

Make experiences *flow*



About NICE Process Automation Solutions

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.

www.nicerpa.com 

NEVA

An integrated automation platform that brings people and robots together

NICE



NEVA - NICE EMPLOYEE VIRTUAL ATTENDANT

Augmenting Human Potential at Scale

Delivering the superior experiences that today's digital-first customers expect while supporting the needs of your 'everywhere' workforce isn't easy. Investing in intelligent automation solutions enables your business to optimize operations while enabling your employees to deliver the best possible customer service.

With NICE's integrated platform for automation, you can free your employees from tedious, repetitive tasks like copying and pasting data between applications, post

call wrap-ups, verification checks and calculations. Automating these routine, error-prone tasks improves process speed, accuracy and efficiency - while boosting employee satisfaction and engagement.

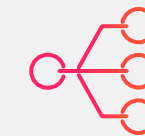
Leveraging NICE's automation platform creates better experiences for your employees and customers alike, combining the efficiencies of traditional robotic process automation (RPA) with the power of NEVA, the NICE Employee Virtual attendant.

UNLOCK A WIDER SET OF AUTOMATION BENEFITS WITH NEVA

RPA has already enabled organizations around the world to increase productivity, reduce errors and drive efficiencies. When you add NEVA attended automation to the equation, you will unlock a far more extensive set of benefits from automation:



Eliminate Errors 100%



First Contact Resolution up 10-30%



Handle Time down 20%



Customer Satisfaction up 10-20%



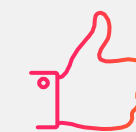
Training Time down 12-20%



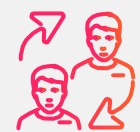
Sales in service calls up 20%



Increase Compliance & Process Adherence



Increase Employee Engagement



Improve process & service consistency



NICE Automation Solutions are Trusted by Global Enterprises

THE GLOBAL LEADER IN ATTENDED AUTOMATION

Our automation solutions are built on our 30 years of experience in the customer experience domain. We have used our experience to build an enterprise-grade platform that complies with the strictest security standards and has proven its scalability in the largest automation projects in the market.

We're the global leader in attended automation, drawing on our years of experience in the contact center market to craft solutions that address the complexities of desktop processes. As a strong innovator, we're also investing heavily in the latest technologies such as artificial intelligence (AI) capabilities.

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40k+

robot licenses in a one single implementation

20+

years' of experience in RPA and process optimization

400+

resellers & integration partners globally

60+

patents granted for NICE RPA

10/10
TOP US Telecoms

6/7
TOP US Banks

6/7
TOP US Health Insurance

6/10
European Utilities Companies

NICE is one of the most stable and established companies in the intelligent automation space, with a strong balance sheet, \$2.1 billion in annual revenues and an enterprise customer base that includes 85% of the Fortune 100 companies.

NEVA

A complete suite to supercharge employee performance

NEVA ASSIST

Every employee's personal attended bot

NEVA STUDIO

The next generation, cloud-based automation design platform

NEVA UNATTENDED

Free your employees from repetitive tasks

NEVA CREATE

Creates & documents automations at the click of a button

NEVA CONTROL

Control room for monitoring and managing all types of bots

NEVA DISCOVER

Provides meaningful desktop analytics

NEVA AI

Integrated AI framework

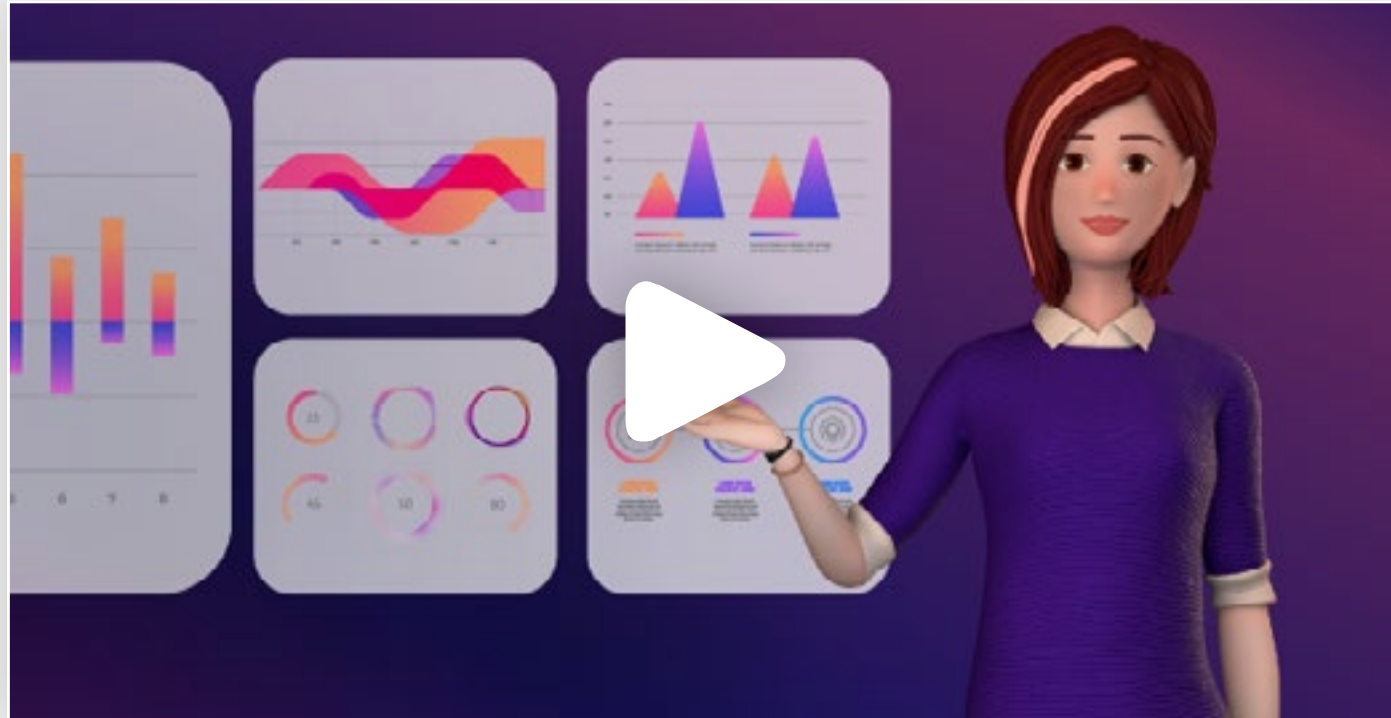


NEVA Provides All You Need Within a Single Solution



NEVA DISCOVER

Provides meaningful desktop analytics



NEVA Discover is an AI-powered desktop analytics solution that gathers rich, unbiased data about your workforce's desktop activities. Our solution offers an accurate and targeted approach for finding process execution gaps, improving processes and scaling automation. The insights from NEVA Discover equip you to drive substantial business gains with a modest investment in time and software.

You can start benefitting from process optimizations as soon as deploying our platform. Once you have invested in NEVA Discover, you have created a capability to support continuous improvement in your business as you grow, add new products and services to the mix and empower your workforce to focus on adding value rather than doing drudge work.

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NEVA CREATE

Create automations with the click of a button



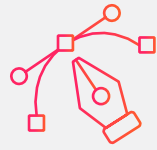
Once you've discovered which processes to automate, the Click-to-Automate button in NEVA Create instantly transforms recommended process sequences into live automations. This enables you to rapidly expand your automation program and strengthen organizational resilience even in uncertain times.

With Click-to-Document, you can create detailed process documentation with a push of a button. These features shave hours off the time it usually takes business analysts to document and create automations, enabling you to save money and achieve faster ROI.

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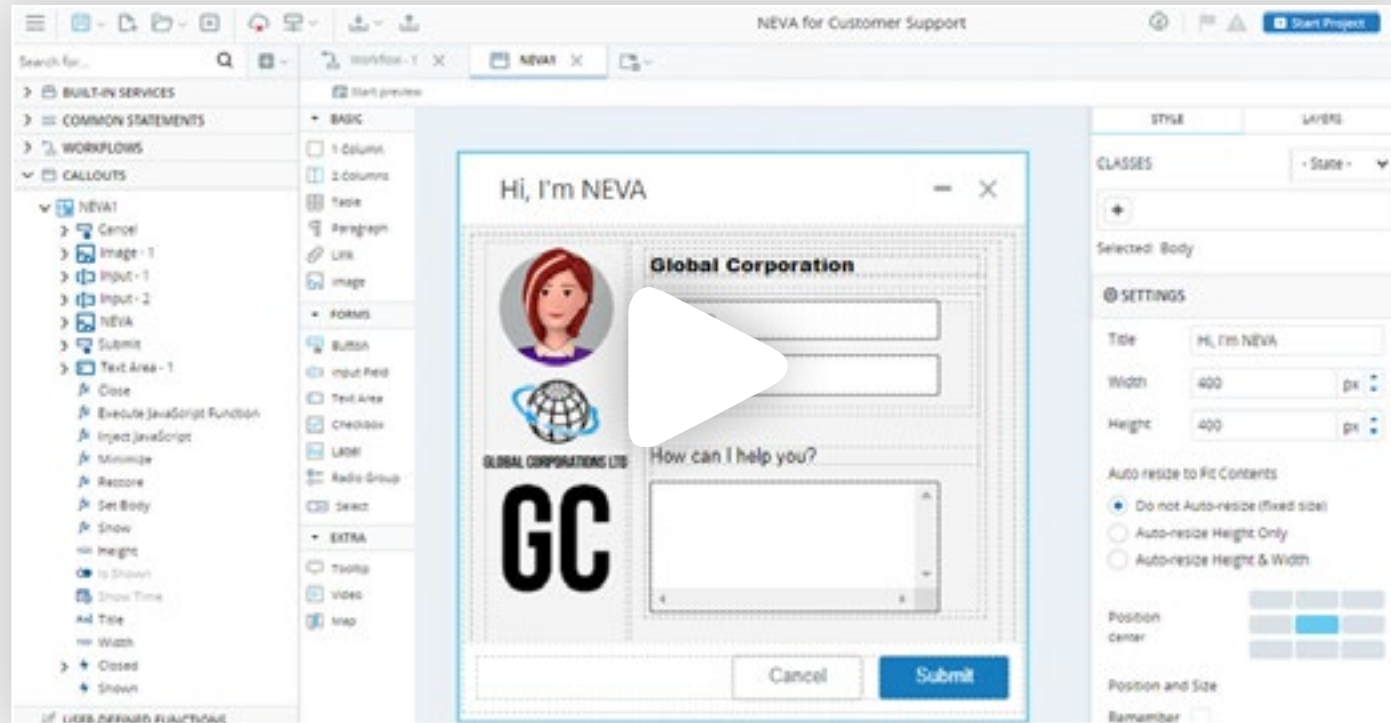


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NEVA STUDIO

A world-class, cloud-based automation design platform

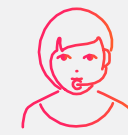


With its drag-and-drop functionality, easy-to-navigate interface, low-code components and contextual tips, NEVA Studio allows business users to build their own simple and complex automations without support from the development team. NEVA Studio is a hybrid application – part runs on the secure NICE cloud and part is installed on the developer's desktop as a

native application. Developed projects are saved locally, not on the cloud, for maximum privacy. Continuous delivery from the cloud makes new features quickly and easily accessible to all users, while the NEVA Studio Resource Center empowers customers and partners to share and consume free ready-made resources to accelerate and scale projects.

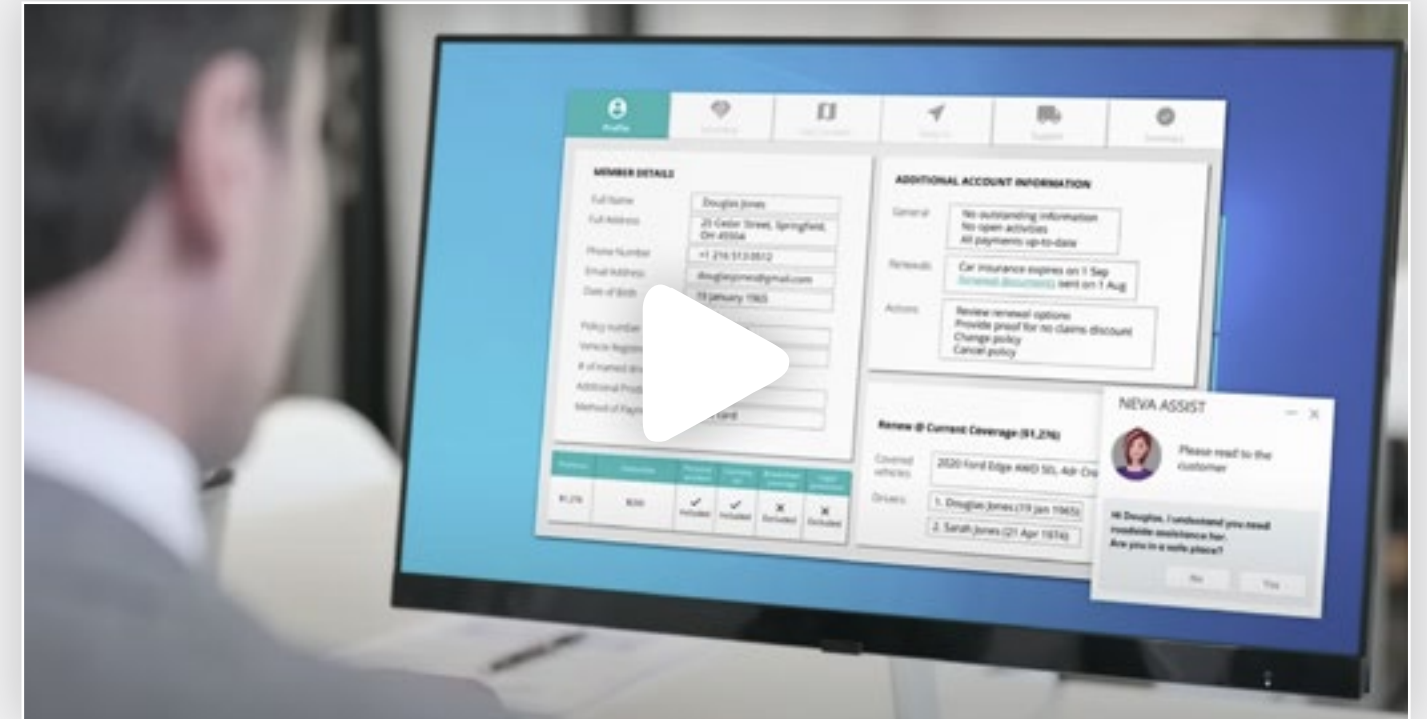
[Read Brochure](#)

[Watch Demo](#)



NEVA ASSIST

Every employee's personal desktop bot



NEVA Assist helps your people to deliver exceptional, personalized customer experiences in real time. The desktop assistant resides on each employee's desktop, continuously monitoring their mouse clicks, keyboard strokes and other real-time desktop actions. NEVA Assist pops up at just the right moment during live customer interactions to automate desktop tasks or support employees with contextual, next-best-action guidance. This guidance includes

disclosures, reminders, sales best practices, product details and a full view of the customer with contextually relevant data drawn from multiple screens and applications. The desktop data collected by NEVA Assist can also be leveraged for optimizing processes or for identifying process automation opportunities. NEVA Assist's differentiating capabilities not only optimize processes in real time, but improve the employee experience.

[Read Whitepaper](#)

[Read Brochure](#)

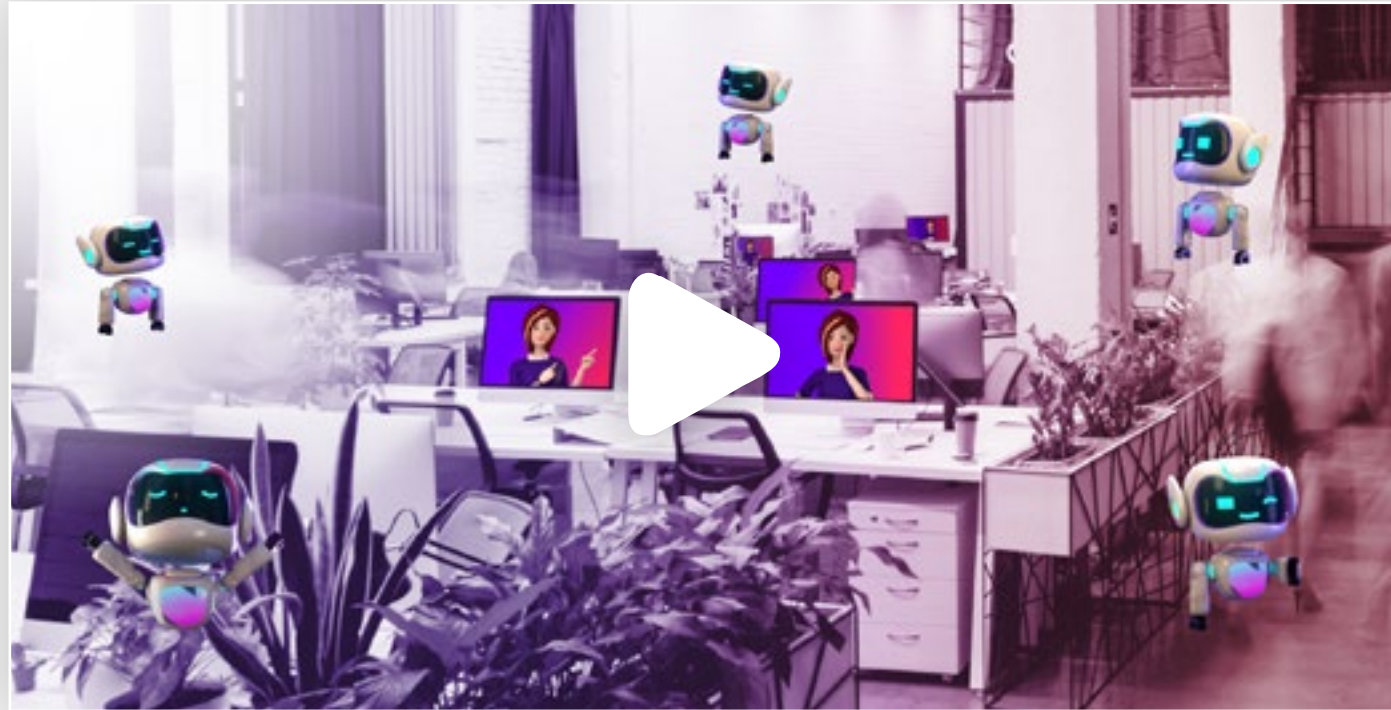


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NEVA UNATTENDED

Free your employees from repetitive tasks



NEVA Unattended is NICE's virtual workforce, comprising server-based robots that can perform a range of repetitive, admin-driven processes without human intervention. RPA bots work quickly, tirelessly and without error 24/7, and they can be deployed at high speed when the business needs capacity. This frees your workforce to focus on the human stuff that really matters. When human intervention or validation is required, NEVA Assist can loop in

an employee to help. This seamless collaboration increases the power of your deployed automations. NEVA Unattended is your workforce multiplier, increasing throughput capacity and enabling your organization to achieve its ROI targets.



NEVA CONTROL

Manage your robotic workforce with ease



Your robotic 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. NICE Control enables centralized management of your robot workers from a single, centralized screen view that monitors the livelihood of the system and allocates robotic resources based on your needs. It is scalable, providing real-time visibility and control.

While an efficient robotic workforce can transform your business operations at scale, human involvement will always remain an essential requirement. This unique and seamless collaboration between NEVA and the employee boosts the success rate and SLAs of deployed automations.

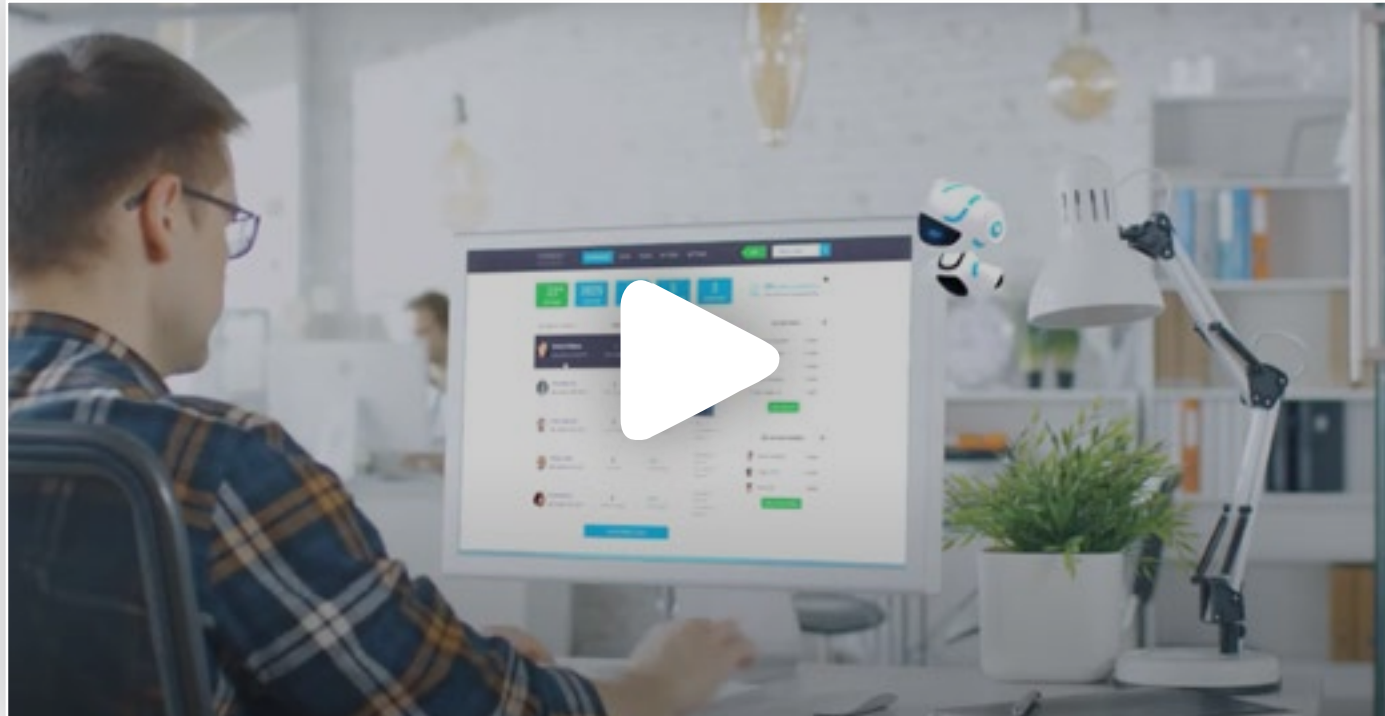


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NEVA AI

Artificial Intelligence framework



Working within NICE's cognitive framework, NEVA AI uses AI tools such as conversational bots, text analytics, sentiment analysis, natural language processing, cognitive decisioning and predictive analytics to drive automation at scale. NEVA AI can also collaborate with NEVA Unattended to learn, understand and execute processes based on unstructured data, chat, text messages and more. Our robots can communicate with all of your organization's bots,

from virtual agents to chat and voice bots, providing end-to-end service by performing back-end actions in real time. NEVA AI seamlessly integrates with NICE's Satmetrix and Nexidia Enlighten solutions. This drives innovation and extends the value of NEVA to enterprises.



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Don't take our word for it. Here's what our customers say about the NICE automation platform.

"Telia has not only experienced dramatic improvements to call handling times and contact center productivity—we have also seen significant improvements in customer satisfaction since deploying the NICE RPA solution."

Topias Huovinen Senior Manager, Telia Finland Oy

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"The results were impressive and evident from customer, colleague, and financial perspectives."

John Mackey Delivery Manager, Swinton Group

[Read more](#)



"NICE RPA helps minimize the disruptive business impact of unpredictable, dynamic, and short notice external demands."

Molly Walker Manager of Business Excellence, PSCU

[Read more](#)



"With NICE's data integration, automation and real-time guidance, we knew we'd hit a gold mine."

James Mills IT Supervisor, Blue Cross of Idaho

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"NEVA saves clinicians considerable time and effort, reducing unnecessary appointments and improving the patient experience."

Klaudia Bielecki Senior Project Manager NHS Lothian

[Read more](#)



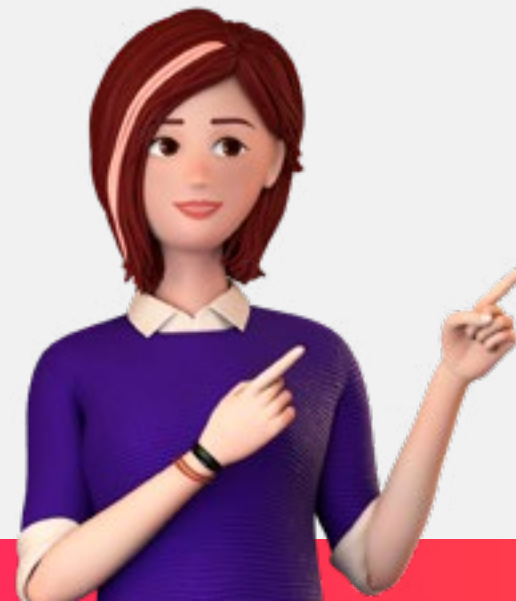
FIND OUT MORE about how NICE customers are unlocking value from our attended and unattended robots.

Fast-track your automation path with **NICE**

With NICE, you get everything you need for RPA and attended automation in a single platform, spanning the lifecycle from discovery to deployment and continuous improvement. We'll partner with you on a complete approach to automation that starts delivering ROI within weeks.



THE STEPS TO YOUR AUTOMATION JOURNEY SUCCESS



Start your automation journey today.

LET'S TALK.

