



**SELECTING THE
RIGHT PROCESS
CANDIDATES FOR
ROBOTIC AUTOMATION**

Purpose of This Document

This document provides a list of factors to consider when selecting processes to automate using NICE Robotic Automation.



Qualifying Questions:

1. Rule based vs. Judgment based (cognitive)

Rules based work is perfectly suited for Robotic Automation. On another hand, robots are not so good in handling unexpected situations or making judgment based decisions.

NICE Robotic Automation is capable of supporting processes that can be described in a form of rules that a robot can follow.

2. Structured vs. unstructured input

When dealing with hand written invoices, faxes or documents there is an unstructured data component that still needs to be handled by people.

In addition, if the input to the process is free flow text it may be a bit challenging for a robot to take that forward. Doing that is not impossible however; the price of implementation will be much higher.

3. Integration options: user interface vs API/Data

If the applications have APIs or other data feeds built into them the value of using NICE Robotic Automation is less significant compared to enterprises that have a landscape of quite a few of different types of applications (homegrown, legacy and new) and are using army of people to integrate across those systems.

Efficiency Drivers:



1. Continuous Volume & Handle Time

The value of automation increases with the increase in volume and handle time of processes. NICE robots can operate 24*7, hence pushing productivity potential to the maximum capacity.



2. Error Rate

Processes which involve a high error rate, are great candidates for automation, which will ensure flawless execution.



3. Standardized vs. exception based process

Robotic Automation is built to handle multiple use cases and rules-based exceptions. However, it is recommended to look for the simpler, standard processes for a quicker development time and time to ROI.



4. Frequency of re-keying and collating of data

Processes which are composed mainly of copy and paste of information from one system to another or data validation (comparing data from one application to another), would benefit greatly from automation, as well as increase employee satisfaction since these processes are very clerical, time consuming, prone to errors, and not very fulfilling to do.



5. Process adherence problems

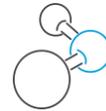
Employees do not always follow precisely the processes' flow and rules and as result expose the organization to security breaches and compliance fines.

The NICE robots will always perform the process as it was programmed to do, eliminating errors and the chance of being in non-adherence.



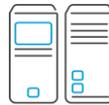
6. Customer experience KPIs

Robots perform tasks much quicker than the human employee, and can work 24*7, thus improving the organization's SLAs and improving the customer experience.



7. Stability of the process and underlying applications

Robots are best applied in a stable environment, in terms of processes and applications which don't incur frequent changes. Having said that, the NICE connectivity is based on object connectivity, and is stronger than some of our competitors, which use surface automation/screen scraping.



8. Thick client vs Citrix/RDP

In thick client environment NICE Robotic Automation is most efficient and fast. Citrix/RDP environments make automations somewhat more challenging since they require the use of screen scraping in order to connect to the underlying applications. Having said that, we do support Citrix connectivity as well.



9. Speed

The faster the underlying systems are the more efficient the automation is in delivering value.

CONTACTS

Global International HQ, Israel,

T +972 9 775 3777, F +972 9 743 4282

Americas, North America,

T +1 201 964 2600, F +1 201 964 2610

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

The full list of NICE marks are the trademarks or registered trademarks of Nice Systems Ltd. For the full list of NICE trademarks, visit <http://www.nice.com/nice-trademarks>. All other marks used are the property of their respective proprietors.

ABOUT NICE SYSTEMS INC.

NICE Systems (NASDAQ: NICE) is the worldwide leading provider of software solutions that enable organizations to take the next best action in order to improve customer experience and business results, ensure compliance, fight financial crime, and safeguard people and assets. NICE's solutions empower organizations to capture, analyze, and apply, in real time, insights from both structured and unstructured Big Data. This data comes from multiple sources, including phone calls, mobile apps, emails, chat, social media, video, and transactions. NICE solutions are used by over 25,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies. www.nice.com.

WP-#### • 00/2016 • Contents of this document are Copyright © 2016