NICE®

NICE Advanced Automation Solutions

Automation Finder

Intelligent identification of process automation opportunities to maximize ROI and operational efficiencies

Make Every Process Automation a Successful One

Selecting the right process candidates for Robotic Process Automation (RPA) is a critical step towards attaining project success and related ROI.

Most enterprises today acknowledge the need to invest in Robotic Process Automation (RPA) and Artificial Intelligence (AI) to remain relevant and competitive. But on a practical level, with so many varying processes across a multitude of different organizational divisions, how do you decide which business processes should be automated?

The successful identification of the right operational processes to automate is a significant challenge facing businesses today. For one it is very time consuming, and secondly it has (until now) relied on subjective human judgement. These factors increase the risk of RPA deployment and performance challenges.

About NICE Automation Finder

The NICE Automation Finder is an AI infused innovation designed to accurately pin point specific business processes that are ripe for automation. It is a scientifically driven approach rooted in accurate data analytics.

Automation Finder works with real and relevant desktop data that matters. This data resides within each employee's desktop, capturing and tracking their day to day tasks and desktop activities.

It identifies processes with the biggest ROI potential based on several parameters, such as: frequency, process handle time and manual action types.
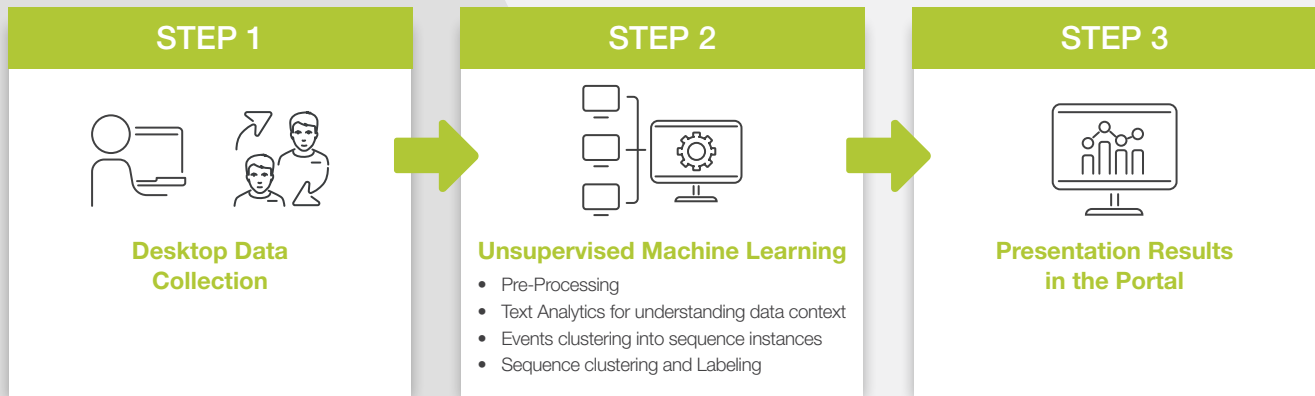
It leverages intelligent cognitive technologies such as: Desktop Analytics, Unsupervised Machine Learning and Deep Learning.

How Does It Work?

- Powered by intelligent cognitive technologies such as Desktop Analytics, machine learning and deep learning, Automation Finder analyses employee desktop data to accurately pinpoint a series of process paths. This type of data is the most relevant to utilize with the aim of sourcing ideal operational process candidates for automation. The data collected includes employee actions such as: key strokes, mouse selections, applications used, pages visited, field entries, handle time, number of users which performed each of the sequences which were recognized, and more.

- Not only does NICE Desktop Analytics have the intelligence to classify employee data into meaningful actions, but it also tracks the handle time for these actions, with an understanding to isolate and hone in on only in-process related actions.

- Automation Finder then uses unsupervised Machine Learning to translate the screen events into meaningful sequences which can then be clustered and labeled for easy identification of employees' actions that have the potential to be automated.

STEP 1	STEP 2	STEP 3
Desktop Data Collection	**Unsupervised Machine Learning** • Pre-Processing • Text Analytics for understanding data context • Events clustering into sequence instances • Sequence clustering and Labeling	**Presentation Results in the Portal**

Benefits

Automation Finder undergoes a complete discovery of all repetitive sequences or tasks executed by employees across the workplace.

Recommendations are based on accurate analyses, which work with the most relevant parameters for achieving high ROI and top results.

Automation Finder is a long-term solution, as it continually maps and prioritizes processes that are fit for automation. Working with the dynamic and changing nature of any enterprise's operational make-up, Automation Finder is designed to ensure that the best process opportunities for automation are continually sourced and presented. This provides organizations with a steady stream of RPA friendly process candidates, in an ongoing effort to continuously reach new levels of operational efficiencies.

Automation Finder is available today. Contact your NICE sales executive for more information and to arrange a POC.

About NICE

NICE (Nasdaq:NICE) is the worldwide leading provider of both cloud and on-premises 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.

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