ENSURE COMPLIANCE

WITH PERSONALIZED AUTOMATION

THE CHALLENGE:

In the dynamic, high-pressure enterprise, employees are expected to be experts on everything, and compliance is no exception. Sensitive information is shared every day, and employees must stay on top of industry and federal regulations designed to protect consumers and enterprises.

83% of calls to

enterprises require some sort of caller verification¹

million

sensitive health, financial or personal information were breached in 2016²

customer records with

The vast majority of data breaches due to human

error occur as a result of employees simply

doing something they should not be doing4

of enterprises rely o quality programs to enforce compliance enforce compliance³

of enterprises rely on

Enterprises are subject to a range of complex regulations, including:

GDPR

be fined up to 4% of annual global turnover or €20M 45% of UK

businesses expect

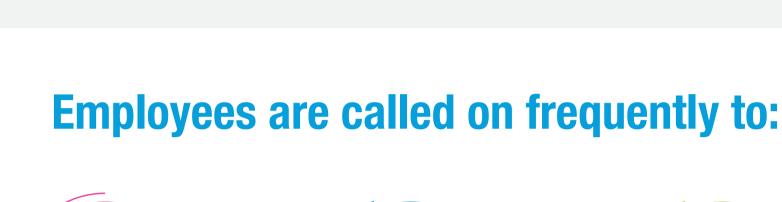
to be GDPR ready

to be fined for failure

Organizations can



PCI



Obtain and

document

consent



Provide complete disclosure



Lawsuits

Noncompliance can lead to:

Brand damage

\$100 - \$50,000 fine per HIPAA violation⁵

Fines



\$3.62 million average

cost of a data breach⁶



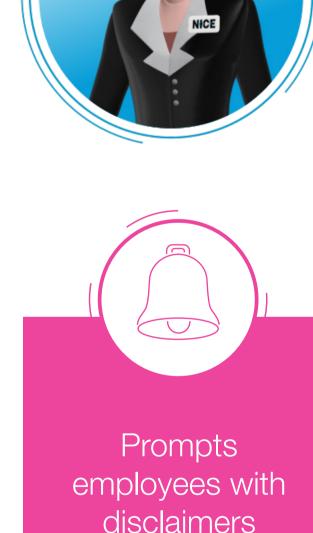
NEVA COMES IN.

works in the background to guide

and provide context-based scripts.

NEVA—or NICE Employee Virtual Attendant—

employees through complex processes



She connects

application

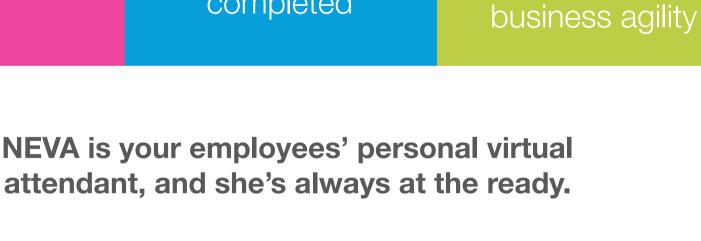
to any desktop

Ensures that

compliance-related

tasks are

completed



She is activated

by chat, voice or

screen activities

Aligns staff to

procedural and

policy changes,

for greater

She makes compliance adherence an easy and natural part of any process

Who: A public sector organization responsible

Results:

advisor behavior

PROVEN RESULTS

for collecting taxes and providing support Enabled significant efficiencies for the agency's response to requests for financial information.

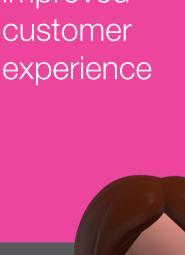
3 > 16

and analyze info

Enabled an improved

minutes seconds Helped ensure that Time to gather

during the calls from 20+ screens was in 100 percent reduced from compliance with 3 minutes to business rules 16 seconds



GET TO KNOW NEVA

Visit www.nice.com/NEVA or schedule a demo to learn more about how NEVA can help you ensure compliance in your enterprise.



4 GDPR Report https://gdpr.report/news/2017/06/08/tips-training-staff-data-breaches-reduce-human-error/) 5 https://www.hipaajournal.com/what-are-the-penalties-for-hipaa-violations-7096

6 Global Risk 2017: Staying the course in Banking, BCG report, March 2017

1 Opus Research https://opusresearch.net/wordpress/2012/07/13/upcoming-webcast-survey-says-fix-caller-authentication/

https://www.icmi.com/~/media/Files/Resources/Whitepapers/customer-experience-management-hot-buttons.ashx