, our robots do not consider personal attributes, such as color, religion, sex, gender, age, or any other protected status. Training algorithms should be evaluated and tested periodically to ensure they are free from bias.

Robots must be designed to minimize the risk of individual harm

To avoid harm to individuals, humans should choose whether, and how, to delegate decisions to robots. The algorithms, processes, and decisions embedded within robots should be transparent, with the ability to explain conclusions with unambiguous rationale. Accordingly, humans must be able to audit a robot's processes and decisions. If a robot causes harm to an individual, a human must be able to intervene to redress the system and prevent future offense.

Robots must be trained and function on verified data sources

Robots should only act based upon verified data from known and trusted sources. Data sources used for training algorithms should be maintained with the ability to reference the original source.

Robots must be designed with governance and control

Humans should be informed of a system's capabilities and limitations. A robotics platform should be designed to protect against abuse of power and illegal access by limiting, proactively monitoring, and authenticating any access to the platform and every type of edit action in the system.

Click here to get in touch with one of our RPA experts