

Verint Robotic Process Automation Discovery

Launching an automation or digital transformation initiative requires a significant investment in pre-work to manually collect information and then create and review process maps and workflows. What if you could automate this pre-work and produce process workflows much faster, with far less labor and no disruption?

Verint® Robotic Process Automation Discovery™ is an automated, artificial intelligence-driven solution that can find, map, and document existing business tasks and processes — without disrupting your employees in their daily operations. By recording and examining the digital footprint left by users, it can automatically create detailed representations of business processes, including volume, number of steps, frequency, average duration, and process variations. It can also analyze this data and recommend tasks and processes for robotic process automation.

With Verint Robotic Process Automation Discovery, you can jumpstart digital transformation initiatives by quickly analyzing your current business processes to develop a baseline for improvements. This baseline can be created in a fraction of the time required by traditional, manual methods and eliminates the subjectivity of human analysts. It's a practical approach that can also help you start — or scale up — robotic process automation projects.

Verint Robotic Process Automation Discovery can help you:

- **Lower automation costs** by automating time-consuming data collection and process mapping pre-work.
- **Scale automations** across the enterprise.
- **Prioritize and recommend the highest ROI processes** for robotic process automation.
- **Speed time to automation** by creating automation workflows that can be imported directly into Verint Robotic Process Automation™.

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Now you can:

- Dramatically reduce the time and resources needed to complete the pre-work associated with digital transformation and automation initiatives.
- Find, map, and document existing business tasks and processes — without disrupting your employees in their daily operations.
- Capture employee activity directly from the desktop, automatically create process maps, and receive prioritized process automation recommendations.
- Speed time to automation with exportable process maps for use with Verint Robotic Process Automation.

Verint Robotic Process Automation Discovery

Speed Time to Automation

Verint Robotic Process Automation Discovery deploys software robots that run silently on employee computers, collecting data on how individuals use business applications to perform their daily tasks. Its patented, AI-powered computer vision can work seamlessly on applications, capturing and streaming the data to the server for analysis, without the need for logs, databases, or API access.

Intuitive process maps display all data collected, including actions taken by employees, applications used, workflows, and process variants. The solution can analyze this data, suggesting the best candidate processes for automation and calculating the time and money that could be saved by each.

In addition, the solution can generate automation workflows that can be exported directly into the Verint Robotic Process Automation authoring studio to help make development and deployment of robotic process automation easier, faster, and more efficient.

Verint Robotic Process Automation Discovery can be enhanced with Verint Desktop and Process Analytics™, which captures activity and application usage directly from employee desktops. This data can be used to focus Verint Robotic Process Automation Discovery not only on process-related applications, but also on the additional applications employees may be using to complete specific processes. This helps ensure that all process-related tasks are captured while eliminating unnecessary recording of tasks and activities not directly related to the processes being scoped.

Gain Extended Value from Complementary Solutions

Verint Robotic Process Automation Discovery 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 automation 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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