

Verint Robotic Process Automation

Many organizations have operational areas that need to execute thousands of time-consuming business processes each day that, while moderately complex, are fundamentally rules-based and don't require human decision making and judgment. Organizations are under pressure to increase processing efficiency and productivity, reduce errors, cut operational expenses, and maintain security and regulatory compliance.

Verint® Robotic Process Automation™ can manage these tasks for you. This solution comprises software robots that can completely replace the need for manual processing of specific tasks or entire multistep processes within a functional area, automating them and operating around the clock.

Improve Operational Efficiency

In many instances, organizations rely on manual execution of processes which could be automated to shorten turnaround time, reduce human errors and help reassign expensive resources to tasks requiring more skill. Traditional approaches to automation involve tightly coupled integrations developed by expensive programmers based on inflexible designs, making it difficult or expensive to automate a large number of processes.

With Verint Robotic Process Automation, software robots can use the application's existing graphic user interface to configure the automation, and can perform data re-entry between applications and other types of work that can be extremely repetitive, tedious, or error-prone when performed manually. By executing complete processes – or tasks within larger processes – the robots free up valuable, more expensive human resources to concentrate on other tasks and handle more value-added work.



With Verint Robotic Process Automation, organizations can automate repetitive and time-consuming processes, allowing employees to focus on more complex and customer-related activities.



Key Benefits

- Executes high volumes of contact center and back-office processes, such as address changes and claims processing, around the clock, leading to more activities being completed in less time.
- Helps eliminate human error by offloading tedious, error-prone processes that require data to be rekeyed into multiple systems manually.
- Reduces valuable time spent by employees on non-value-added processes and helps decrease in-house and outsourced workforce expenses.
- Enables organizations to respond quickly to periods of peak or unexpected demand by bringing additional robots online
- Increases security by using robots to process sensitive tasks or handle confidential information rather than employees.

Put Employee Effort to its Best Use

Apply Automation for Efficiency

The patented technology within Verint Robotic Process Automation incorporates image recognition and optical character recognition (OCR) algorithms to “see the screen” and interact with an application just as a human employee would. No integration is required, and the robots can work within with any business application as well as execute cross-application processes.

The solution can automate tasks across multiple applications by simulating the activities of a user via the applications’ front ends. Through a powerful yet intuitive authoring studio, subject matter experts can combine the process steps that a user would execute with rules and business logic based on the parameters of individual tasks. As a result, your organization can apply automation to a wide range of processes, greatly reducing the cost and complexity of creating custom programming.

The solution is also scalable. Depending on process complexity and application performance, each robot can eliminate tasks from the workload of multiple employees, enabling your organization to redeploy staff where they can provide the most benefit. Verint Robotic Process Automation can not only be set up quickly, but also helps you quickly respond to increases in volume by adding more robots.

Additional Benefits

Verint Robotic Process Automation can help address a broad range of business needs, including:

- **Increased Quality** – Helps reduce errors by automating data entry.
- **Increased Productivity** – Frees employees for more demanding tasks by enabling robots to be scheduled to execute a high volume of repetitive back-office processes around the clock.
- **Reduced Operational Costs** – Helps decrease in-house and outsourced workforce expenses.
- **Reduced Training Costs and Effort** – Enables processes or changes to be “learned” immediately by hundreds or thousands of robots.
- **Improved Compliance** – Facilitates greater adherence to regulatory or other requirements by automating processes according to organizational policies or regulatory mandates. Uses robots to verify required steps are completed correctly.
- **Enhanced Security** – Enables sensitive tasks and information to be processed by robots, rather than employees.
- **Faster Implementation Time** – Enables benefits to be realized quickly.

Benefit from World Class Consultants


Verint offers a range of Professional Services to help you get the most from your investment, including Business Advisory Services, Implementation and Enablement Services, and Application Managed Services. Regardless of the services you select, you can be confident that our experienced teams offer practical knowledge and are committed to your success.

Verint. Powering Actionable Intelligence®

Verint® is a global leader in Actionable Intelligence® solutions with a focus on customer engagement optimization, security intelligence, and fraud, risk and compliance. Today, more than 10,000 organizations in 180 countries – including over 80 percent of the Fortune 100 – count on Verint solutions to make more informed, effective, and timely decisions.


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