



NICE RPA

NEVA Starter Kit

*Get your remote employees up and
running with NEVA within DAYS*



What is the NEVA Starter Kit?

The current climate has made it imperative for all businesses to not only smartly streamline their remote operations cost effectively and with full employee alignment, but to do so quickly.

The NEVA Starter Kit does exactly this. It is a quick implementation package designed to provide your business with an immediate start to your attended automation project and realize value within days.

The NEVA Starter Kit includes the following:

- 1 Complimentary NEVA licenses
- 2 Pre-configured, out-of-the-box capabilities
- 3 The opportunity to leverage these smart capabilities for up to 3 months before making a longer term purchasing decision

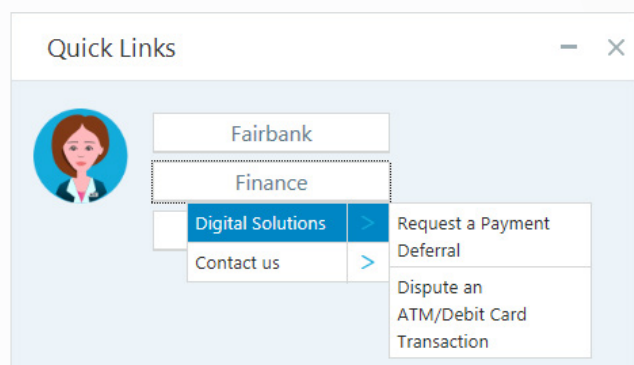
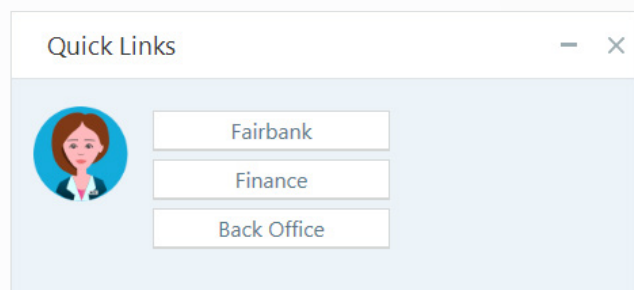
How Does it Work?

The NEVA Starter Kit comes with 5 preconfigured capabilities, that address the most common challenges facing remote service operations today. Plus, it is designed to quickly launch production ready attended automations, without any server installations. These include:



1. Quick Links

Customer service employees often need to quickly access many different applications. NEVA's unique ability to give the employee real-time contextual guidance with relevant quick links, as and when they need them, is extremely handy. This enables the employee to work more quickly and efficiently by having instant access to different types of applications or application screens at just the right time during a customer interaction.

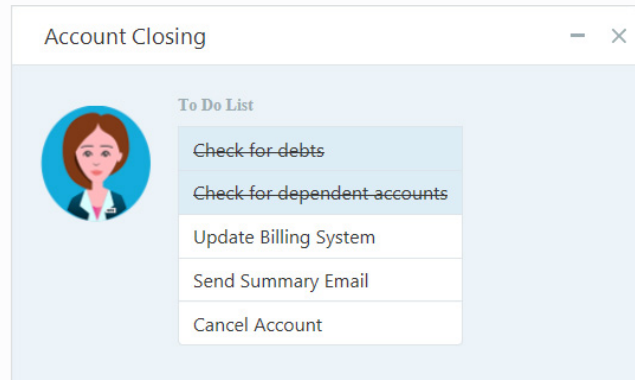
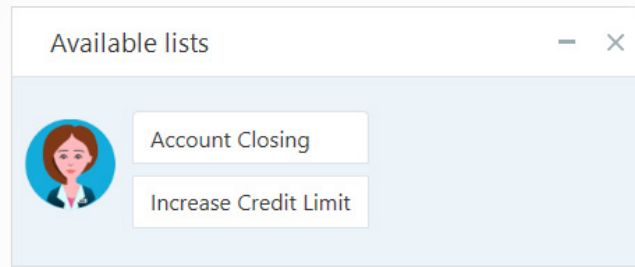


An example of NEVA providing an employee with relevant quick links as needed



2. Onboarding & Training

NEVA offers employees step by step support and on the job training according to their real-time needs. For example, should an employee require step by step guidance on how to close a customer account, NEVA will instantly display all of the relevant steps in the correct order for the employee to systematically complete.

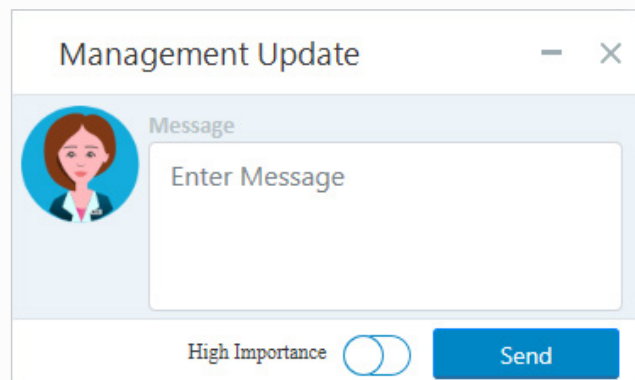


An example of a step by step task list, guiding the employee to close a customer account

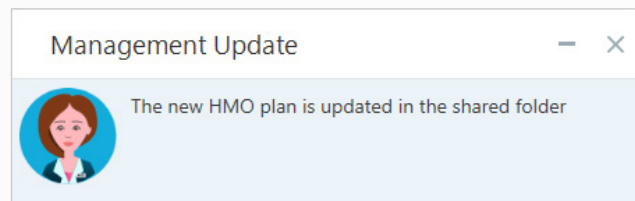


3. Instant Updates

Effective communication between employees and management has become a necessity to create a successful work from home environment. With NEVA's Instant Updates capability, management can send regular text alerts and updates to employees.



An example of a manager preparing a message to be sent to employees

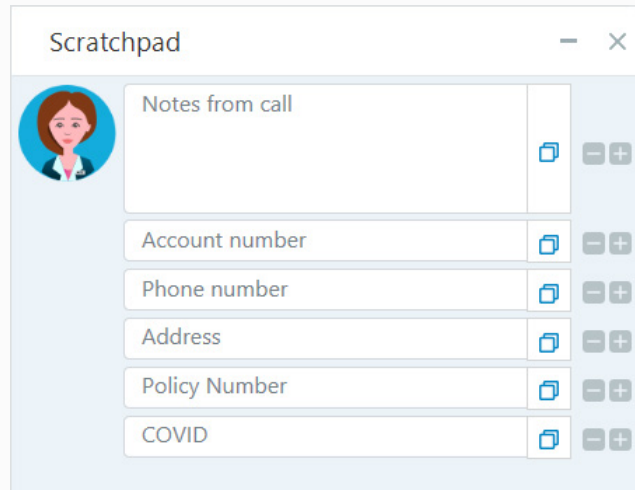


An example of an instant message that an employee has received from management



4. Scratch Pad on the Go

NEVA can copy vital data fields from various applications and keep them handy, for the employee to paste on demand. This eliminates the need to constantly use paper, notepads, Word, and Excel.

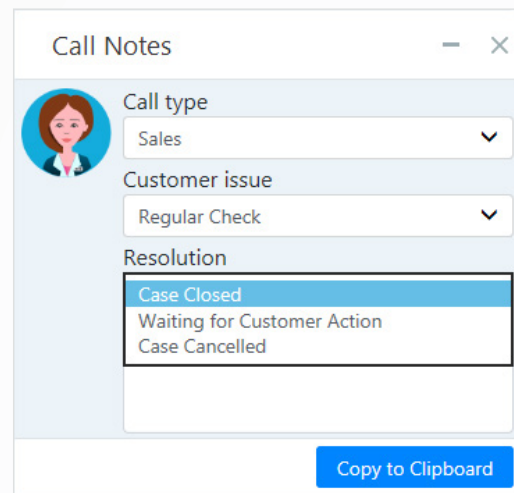


An example of how NEVA makes commonly used data easily accessible to employees



5. Rapid Call Notes

NEVA rapidly creates interactive call summary data fields enabling the employee to quickly and efficiently capture the details after the completion of each customer call.



An example of how NEVA summarizes the key details of a customer call



Get an immediate start to empower your remote employees with NEVA by **getting in touch** with a NICE RPA expert.

About NICE

NICE (Nasdaq: NICE) is the worldwide leading provider of both cloud and on-premise enterprise software solutions that empower organizations to make smarter decisions based on advanced analytics of structured and unstructured data. NICE helps organizations of all sizes deliver better customer service, ensure compliance, combat fraud and safeguard citizens. Over 22,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies, are using NICE solutions.

CONTACTS

Global International HQ, Israel,
T +972 9 775 3777, F +972 9 743 4282

Americas, North America,
T +1 551-256-5000, F +1 551-259-5252

EMEA, Europe & Middle East,
T +44 0 1489 771 200, F +44 0 1489 771 665

Asia Pacific, Singapore Office
T + 65 6222 5123, F +65 6222 5459

