

Verint Robotic Process Automation

Every day, many organizations execute thousands of time-consuming tasks and business processes that follow rules-based logic and don't require employee judgement or decisions. Automating these tasks, such as cutting and pasting data and populating forms, can save time and money, reduce errors, and increase employee and customer satisfaction.

Verint® Robotic Process Automation™ provides software robots that can completely replace the need to manually process specific tasks or entire multistep processes. The robots can execute tasks consistently 24/7, 365 days a year, without the need for lunches or breaks.

Unlike traditional approaches to automation that involve tightly coupled integrations developed by programmers, Verint Robotic Process Automation is designed with business users in mind. It can enable you to automate a wide range of tasks and processes faster, with minimal IT resources, coding, or third-party services.

With Verint Robotic Process Automation, you can:

- **Increase productivity** – Perform rules-based tasks faster, around the clock, and free employees to handle more demanding tasks that require judgment calls, problem solving, and/or creative thinking.
- **Boost quality** – Reduce errors by automating tedious tasks, such as data entry.
- **Reduce operational costs** – Decrease in-house and outsourced workforce expenses.
- **Improve compliance** – Facilitate greater adherence to regulatory or other requirements by automating processes to align with them.
- **Enhance security** – Enable sensitive tasks and information to be processed by robots, rather than employees.

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Now you can:

- Process more work in less time by executing high volumes of rules-based processes around the clock.
- Reduce or eliminate human error by offloading processes that require manually rekeying data into multiple systems.
- Decrease time spent by employees on non-value-added processes and reduce workforce expenses.
- Enhance security and compliance by using robots to process sensitive tasks, handle confidential information, and consistently complete processes according to regulations.

Verint Robotic Process Automation

Improve Processing Efficiency and Accuracy

The patented technology within Verint Robotic Process Automation incorporates image and optical character recognition capabilities to “see” the screen and interact with an application, just as a human employee would. The solution sits on a virtual desktop, runs unattended (independent of human interaction), and can work within business applications, as well as execute cross-application processes.

Through a powerful, yet intuitive authoring studio, you can record tasks and processes as employees perform them. Then, you can combine the recorded process steps with rules and business logic to create the actual automations. The solution also supports advanced commands, from Microsoft Excel® processing to advanced scripting. It can enable you to automate a wide range of tasks and processes, greatly reducing costs and the need for custom programming.

The solution is also scalable. The robots can be multiskilled (trained to perform different tasks and processes), giving you the flexibility to respond to sudden peaks in volume by assigning more robots to a task. Depending on process complexity and application performance, each robot can eliminate tasks from the workload of multiple employees, enabling your organization to redeploy staff from low-value activities to ones where they can provide the most benefit.

Gain Extended Value from Complementary Solutions

Verint Robotic Process Automation is part of Verint’s suite of solutions for transforming the workplace by automating business processes and tasks. With Verint, you can automatically identify, prioritize, and map processes for automation, then choose the method that works best for your business.

From attended solutions that assist employees with portions of processes to unattended solutions that handle entire processes independently, we can help you work more efficiently and effectively while delivering outstanding customer experiences. Our solutions are all part of a patent-protected portfolio of offerings for simplifying, modernizing, and automating customer engagement to drive strategic impact across the enterprise.

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.

The Customer Engagement Company™

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