TRANSFORM EMPLOYEE PERFORMANCE WITH PERSONALIZED AUTOMATION

THE CHALLENGE:

Your employees are expected to do it all, with deep knowledge about products, pricing, policies and promotions as well as internal procedures and applications. It's a lot of pressure and the time they spend on repetitive tasks adds up:



The average time employees spend searching and gathering information.



The average cost of that time per employee each year.

Front- and back-office employees spend most of their time on 3 activities:



Filling in forms



Searching for data across multiple systems



Copying and pasting information

Those mundane activities cause:







Productivity hits

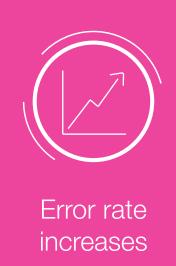
High error rates

Employee frustration

The organization, in turn, is affected by:



Longer training time





Customer and employee satisfaction decreases



THAT'S WHERE **NEVA COMES IN.**

NEVA—or NICE Employee Virtual Attendant—works in the background to guide employees through complex processes and automate repetitive tasks.

NEVA helps your employees by:

Automating mundane desktop activities

Providing realtime guidance and compliance scripts

Offering next-bestaction guidance Providing contextspecific quick links

> Auto-filling forms and documents

Offering on-screen prompts

Consolidating data from multiple systems into a single view

HOW DOES NEVA WORK?

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 automates repetitive tasks

NEVA HELPS YOUR ORGANIZATION:

Increase efficiency and productivity

Increase service-to-sales success

Ensure employee compliance adherence

IMPACT:



PROVEN RESULTS

Who: Large telecommunications provider

What: Credits to customers are automatically calculated, and employees are provided with up-selling and cross-selling guidance.

Results: Reduced 20% Reduced desktop complexity from errors and costs in credit reduction in AHT calculations screens screens Who: Large insurance company

What: Complex business processes are automated. Employees are offered smart links to knowledgebases and context-based cross-selling guidance.

Results:

5% reduction in AHT

11% increase in sales backoffice process errors

GET TO KNOW NEVA

Visit www.nice.com/NEVA or schedule a demo to learn more about how NEVA can help you transform the employee experience and deliver exceptional customer service.