

# TRANSFORM EMPLOYEE PERFORMANCE WITH PERSONALIZED AUTOMATION

## THE CHALLENGE:

Your employees are expected to do it all, with deep knowledge about products, pricing, policies and promotions as well as internal procedures and applications. It's a lot of pressure—and the time they spend on repetitive tasks adds up:



**1.8 hours per day**

=



**\$16K per year**

The average time employees spend searching and gathering information.

The average cost of that time per employee each year.

## Front- and back-office employees spend most of their time on 3 activities:



Filling in forms



Searching for data across multiple systems



Copying and pasting information

## Those mundane activities cause:



Productivity hits



High error rates



Employee frustration

## The organization, in turn, is affected by:



Longer training time



Error rate increases



Customer and employee satisfaction decreases



## THAT'S WHERE NEVA COMES IN.

NEVA—or NICE Employee Virtual Assistant—works in the background to guide employees through complex processes and automate repetitive tasks.

## NEVA helps your employees by:

Automating mundane desktop activities

Providing context-specific quick links

Providing real-time guidance and compliance scripts

Auto-filling forms and documents

Offering next-best-action guidance

Offering on-screen prompts

Consolidating data from multiple systems into a single view

## HOW DOES NEVA WORK?

NEVA is your employees' personal virtual attendant, and she's always at the ready.



She connects to any desktop application



She is activated by chat, voice or screen activities



She automates repetitive tasks

## NEVA HELPS YOUR ORGANIZATION:

- Increase efficiency and productivity
- Increase service-to-sales success
- Ensure employee compliance adherence

## IMPACT:

Processing Time:

10-30% reduction

Time to Onboard New Employees:

5-25% reduction

Sales Effectiveness:

10-20% increase

## PROVEN RESULTS

**Who:** Large telecommunications provider

**What:** Credits to customers are automatically calculated, and employees are provided with up-selling and cross-selling guidance.

**Results:**

20% reduction in AHT

Reduced desktop complexity from

17 → 5 screens

Reduced errors and costs in credit calculations

**Who:** Large insurance company

**What:** Complex business processes are automated. Employees are offered smart links to knowledge-bases and context-based cross-selling guidance.

**Results:**

5% reduction in AHT

11% increase in sales

0 back-office process errors

## GET TO KNOW NEVA

Visit [www.nice.com/NEVA](http://www.nice.com/NEVA) or schedule a demo to learn more about how NEVA can help you transform the employee experience and deliver exceptional customer service.

