

# MAKE AUTOMATION PERSONAL

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.



# MAKE AUTOMATION PERSONAL



NEVA enables a better customer experience by automating mundane tasks and guiding your employees to enhance their performance.

Sometimes it takes a little help from a friend to ensure a job well done. That's where NICE Employee Virtual Attendant—NEVA for short— comes in. NEVA simplifies your workflows for front- and back-office employees, increasing efficiency, ensuring compliance and identifying opportunities for upselling. As the first virtual attendant designed specifically for employees NEVA is transforming the employee experience, and is elevating service levels.

NEVA frees your employees from the mundane, low-value tasks that consume so much of their time each day. She is triggered by specific actions to provide employees with contextspecific guidance on what to say and do next. In doing so, she reduces the training burden on your organization.

Powered by NICE Desktop Automation, NEVA is built with the unique capabilities and intelligence to handle the dynamic, complex nature of each employee's desktop environment. Her sole purpose is to enable and inspire your employees to reach their full potential.





# NEVA: EVERY EMPLOYEE'S PERSONAL ATTENDANT

## NEVA helps your employees' performance by:

Providing real-time guidance and next-best-action recommendations

- Delivering rich, contextual data, directly to the employee's desktop, drawn from multiple systems
- Offering on-screen compliance prompts
- Executing routine tasks, on behalf of the employee, quickly and accurately
- Enabling great customer service with a human touch



## A Virtual Attendant Always at the Ready

NEVA is interactive, smart and intuitive, and she's always on the clock. Her specialty is providing employees help just when they need it most. Whether giving real-time guidance during a complex, lengthy process or completing repetitive tasks, NEVA steps in at just the right moment to help employees optimize their activities.

NEVA can be activated by chat or voice or automatically triggered by the employee's screen actions. She works in partnership with your employees, so they can focus on enhancing customer service instead of on completing administrative tasks or trying to navigate multiple systems, processes and policies.

## Increase Efficiency



**NEVA helps you automate the routine, repetitive processes** that are key to helping your organization meet its business goals. Seemingly simple projects, such as determining a customer's eligibility for a credit card limit increase or adding a new employee to IT systems, can take a long time to implement manually. NEVA can communicate with and pull information from any 3rd party enterprise application in real-time, enabling her to streamline employees' workflow across numerous applications.

Not only does NEVA understand which data to pull, but she also has the intelligence to analyze the data and perform calculations. By taking over these tasks, she frees your employees to spend more time on the higher-value tasks that make them happier and more productive.

When onboarding new employees or when consolidating disparate customer service groups, NEVA will make sure they're quickly brought up to speed with new workflows, systems and tasks.

## Ensure Compliance

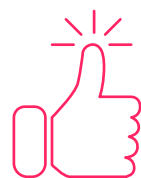


**NEVA makes compliance with your company's policies and procedures simple and error-free** by prompting employees to read disclaimers. She ensures that all compliance related-tasks are completed before the employee continues on to other tasks.

NEVA also helps your organization move more agilely. When your company changes processes or policies, NEVA is already on top of it, helping you quickly align staff to any changes.

NEVA can also enable your front-line agents to speak in a coherent voice by providing them with recommended scripts. This unifies how your employees interact with people and processes, so your customers always get the same high-standard service—no matter who's handling their case.

## Boost Sales



**NEVA is a digital salesperson** who works in the background to arm your employees with rich customer insights. She prompts employees with relevant sales promotions or offers based on that customer's unique history, including purchases and interactions, at just the right time.

NEVA also helps close the deal by providing sales scripts and completing the order once it's ready to be placed, freeing the employee to move on to the next activity.

# A SOLUTION DESIGNED FOR EASE OF USE BY THE ENTIRE ORGANIZATION.

NEVA works with organizations across industries to realize efficiency, simplicity and greater employee performance.

### CASE STUDY: FINANCE

#### WHO

A global provider of credit dispute support services

#### IMPLEMENTATION

Front- and back-office support for 1,500 claims processes

#### RESULTS

- 81% reduction in claims processing time
- Process errors eliminated
- Slowed hiring rate due to efficiency gains

### CASE STUDY: TELECOMMUNICATIONS

#### WHO

Large mobile network and internet service provider

#### IMPLEMENTATION

Automatically checks if the device is in stock, before creating the sales offer. Displays a callout with information on the available handsets for sale.

#### RESULTS

- Handling 9-10k cases daily
- 7-10 second handle time reduction
- Increased sales conversion

### CASE STUDY: RETAIL

#### WHO

Large international retail company—HR department

#### IMPLEMENTATION

Automated the routine, time-consuming process of creating employees contracts, and provide guidance to HR personnel throughout the process.

#### RESULTS

- Process time reduced from 6 min to 2 min
- SLAs are met 100% of the time
- The annual amount of contracts completed in under two weeks

## Why NEVA?

NEVA automates repetitive desktop tasks and gives your employees accurate information and guidance when and where it's needed, enabling you to increase efficiency, ensure compliance and boost sales.

### 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 how your employees' work.