




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 

NEVA DISCOVER A SCIENTIFIC APPROACH TO SCALING AUTOMATION

NICE

There's a revolution underway with AI-Based Process Discovery that allows enterprises to rapidly uncover opportunities to optimize their processes, drive revenue growth and empower employees to meet their key performance indicators (KPIs) while remaining compliant with company guidelines and industry regulations. With NEVA Discover, an artificial intelligence (AI) powered process discovery solution, you can drive massive growth, 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. Employees face obstacles like workflow bottlenecks, error-prone manual tasks, system latency, overreliance on the knowledge base, and more in meeting the demand for speed, efficiency, quality, and compliance.

NEVA Discover provides the clear visibility needed to effectively address those issues, transform the processes, and take performance to a new level. The solution gathers rich, comprehensive data on employee desktop activities, pinpointing execution gaps and providing unbiased information and actionable insights. In addition, NEVA Discover's Automation Finder module identifies key business processes that could benefit from automation. This powerful set of tools makes it possible to continuously improve business processes, whether by streamlining execution, improving quality of service or correcting training disparities.



**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

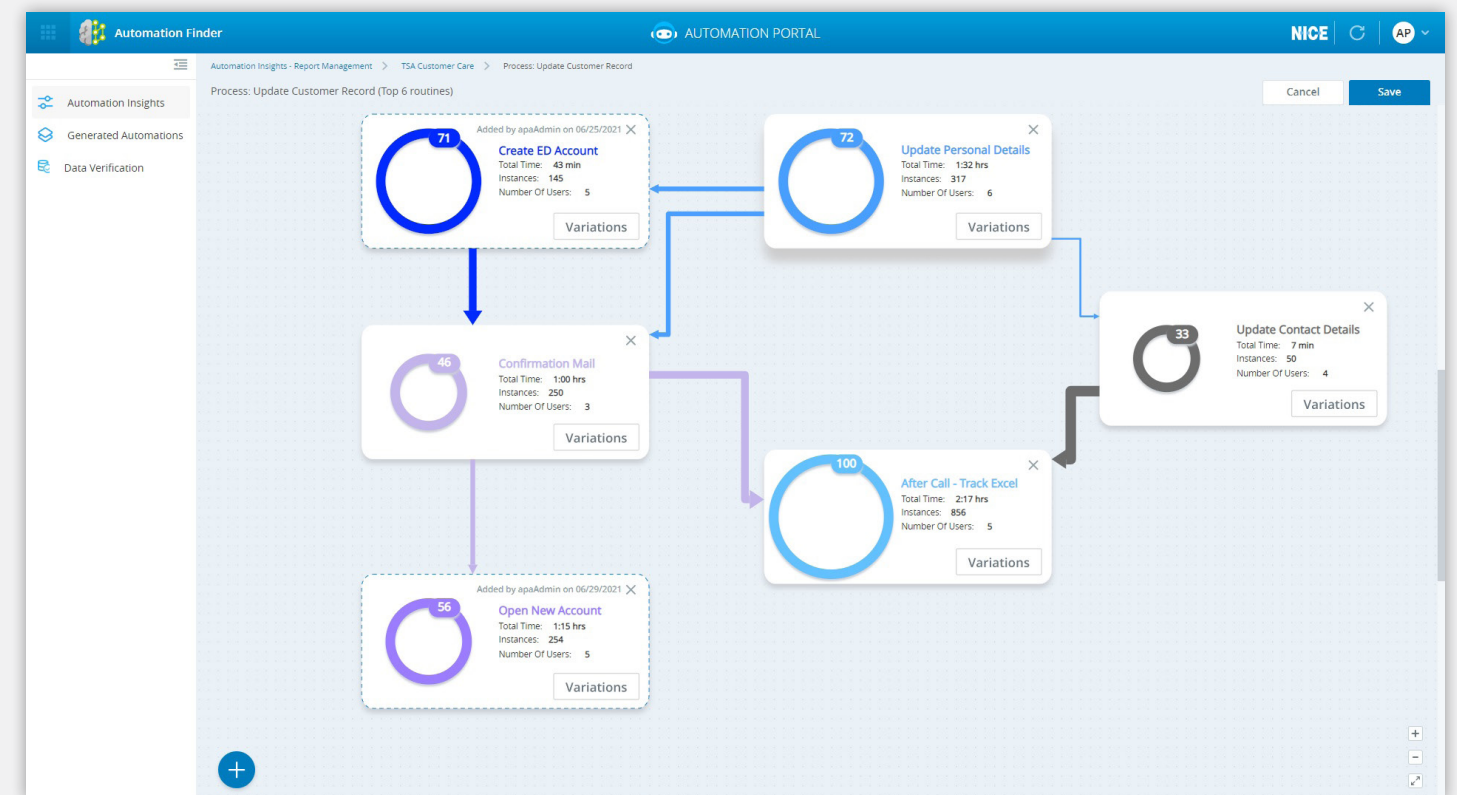


GAINING VISIBILITY INTO PROCESS PERFORMANCE

NEVA Discover supports continuous improvement with a scientific approach to uncovering and optimizing inefficient processes. The first step is understanding the thousands of small actions taken by employees each day as they interact with applications and systems to accomplish their tasks and complete business processes.

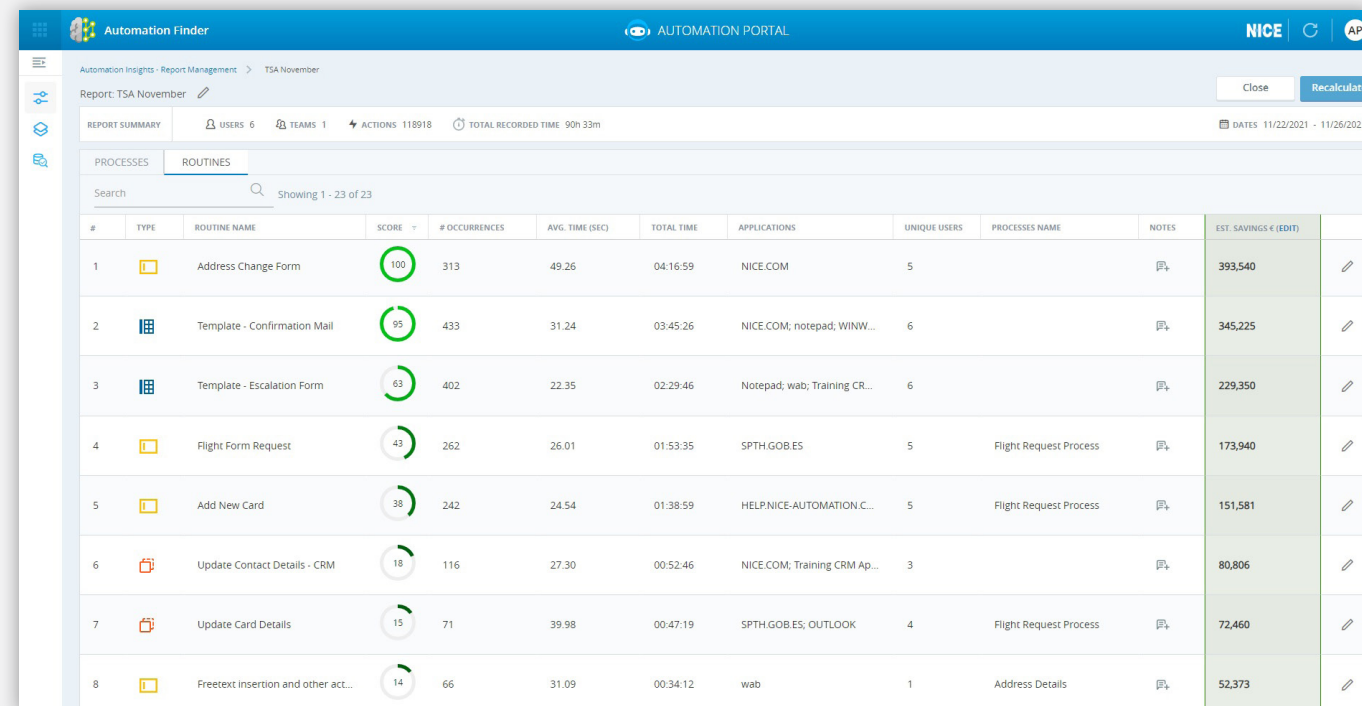
Running quietly in the background, NEVA Discover gathers millions of data points about each mouse click, every key stroke, and all the copying and pasting that an employee does. The unsupervised AI engine powering NEVA Discover then identifies repeated tasks, usage patterns, bottlenecks, and variants of the same process done in different ways by different people. The task mining tool uses patented unsupervised advanced machine learning algorithms to identify the best opportunities. It also includes patented semi supervised technology allowing the system to learn and improve, based on user's feedback, as well as employee best practices. These rich insights highlight performance gaps and inefficiencies, how business applications support productivity, and average handling times, enabling you to create optimizations based on unbiased, real-business data on people, processes, and systems.

NEVA Discover is designed to comply with privacy and security best practices and regulations, offering the ability to define the collection of certain data using Allowed-List / Blocked-List applications, or to mask personally identifiable information. Whether the data is collected on-premises or using our cloud service, it is secured to the highest global standards.



ACTIONABLE INSIGHTS ON INTELLIGENT DASHBOARDS

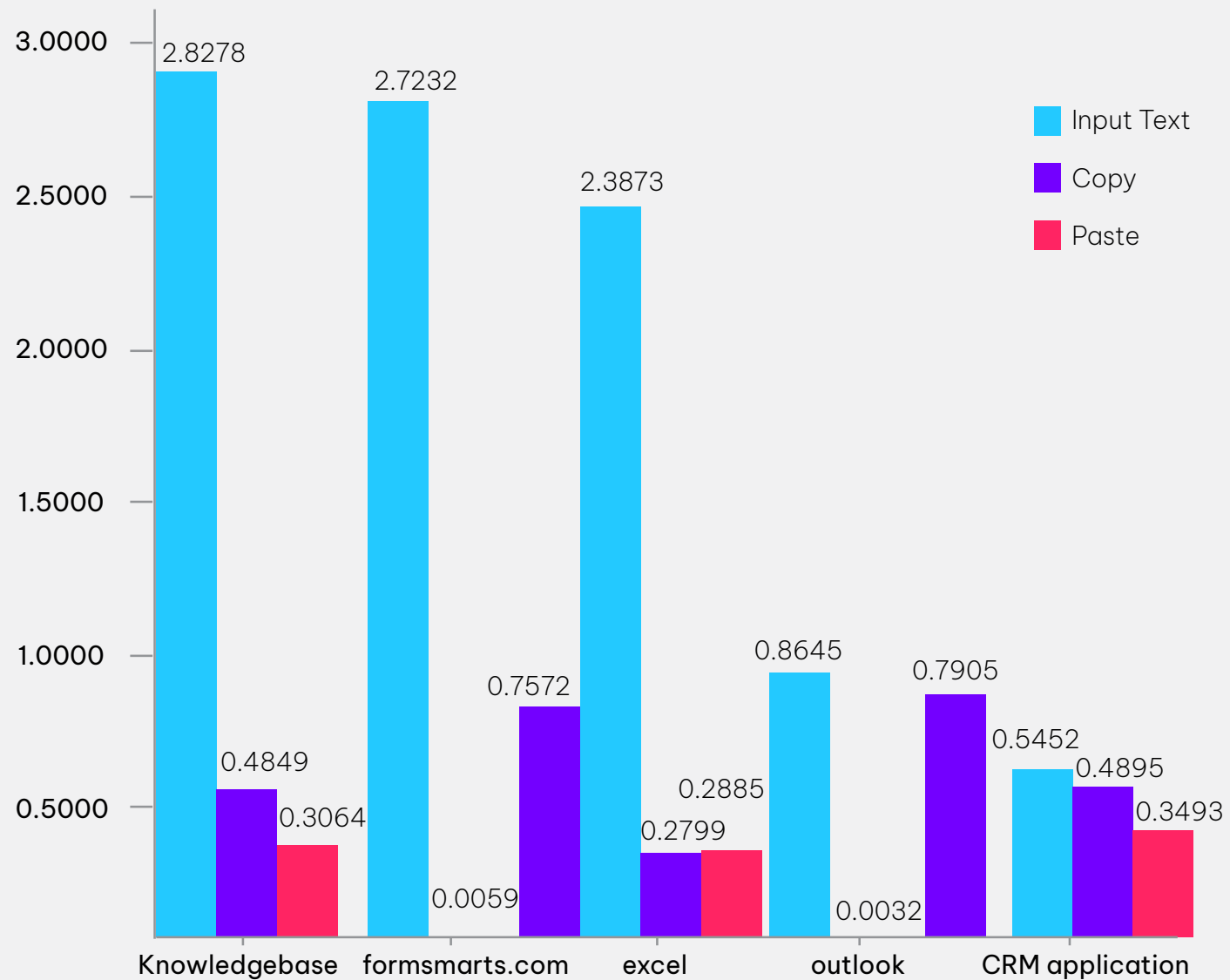
The objective, actionable insights of NEVA Discover are packaged into intelligent dashboards that empower business analysts. They can easily share their recommendations regarding what processes should be optimized, where process automation makes the most sense, which employees could be better supported with guidance that helps them achieve their KPI goals, and how to prioritize corrective action to maximize the bottom-line impact and ROI.



#	TYPE	ROUTINE NAME	SCORE	# OCCURRENCES	AVG. TIME (SEC)	TOTAL TIME	APPLICATIONS	UNIQUE USERS	PROCESSES NAME	NOTES	EST. SAVINGS € (EDIT)
1	📄	Address Change Form	100	313	49.26	04:16:59	NICE.COM	5			393,540
2	📄	Template - Confirmation Mail	95	433	31.24	03:45:26	NICE.COM; notepad; WINW...	6			345,225
3	📄	Template - Escalation Form	63	402	22.35	02:29:46	Notepad; wab; Training CR...	6			229,350
4	📄	Flight Form Request	43	262	26.01	01:53:35	SPTH.GOB.ES	5	Flight Request Process		173,940
5	📄	Add New Card	38	242	24.54	01:38:59	HELP.NICE-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	SPTH.GOB.ES; OUTLOOK	4	Flight Request Process		72,460
8	📄	Freetext insertion and other act...	14	66	31.09	00:34:12	wab	1	Address Details		52,373



DISCOVERING PROCESS AND EXECUTION GAPS



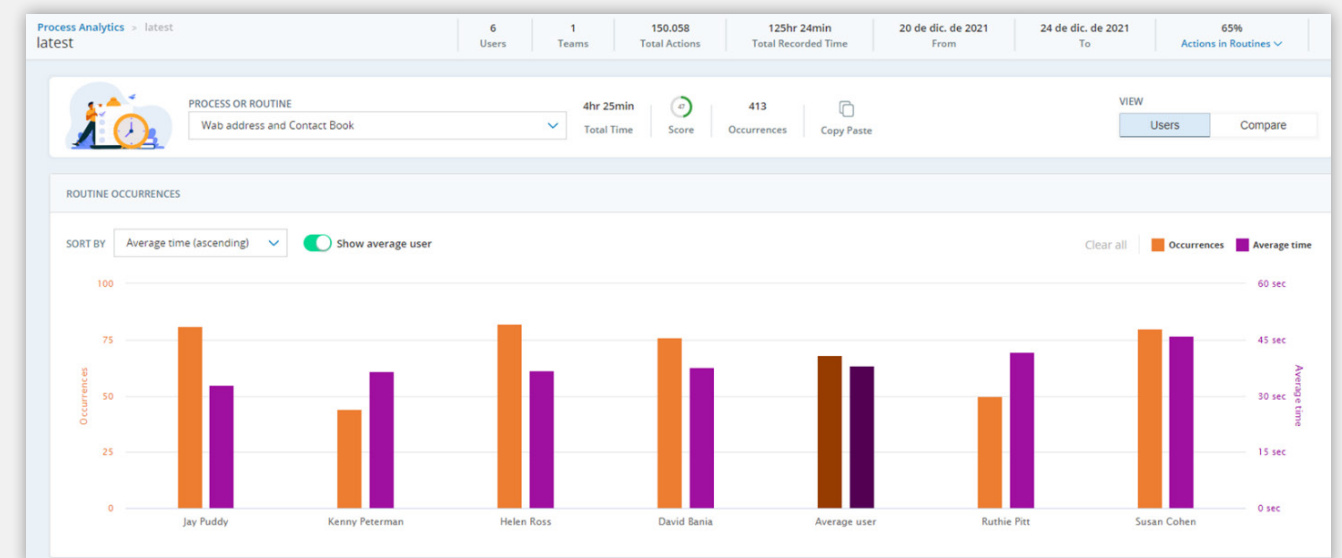
With NEVA Discover, you can analyze a range of parameters – such as frequency, process handle time, importance, proneness to error, complexity, variance, manual action – to help you understand where you can achieve the highest impact by streamlining processes, upskilling employees, or defining new workflows that are in line with best practices.

There are many routes to process optimization. For some organizations, it makes most sense to focus on the largest volume work types first. Others may decide to first address their most costly processes, such as those including a lot of manual data entry.

Where processes are complex and carried out by a small group of people, optimization may focus on guidance and training. However, repetitive, high-volume, and error-prone manual processes, carried out by a large number of employees, may benefit most from automation. Efficiency and consistency would be improved, while errors are drastically reduced.

NEVA Discover's Automation Finder helps you map and prioritize desktop processes for automation, based on relevant objective factors including hours invested and number of employees. Unsupervised machine learning translates screen events into meaningful sequences of employee actions that can be easily automated with the Click To Automate feature, with detailed documentation rapidly and seamlessly created with Click To Document.

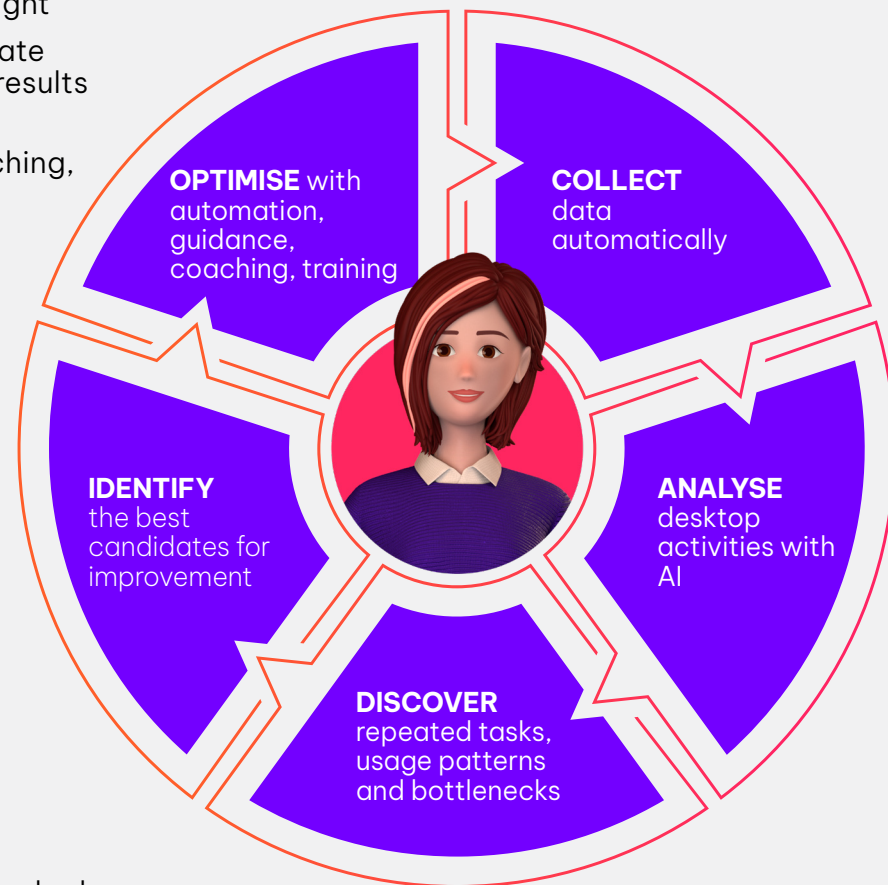
NEVA Discover's Process Analytics module displays a set of business metrics and comparisons between groups of users to give visibility as to how employees execute the same tasks differently, hence identify and help improve productivity gaps.



DRIVING CONTINUOUS IMPROVEMENT



- Leverages operational insight
- Click To Automate provides rapid results
- NEVA supports guidance, coaching, training, etc.



- Processes and employees are automatically ranked
- Process variants are identified
- Smart prioritization is applied to optimization options



- Patterns are automatically identified
- Processes and tasks are sequenced
- Employee activity is categorized



- NEVA automatically generates data
- Every desktop action (e.g., mouse click, field entry) is registered
- Every system and app on the desktop is monitored



- Data is continually collated
- AI and ML operate automatically
- A rich dataset is automatically created



INTELLIGENT ATTENDED AUTOMATION

With NEVA Discover, you can find exciting ways to put attended automation to work in closing process execution gaps. A dedicated desktop robot assistant, NEVA Assist, provides personalized, real-time, and contextually relevant support for employees across the organization.

- Taking over routine tasks such as copying and pasting information, data input and sourcing information.
- Performing real-time calculations and presenting summarized customer data.
- Guiding agents through live sales opportunities.
- Prompting compliance with corporate policies and industry regulations.
- On-the-job training with guidance for new or complex processes.





RAPID AND CONTINUOUS IMPROVEMENT

Investment in NEVA Discover is an investment in continuous process improvement.

You will start benefitting from process optimizations as soon as a month after deploying the NEVA platform. You'll make data-driven decisions as you add new products and services, ensuring your workforce remains efficient and effective. Optimization with NEVA Discover is a constructive feedback loop, with each process change tracked and measured for ongoing impact.

Fine-tune your operations, empower your workforce, and grow your business - with NEVA Discover.

