NICE E-LEARNING COURSE

Automation Solutions for Consultants

A free and comprehensive e-learning course unpacking the full NICE RPA solution with new innovative features

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.

www.nice.com

Why NICE RPA?

In attempt to reduce operating costs and increase the business value of operational processes – RPA is fast becoming the technology of choice for organizations on a global scale. The tangible ROI of RPA is compelling, and the business value that it generates is rapidly making its mark across many different industries and domains. As such, more and more process automation opportunities continue to surface.

As the most experienced robotic automation innovator in the marketplace, with over 500,000 robots in production and 400 deployments across a diverse range industries, NICE is continually discovering new ways of leveraging Robotic Process Automation and Artificial Intelligence for sustainable business value and success.

Our free e-learning course for consultants will deep dive into all the key automation topics, with an explanation of how NICE's single automation platform provides a full spectrum of automation solutions to the market. Many different types of process automations such as: robotic, desktop and cognitive automation as well as desktop analytics, can be seamlessly deployed from this single platform. This capability to deploy multiple automation types from a single platform supports more complex process scenarios enabling organizations to scale their process automations without undergoing any additional IT development.

Course Synopsis & Sessions

NICE Automation for the People: Value Proposition

In this session we will focus on the NICE Process Automation vision "Enabling process execution with Robotic Flawlessness and Human Empathy" and how we apply this unique thinking across our holistic Robotic Automation offering. We will deep dive into NICE's key differentiators and also give an overview of each solution and the key value drivers that they bring to the market. Finally, we will illustrate our unique capability to combine Robotic Automation (process automation without human intervention) and Desktop Automation (process automation with human involvement) in order to support more complex process requirements.

NICE Desktop Automation: A Personal Assistant Robot for the Empowered Employee

NICE is a global leader and true native in desktop automation technology and object based connectivity, and in this session we will take a closer look at what should constitute a full and comprehensive desktop automation solution. NICE's attended automation approach supersedes the automation of desktop tasks by providing an additional end to end business process optimization solution. This is achieved by delivering real-time process guidance to employees, closely aligning them to automation robots. As such, this unique approach is a robust enabler of sustainable digital transformation, a pressing issue on the agenda of most enterprises today.

NICE Automation Solutions: Architecture (Two Parts)

This two part lesson will uncover the technical architecture of the automation solution – the logical tiers, the components of the system, the main data flow, advanced deployment models, security measures, and more.

Integration Options (Connectivity)

Connecting to the target applications is the "secret sauce" that makes any automation solution powerful. In this lesson you will learn about the full spectrum of connectivity technologies used in NICE automation solutions, in addition to the strengths and unique use cases for each connectivity method.

Automation Designer Overview

The NICE Automation design tool forms a part of our comprehensive automation platform, enabling the creation of process automations with all the key capabilities automatically built in such as connectivity, workflows and logic.
In this session we will take a look at the functionality of this design tool and the step by step process of designing and building process automations.

Cognitive Automation

In this session we will take a look at the NICE open cognitive platform in addition to some of the smartest AI technologies that take process automation to greater levels of cognitive intelligence. Some of the AI technologies which we will look at include Optical Character Recognition (OCR), Machine Learning and Interactive chatbots, all of which support the automation of more complex business processes.

Register for Free

Be sure to check that you are fully registered on NICE University and then enroll for this course for free by clicking here

Not registered? Here's what you need to do:

- If you already have an active account on the ExtraNICE portal, skip to the next step. If not, register on ExtraNICE as a Business Partner
- You now need to register on NICE University as a Business Partner (after registration you will receive email notification)
- 4 hours after approval you will be able to login to NICE University by following this link