Make experiences *flow*

NICE RPA AUTOMATION FINDER

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.

www.nice.com

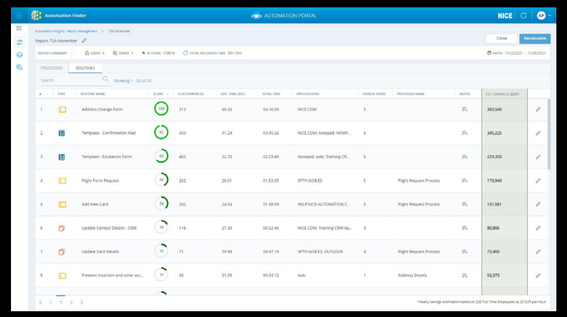
MAKE EVERY PROCESS AUTOMATION A SUCCESSFUL ONE

Selecting the right processes to automate with process bots is a critical step towards ensuring Robotic Process Automation (RPA) project success and driving sustainable ROI. Whether you are invested in RPA or not, with so many varying processes across a multitude of different organizational divisions, how do you decide which business processes should be automated? Selecting the ideal processes to automate is a significant challenge for most businesses today. For one it is very time consuming, and secondly it has (until now) relied on manual analyses based on subjective human judgement. These factors all increase the risk of RPA deployment and performance challenges.

ABOUT NICE AUTOMATION FINDER

NICE Automation Finder is an AI infused, home grown NICE innovation, designed to accurately pinpoint specific business processes that are ripe for automation. It is a scientifically driven approach rooted in accurate data analytics and embedded AI.

- Automation Finder works with real and relevant employee desktop data that matters, by capturing and tracking their day to day tasks and desktop activities.
- It identifies process sequences and variations, performed by employees, with the biggest ROI potential based on several parameters, such as: frequency, process handle time and manual action types.
- It leverages intelligent cognitive technologies such as: Desktop Analytics and Unsupervised Machine Learning.



HOW DOES IT WORK?

Powered by intelligent cognitive technologies such as Desktop Analytics, and Unsupervised Machine Learning, Automation Finder analyses high volumes of employee desktop data to accurately pinpoint a series of process paths and variations best suited for automation. This type of data is the most relevant and valuable to collect and analyze since it comes from actual routine tasks performed by employees on a regular basis. The data collected includes employee actions such as: keystrokes, mouse selections, applications used, pages visited, field entries, handle time, and more.

Not only does Desktop Analytics have the intelligence to classify employee data into meaningful actions, but it also tracks the handle time for these actions, with an understanding to isolate and hone in on process related actions.

Automation Finder then uses Unsupervised Machine Learning to translate the screen events into meaningful sequences which can then be clustered and labeled for easy identification of employee actions that have the potential to be automated.

Step 1

Desktop Data Collection

- Collects large volumes of employee desktop actions, such as: keystrokes, mouse selections, applications used, field entries and more.

Step 2

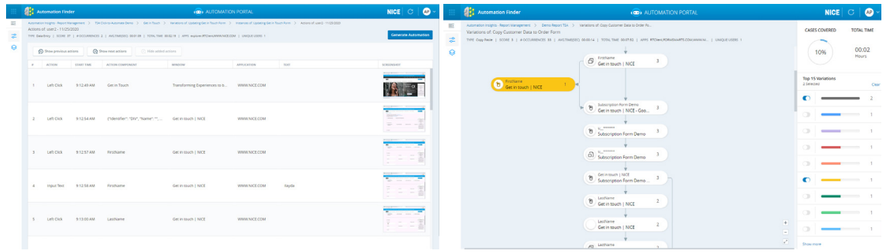
Unsupervised Machine Learning

- Pre-processing
- Text Analytics for understanding data context
- Events clustering into sequence instances
- Sequence clustering and labeling

Step 3

Visualize and prioritize recommended results

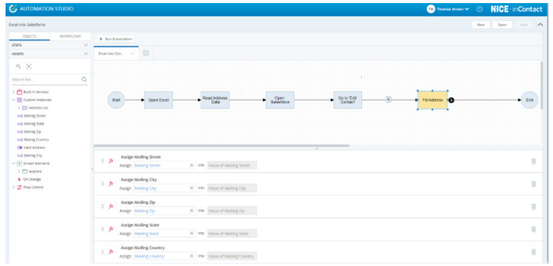
- Visualize, prioritize and select processes ripe for automation based on a calculation of the hours invested in the process, the type of actions and the number of employees who execute it



Step 4

Transfer Learning

- The system will learn from business analyst feedback improve future results, tailoring them to the context of the customer environment



Step 5

Click-to-Automate and Click-to-Document

- Seamlessly convert processes into documents detailing the process flows, utilized applications and user actions at the click of a button. This shortens design time without compromising on details and allows scaling project quickly and comprehensively.

BENEFITS

Automation Finder undergoes a complete automation opportunity discovery of all repetitive sequences or tasks executed by employees across the workplace.

Recommendations are based on accurate analyses, which work with the most relevant parameters for achieving high ROI and top results.

Automation Finder is a long-term solution, as it continually maps and prioritizes processes that are ripe for automation. Working with the dynamic and changing nature of any enterprise's operational make-up, Automation Finder is designed to ensure that the best process opportunities for automation are continually sourced and visually presented. This provides organizations with a steady stream of RPA friendly process candidates, in an ongoing effort to continuously reach new levels of operational efficiencies.

Contact your NICE sales executive for more information and to arrange a POC.