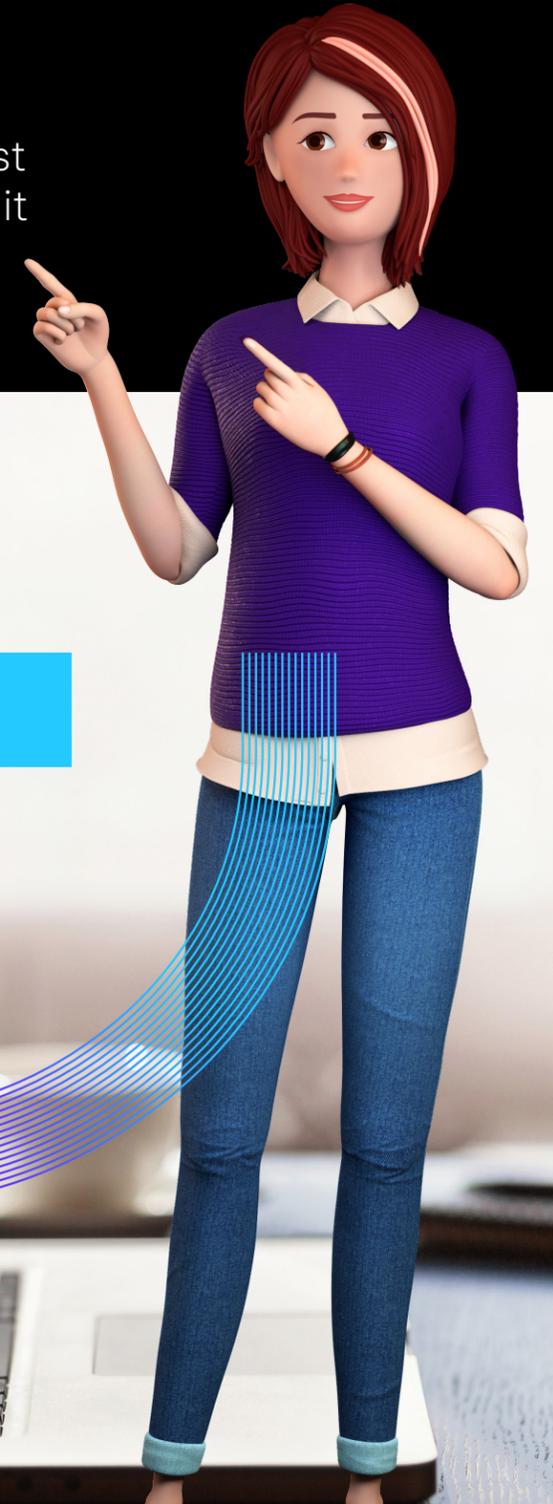# NICE

NEVA LOYALTY PROGRAM

Collaborate with NICE RPA to get the most out of your solution – and have fun doing it

Make experiences *flow*

About NICE RPA

NICE has been setting industry-wide standards in Robotic Process Automation domain for over 20 years. NEVA is NICE's innovative, fully integrated AI-powered automation platform. It unlocks the full power of RPA, combining the best of attended automation with the advantages of RPA and AI-based process discovery grounded in real data and insights. It enables intelligent process optimization while unleashing employees' potential to ensure exceptional customer experiences. We develop and manage our automation suite from a single platform, hold the largest scale automation projects in the market, and are known for driving digital transformation across the enterprise.

www.nicerpa.com

JOIN THE NEVA LOYALTY PROGRAM

EARN POINTS

Collaborate with the NICE RPA Product team, and become part of NEVA's ongoing development. And in doing so, you'll be expanding your professional horizons and optimizing the solution in line with your organization's specific needs.

- **Grow your network** and share your experience through active engagement with the NICE RPA team.

- **Discover best practices** that improve performance, drive engagement, and enrich customer relationships.

- **Expand your skillset** with webinars, professional guidance, and hands-on assistance.

- **Collaborate on co-branded and NICE-branded resources** including articles, case studies, presentations, on-demand webinars and more.

The NEVA Loyalty Program includes an incentive plan, offering redeemable points for participation in a variety of activities we've designed to enhance collaboration with our product and management teams and highlight your business.

STEP 1

Contact your assigned Customer Success Manager or email NEVALoyalty@nice.com to join the NEVA Loyalty Program.

STEP 2

Confirm your consent and take part in any of the Loyalty Program activities (see the list below). As you complete each activity, you accumulate redeemable points.

STEP 3

Redeem the points you've earned. Reach out to your Customer Success Manager and choose from among a variety of rewards, selecting those that are right for your business.

HOW TO EARN POINTS

NEVA Loyalty Program Points	Activity
50 points	Join the NEVA Loyalty Program
100 points	Apply for a NICE Customer Excellence Award
750 points	Accept a NICE request for an onsite meeting at INTERACTIONS
750 points	Accept a reference call
750 points	Participate in an analyst survey
1000 points	Lead a webinar
1000 points	Host a regional chapter meeting, site tour or roadshow
1500 points	Authorize a customer case study
2000 points	Speak at INTERACTIONS or an industry event
2000 points	Participate in a media interview or other press activity
2000 points	Authorize a press release about a new implementation
2000 points	Provide a quote for a press release on a particular topic
2000 points	Allow an onsite video testimonial to be filmed
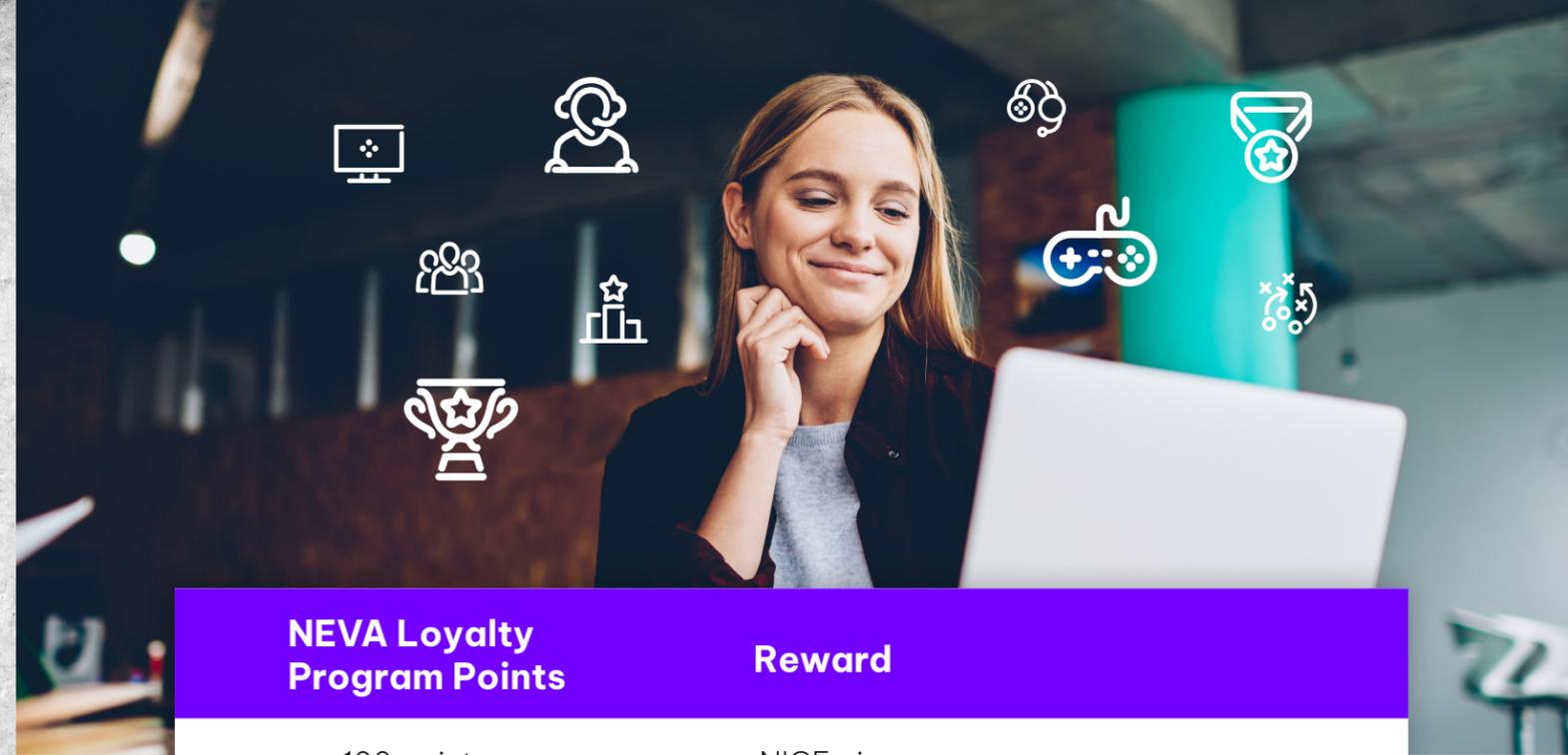
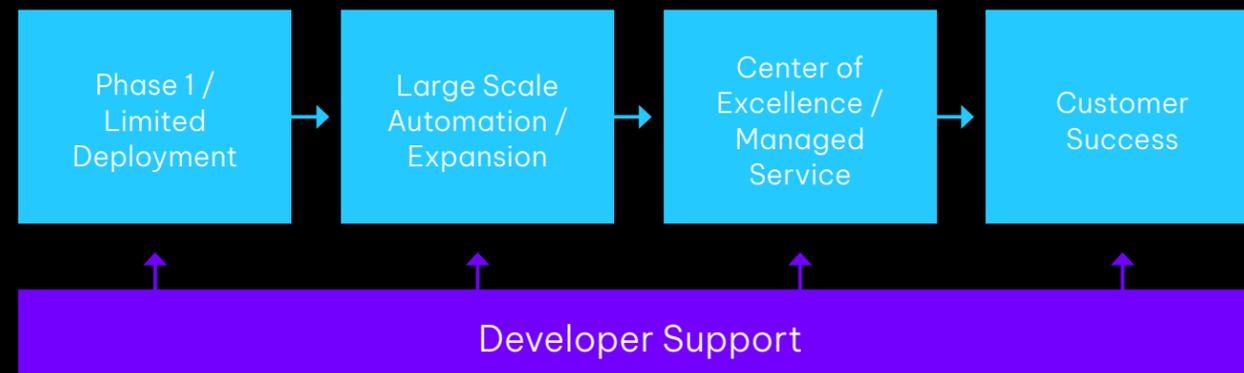| NEVA Loyalty Program Points	Reward
100 points	NICE give-away
250 points	2-hour Tech Lead session
400 points	2-hour connectivity consultation
400 points	Thought Leadership session
500 points	One day VRS business consultation
500 points	Half-day *DSS
1000 points	Full-day by *DSS

Please note that there may be a limited supply of select rewards and that all points expire at the end of the calendar year.

*Developer Support Service ("DSS") ensures automation success by streamlining the process to help you realize the full value and potential of RPA. This service assists in smoother implementations of your dynamic automation projects. When you need expert-level developer support, have special connectivity requirements or encounter knowledge gaps, you can call NICE Developer Support to get the additional attention you require.

Contact us today **to join and start earning points**

DEVELOPER SUPPORT SERVICE ("DSS")
AUTOMATION JOURNEY

Phase 1 / Limited Deployment	Large Scale Automation / Expansion	Center of Excellence / Managed Service	Customer Success

Developer Support

Ensuring Success with Developer Support Service

Automation projects are live and dynamic:

- They require ongoing changes and updates to ensure smooth and successful implementations.
- Embracing NICE Developer Support Service is, therefore, an essential part of streamlining your process automation development to realize the full value and ROI of RPA.

*Note that your maintenance agreement ensures you get all the support needed for any product issue. The Developer Support Service is intended to augment your own team of developers with an extra layer of skills and knowledge.

When is the Developer Support Service needed?

Expert-level automation developer support:

- When things get tough and your current level of expertise is not enough.
- When developing advanced automation functions.
- When encountering roadblocks in your automation project or you need advanced troubleshooting.

Support for special connectivity requirements:

- When applying changes that impact existing process automations.
- When adding unusual applications with new connectivity needs.

When encountering challenges connecting to any application.

When you identify development knowledge gaps and need a quick learning session.

Applying for Dev Support – High-Level Process

- Open a case with NICE Support as you would normally.
- NICE Support will determine the type of support needed (Technical or Developer) and assign your request to the relevant group of experts.
- A NICE Services point-of-contact will confirm your subscription is active.
- A NICE RPA Expert will engage with you and provide support as needed.
- The case is closed once you confirm that you received the assistance you expected.

Developer Support Package

- 8 hours of remote support
- Accessible for 6 months after earning the Loyalty Program points
- Renewal as a paid service is available (6-12 days per annual subscription)

In Scope

Eight (8) hours of DSS consultation and support for the following:

- Logic / code review
- RPA client custom kit
- Additions or updates to existing automations
- Standard (out-of-the-box) RPA reports
- Connectivity layer review and testing
- Add features to existing connectors
- Review upgrade impacts
- Workshops to address knowledge gaps

Out of scope

- Development work
- Connectivity development
- Resolving product issues (these should be addressed to NICE Support)
- Certification training
- Business consultancy services
- Server installation/configuration activities

Technical Support

- Software and maintenance
- Product functionality not working as documented
- SDC software and maintenance

Developer Support

- Developer level
- Support for special connectivity requirements
- Proactive developer guidance