

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

36 million customer records with sensitive health, financial or personal information were breached in 2016²

77% of enterprises rely on quality programs to enforce compliance³

The vast majority of data breaches due to human error occur as a result of employees simply doing something they should not be doing⁴

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

GDPR

Organizations can be fined up to 4% of annual global turnover or €20M

45% of UK businesses expect to be fined for failure to be GDPR ready

PCI

Penalties range from \$5K to \$500K



Employees are called on frequently to:



Obtain and document consent



Respect privacy



Provide complete and accurate disclosure

Noncompliance can lead to:

Brand damage

Lawsuits

Fines

- \$100 - \$50,000 fine per HIPAA violation⁵
- \$3.62 million average cost of a data breach⁶
- Regulatory enforcement actions led to \$321 billion in penalties within the banking sector worldwide from 2009-2016⁶



THAT'S WHERE NEVA COMES IN.

NEVA—or NICE Employee Virtual Attendant—works in the background to guide employees through complex processes and provide context-based scripts.

- Prompts employees with disclaimers
- Ensures that compliance-related tasks are completed
- Aligns staff to procedural and policy changes, for greater business agility

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 makes compliance adherence an easy and natural part of any process

PROVEN RESULTS

- Who:** A public sector organization responsible for collecting taxes and providing support
- What:** Enabled significant efficiencies for the agency's response to requests for financial information.
- Results:**



Helped ensure that advisor behavior during the calls was in 100 percent compliance with business rules

3 → 16
minutes seconds

Time to gather and analyze info from 20+ screens reduced from 3 minutes to 16 seconds



Enabled an improved customer experience

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.



1 Opus Research <https://opusresearch.net/wordpress/2012/07/13/upcoming-webcast-survey-says-fix-caller-authentication/>
 2 <https://www.icmi.com/Resources/Technology/2017/03/Call-Center-Predictions-for-2017-Data-Security-and-Compliance>
 3 ICM Customer Experience Management "Hot Buttons" report. <https://www.icmi.com/-/media/Files/Resources/Whitepapers/customer-experience-management-hot-buttons.aspx>
 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