NICE Robotic Automation

Automating Repetitive Processes to Improve Quality and Speed of Work

About NICE systems

NICE (NASDAQ: NICE) is the worldwide leader of software solutions that deliver strategic insights by capturing and analyzing mass quantities of structured and unstructured data in real time from multiple sources, including, phone calls, mobile apps, emails, chat, social media, and video. NICE solutions enable organizations to take the Next-Best-Action to improve customer experience and business results, ensure compliance, fight financial crime, and safeguard people and assets. NICE solutions are used by over 25,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies.

Drive Efficiency and Service Levels Up

Since service level expectations are rising but budgets are tightening, companies are constantly looking for ways to become more efficient while improving customer satisfaction.

Most work in enterprises today is still being performed manually, although much of it is repetitive and mundane, and can benefit from process automation to raise the quality of work, while reducing handle time.

So ask yourself the following question - which tasks require no decision-making? Although these tasks may require accuracy and speed, they are straightforward in nature. They can include sending out order confirmations in the travel industry to mortgage processing in the banking industry. Every business has its own routine processes.

Seize the Opportunity with NICE Robotic Automation

NICE Robotic Automation automates those routine processes that do not require human thought or involvement. From start to finish, it automates all of the steps needed to perform any task, eliminating the need for manual intervention. By automating desktop activities, employees are freed up to focus on more sophisticated processes, which require their special skills and attention.
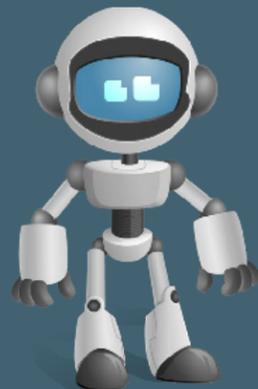
Choose the Level of Automation

Some processes are fully automatable (also known as 'unattended automation'). These would be processes which don't require any human intervention, so the automation can be executed by a robot on a virtual server, completely releasing the employee from doing them, thus reducing their handle time significantly. However, there are other types of processes which still need to be performed by a person, but parts of them can be automated. In this case, the automation would take place on the employee's desktop ('attended automation'), supporting the employee and allowing them to perform the task much faster with increased accuracy.

Manage the Robotic Workforce

The solution includes a centralized management environment which orchestrates task queuing, collects data about process completion and livelihood of the system, and manages allocation of robotic resources according to need at any given time.

Benefits

Improved Productivity

Robots are about 5 times faster than the average employee, and can operate around the clock, allowing more tasks to be handled at any given time.

Accuracy Via Automation

The risk of human error is reduced through automation. Robots don't make mistakes or judgment calls so you can significantly lower the risks that are associated with errors.

Better Resource Utilization

Employees can be freed up to focus on more sophisticated tasks – those that require human decision-making and can't be automated. You'll get more value for cost and be able to scale up activity without needing additional resources.

Fast ROI

With improved performance, better utilization of resources, 24/7 output, elimination of errors and the time spent to correct them, you can get a quick return on your investment.

Act Faster And More Efficiently

The faster you process that application, order or cancellation for your customers, the happier they'll be. That's only some of the benefits you'll reap with NICE Robotic Automation. You'll be able to serve more customers, more efficiently and error-free at a lower cost. It gives you the freedom to grow your business and improve service levels through better quality and speed of work.

Solution Highlights

Automation of routine desktop activities

such as applications launch, mouse selections, field entries, information copy / paste, template auto-fill and calculations

Integration with third-party systems

including CRM, billing, homegrown or Citrix applications, to automate cross-application desktop activities

Central Control System

to monitor and manage task queues and process execution

High scalability

enables the system to easily add robots when more processing power is needed, for example at peak times

Reliability and availability

via health check reporting and a watchdog mechanism to automatically restart the robot client in the event of failure

Real-Time Alerts

are sent to supervisors (via a dashboard, email, or other) about any outstanding issues which require their immediate attention

Case Studies

A Uk-Based Bank Automates Parts of it's Mortgage Processing

When customers call the bank to request a mortgage loan, the request is first approved and then handled with the bank's internal systems. The approval step is handled manually by people, and the system handling step is automated by the NICE solution. Robotic Automation automatically enters the mortgage details into several of the bank's systems, and then it sends an email notification to the end customer to inform them of the case status. By automating this process, the mortgage approval turnaround time was reduced from 2 weeks to 2 days.

A Global Telecommunications Company Automates 23 Back Office Processes

This telco provider wanted to reduce operating costs and increase customer satisfaction. They chose the NICE Robotic Automation solution to automate 23 of their back office processes, some of which dealt with moving customers from individual products to packaged solutions, as well as the process for handling device rental. Process automation saves the company about $3M annually, reduces the handle time for these processes by 80%, and eliminates any process errors.