




Make experiences *flow*

## 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](http://www.nice.com) 

# NEVA DISCOVER PROVIDES MEANINGFUL DESKTOP INSIGHTS

**NICE**

There's a revolution underway in desktop analytics that allows enterprises to rapidly uncover opportunities to optimize their processes, drive revenue growth and empower staff to meet their key performance indicators (KPIs) while remaining compliant with company guidelines and industry regulations. With NEVA Discover, an artificial intelligence (AI) powered desktop analytics solution, you can drive massive and continuous business gains based on real business insights with a quick time to market and a modest investment in time and software.



# WHAT IS NEVA DISCOVER?

## A pathway to continuous improvement



In nearly every enterprise, you'll find thousands of processes that are ripe for optimization. From process bottlenecks, execution gaps and error-prone manual tasks to systems latency and overreliance on the knowledge base, employees face many obstacles to complying with regulations and policies, meeting sales and service KPIs and powering through their desktop tasks with speed and efficiency.

Yet without visibility into how your back-office and front-office employees are executing tasks and processes on their desktops, it is difficult to take corrective action. NEVA Discover, the AI-driven NICE desktop analytics solution with task mining capabilities, fills this need. NEVA Discover enables you to pinpoint execution gaps, giving you unbiased, actionable insights to transform your processes.

This solution gathers rich data about the desktop activities in your workforce, giving you unbiased information that you can use to take performance to a new level. Equipped with the right information, you can take steps to improve your processes - whether by streamlining execution, focusing on quality of service, or addressing training disparities.

You can also use the NEVA Discover Automation Finder module to accurately and automatically identify prime business processes for automation. Taken together, these features and functionality provide every enterprise with a powerful set of tools to uncover opportunities for optimization - and to continuously improve business processes.



**AI-BASED  
DESKTOP  
ANALYTICS**

Fully automated task mining & generation of own data  
Identifies repeated tasks, app usage patterns, bottlenecks  
Improves quality of execution and quality of service



**CONTINUOUS  
IMPROVEMENT**

Intuitive dashboards for analysts  
Complete & rich set of desktop activity data  
Insights based on real-world actions



**MACHINE  
LEARNING  
AUTOMATION**

Automatically identifies tasks and processes to automate  
Automatic creation of automation solutions  
Rapid deployment & process optimization



**TAKE  
ACTION**

- Process optimization
- Coaching / training
- System enhancements
- Process Automation

NEVA Discover supports continuous process improvement with a scientific approach to uncovering and optimizing inefficient processes



# GAINING VISIBILITY INTO PROCESS PERFORMANCE

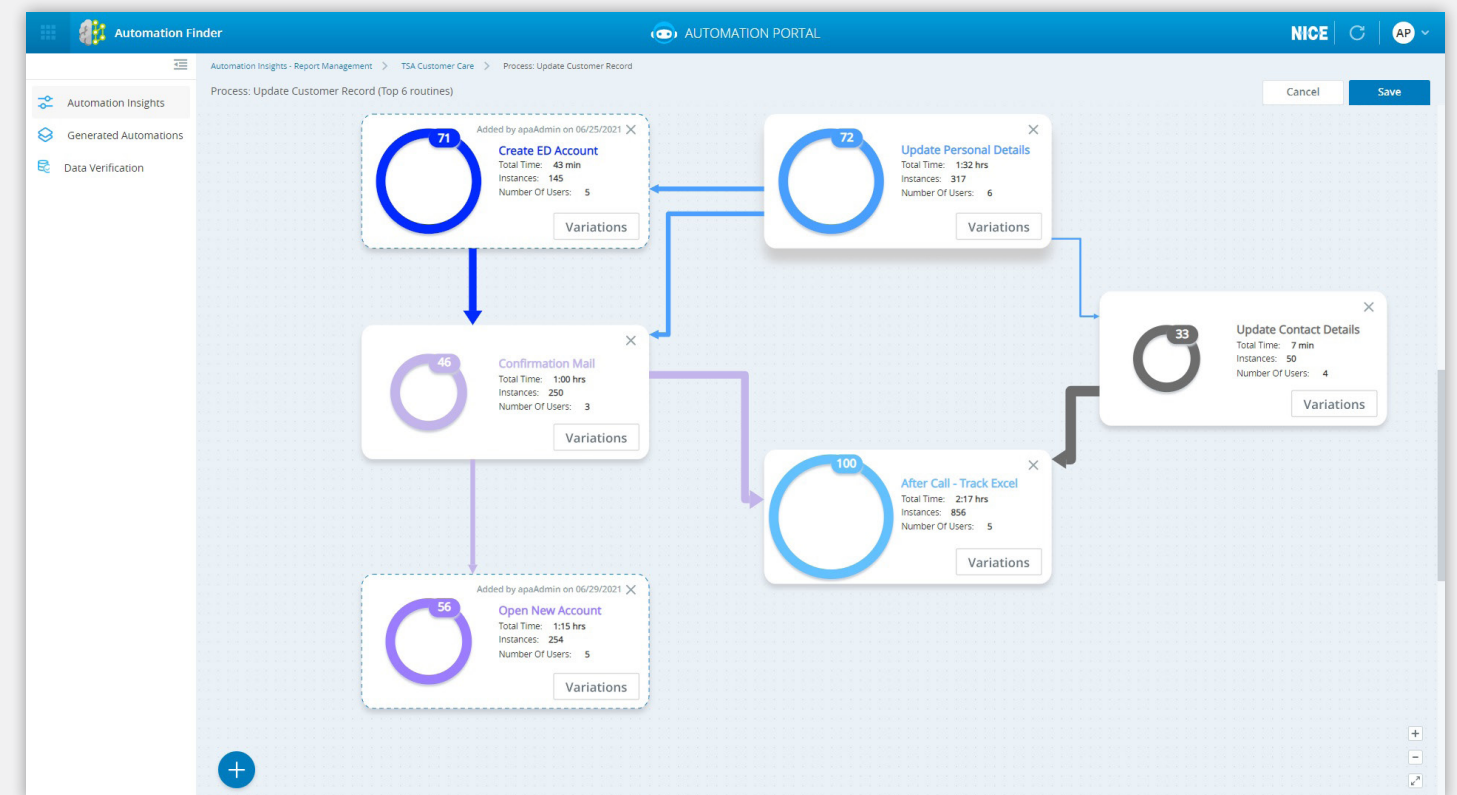
The first step towards optimizing and automating desktop tasks and business processes is understanding how they are carried out. Yet with each desktop user interacting with your applications and systems via thousands of small actions each day, gathering the data you needed to drive business improvement was no trivial task in the past.

Running quietly in the background while your employees do their work, NEVA Discover gathers data points about each click of a mouse, every key stroke, all the copying and pasting, that a process worker executes in their day to day duties. It is smart enough to recognize variants of the same process when it is done in different ways by different people.

The unsupervised AI engine powering NEVA Discover analyzes desktop applications and processes, discovering repeated tasks, usage patterns and bottle necks. NEVA Discover can give you rich insights into where the productivity gaps and inefficiencies lie; how well business applications support productivity; and average handling times.

NEVA Discover also highlights potential best practices. This approach enables you to create optimization cases based on unbiased data about how your people, processes and systems interact in the real world.

NEVA Discover is designed to comply with data privacy and security best practices and regulations, offering you the ability to black or whitelist the collection of certain information, or to mask personally identifiable data, to keep it safe and private. Whether the data is collected on-premises or using our cloud service, it is secured to the highest standards.



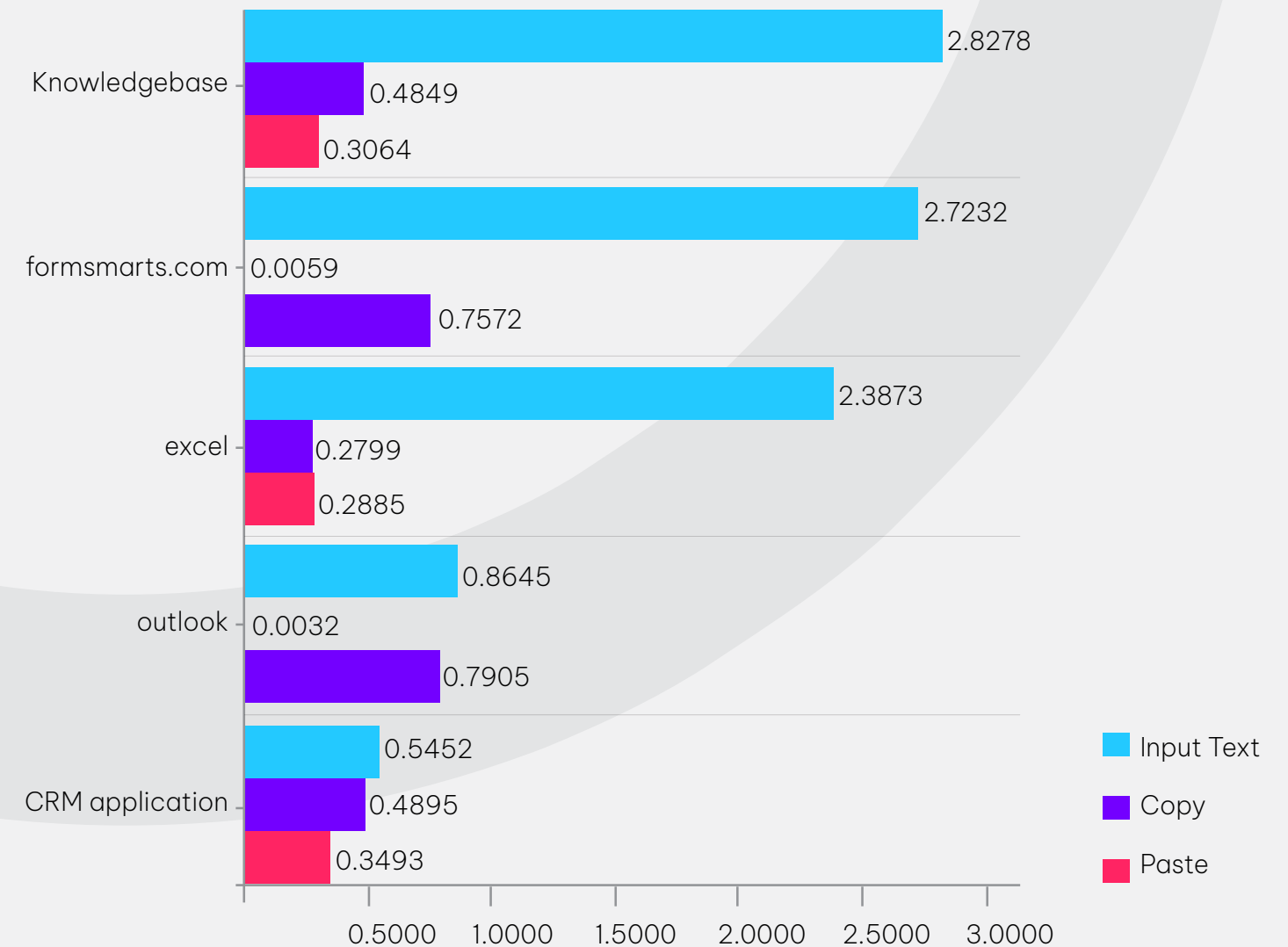
# ACTIONABLE INSIGHTS ON INTELLIGENT DASHBOARDS

Objective, actionable insights from NEVA Discover are packaged into intelligent dashboards that empower business analysts to recommend where the company should optimize processes, where process automation may make more sense, and where employees could be better supported with training and coaching that helps them to achieve their key performance indicators.

ID	ROUTINE NAME	SCORE	# OF DOCUMENTS	AVG. TIME (SEC)	TOTAL TIME	APPLICATIONS	UNIQUE USERS	PROCESS NAME	NOTES	EST. SAVINGS (\$/YR)
1	Address Change Form	100	313	49.26	04:16:59	NICE.COM	5			393,540
2	Template - Confirmation Mail	97	433	31.24	03:45:26	NICE.COM, nosepad, WINN...	6			345,225
3	Template - Escalation Form	97	402	22.35	02:29:46	Nosepad, web, Training CR...	6			229,350
4	Flight Form Request	43	262	26.01	01:53:35	SPFHGOB.ES	5	Flight Request Process		173,940
5	Add New Card	36	242	24.54	01:38:59	HELPNICE-AUTOMATION.C...	5	Flight Request Process		151,581
6	Update Contact Details - CRM	18	116	27.30	00:52:46	NICE.COM, Training CRM Ap...	3			80,806
7	Update Card Details	15	71	39.98	00:47:19	SPFHGOB.ES, OUTLOOK	4	Flight Request Process		72,460
8	Pretest insertion and other att...	14	66	31.09	00:34:12	web	1	Address Details		52,373

The built-in AI in NEVA Discover lets you find process and execution gaps, identifying those that should be prioritized for optimization by parameters such as frequency, process handle time, importance, proneness to error, complexity, variance and manual action types. This equips your analysts to recommend which processes to focus on in order to maximize bottom-line impact and ROI.

# DISCOVERING PROCESS AND EXECUTION GAPS



With NEVA Discover, you can analyze a range of parameters to understand where you can achieve the highest impact by streamlining processes or upskilling employees.

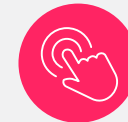


There are many routes to process optimization, starting with using what you have learnt about best practices in your environment to define new workflows and train your workforce in improved processes. For some organizations, it makes most sense to focus on the largest volume work types first. Others may decide to address their most costly processes instead, such as those with lots of manual data entry.

Where processes are complex and carried out by a small group of people, optimization may focus on guidance and training. But in instances where processes are repetitive, high-volume, error-prone when done manually and carried out by a large number of employees, automation could be a powerful way to boost efficiency and consistency, while reducing errors.

Our solution helps you to continually map and prioritize desktop processes that are fit for automation, based on relevant objective factors including the hours invested in the process and the number of employees who execute it. It uses unsupervised machine learning to translate screen events into meaningful sequences that can be clustered and labeled as employee actions that have the potential to be automated. With Click To Automate, it is quick and easy to transform these recommended sequences into live automations. Click To Document lets you seamlessly convert processes into detailed documentation, which shortens time spent on documenting the automation.

# DRIVING CONTINUOUS IMPROVEMENT



- Leverage operational insight
- 'Click to Automate' to provide rapid benefits
- Guidance, coaching, training etc/ using NEVA



- Candidates are automatically scored
- Visibility of process variants
- Smart prioritization ready to action



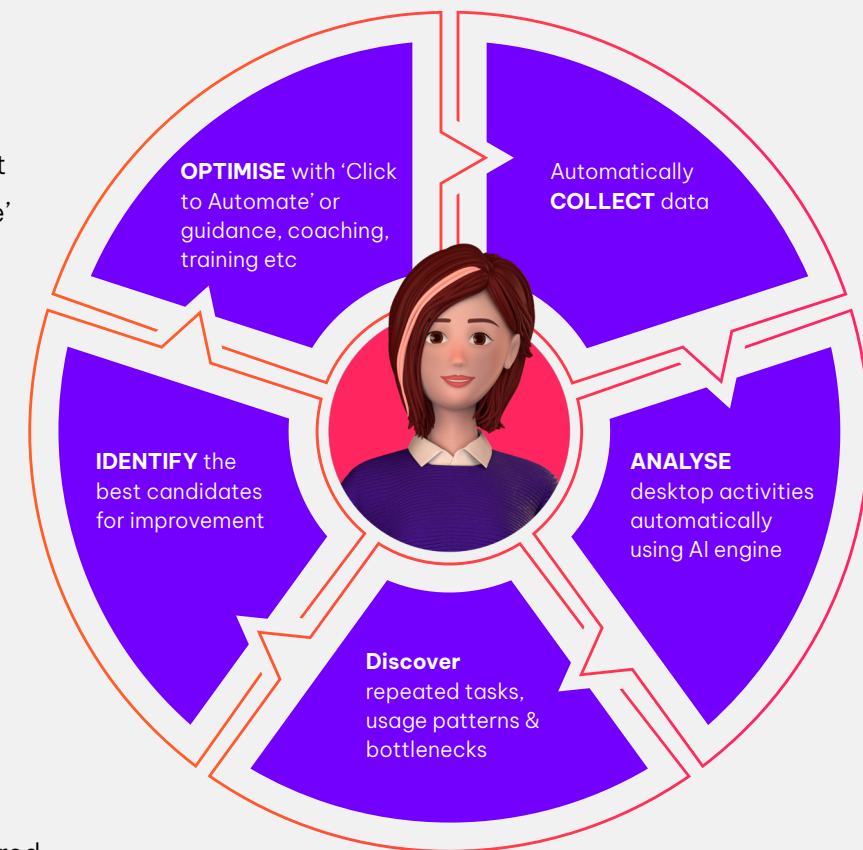
- Patterns are identified automatically
- Sequences of work, processes & tasks
- Work that staff are really performing



- NEVA automatically generates data
- Each action (e.g. click, field entry) is covered
- Every system or app on the desktop



- Data is collated automatically
- AI & ML is applied automatically
- A rich dataset is built automatically



Optimization with NEVA Discover is a virtuous cycle of continuous improvement, based on ongoing tracking of business processes and measurement of the impact of each change.

# ENABLING ATTENDED AUTOMATION SUCCESS

With NEVA Discover, you can find exciting ways to put attended automation to work to close process execution gaps in your business, whether by helping to enforce compliance or guiding employees through sales opportunities. Our attended automation robot, NEVA, is a dedicated, personal assistant that resides on each employee's desktop. She has the realtime capabilities to intuitively assist employees in a contextually relevant manner via interactive callout screens.

NEVA has the intelligence and integration capabilities to navigate the dynamic, complex nature of the employee's desktop environment. She guides the employee in real-time according to their skills, the specific customer profile, the unique interaction context, and real-time insights from voice or chat driven interactions.

Here are some ways to use her automation capabilities in your workforce:

- Taking care of routine tasks such as copying and pasting information, data input, or sourcing information from multiple data sources and applications.
- Performing real-time calculations for an agent and presenting a single view of summarized customer data.
- Assisting agents with in-the-moment sales guidance to better achieve KPIs such as cross- and upsell targets.
- Prompting employees to follow corporate policies or industry regulation.
- Providing training in real-time, guiding agents through new or complex processes and helping them to learn on the job.

# A SCIENTIFIC APPROACH TO BUSINESS PROCESS IMPROVEMENT

With NEVA Discover, you can take data-driven decisions to optimize your current processes, automate desktop tasks, and, ultimately, boost agent performance in a continuous process. Our solution offers an accurate and targeted approach for improving processes and scaling automation. You can start benefitting from process optimizations within as soon as a month of deploying our platform.

Once you have invested in NEVA Discover, you have created a capability to support continuous improvement in your business as you grow, add new products and services to the mix, and empower your workforce to focus less on drudge work and more on adding value. NEVA Discover helps you to keep finding process execution gaps, fine-tuning your operations and growing your business.



Interested in boosting your business  
process performance?

to find out how to run a free, two-week proof-of-concept  
with NEVA Discover [contact us](#)