

Maximize contact center performance with attended automation



Call centers are front and center as customer touchpoints, uniquely positioned to grow revenue. Nintex RPA attended automation empowers representatives to provide fast and reliable service.



ATTENDED AUTOMATION

A desktop personal assistant for guided learning and tasks requiring human intervention. From the desktop, employees can call on robots to help perform tasks and complete processes.

GUIDE ME MODE smoothly navigates employees step-by-step through training modules and applications in real time.

DO IT MODE performs actions for representatives directly in an application allowing them to focus on customers.

INTELLIGENT SENSOR TECHNOLOGY unobtrusively watches an employee's desktop to enforce business rules, compliance, and ensure data entry accuracy.



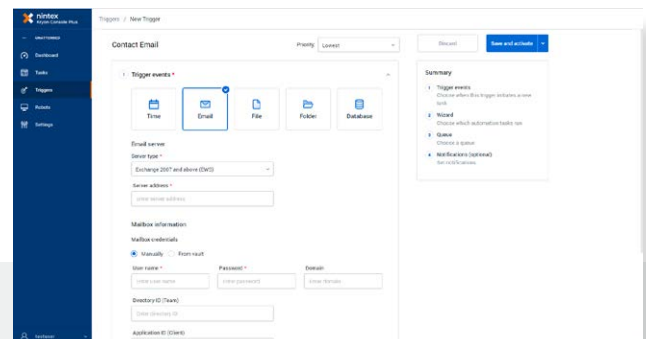
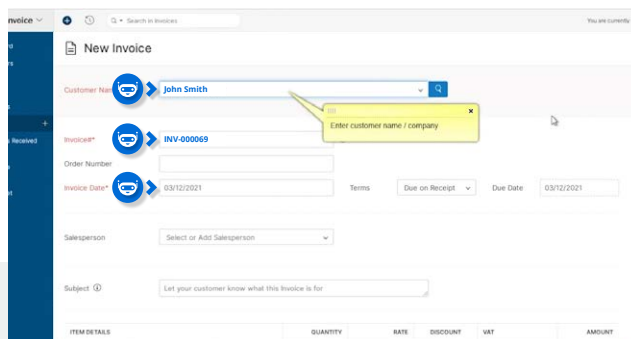
UNATTENDED AUTOMATION

A virtual workforce, no humans needed. Increase productivity with software robots working 24/7, completing more tasks in less time.

IMPROVE ACCURACY and efficiency by offloading mundane, repetitive, time-consuming tasks.

MAXIMIZE PRODUCTIVITY by freeing employees to focus on high-value, innovative, mission critical work.

AUTOMATICALLY START THE ROBOTS 24/7 by setting triggers, no human required.



Why Choose Nintex RPA

Nintex RPA enables businesses to create 24/7 virtual workforces that drive speed, agility, and efficiency. With five patents for machine learning and computer vision (OCR), our robots see the screen and interact with applications just as a person would. Our robots can work with any software environment, computer application, and across applications - no integration needed.

We pioneered RPA attended automation and lead the industry with the most complete solution. The user friendly, drag-and-drop interface is designed for business users, no coding skills required. Nintex RPA includes advanced privacy and security features and is GDPR compliant. Plus, we offer support resources every step of the way as you move forward in your digital journey.

KEY BENEFITS

Deliver high quality customer experience with Nintex's industry-leading RPA for contact centers

TRAIN REPRESENTATIVES QUICKLY

Instead of passively watching training videos, you can assign Nintex RPA robots to guide employees step-by-step through live applications to teach them the procedures they need to know, while keeping them engaged in learning.

IMPROVE CUSTOMER SATISFACTION

Decrease average handling time. Our robots provide fast access to customer information resulting in first-call resolution and customer satisfaction. Post-call, the robots can record details and complete customer files.

SHORTEN TIME TO RESOLUTION

Nintex RPA is compatible with all types of computer platforms – Citrix, desktop, web-based and legacy system – no integration needed. Nintex robots can seamlessly move between programs to help representatives resolve customer issues quickly and efficiently.

ELEVATE EMPLOYEE MORALE AND RETENTION

Automating mundane, time-consuming tasks frees representatives to solve more rewarding, complex requests, resulting in improved morale and retention.

MAXIMIZE SALES REVENUE

While reps talk with customers, Nintex robots can pop-up onscreen tips, instructions, or scripts, pull customer data, and then record the sale for timely completion.

DECREASE OPERATING EXPENSES

Automating time-consuming, back-office tasks eliminates having to hire additional FTEs and seasonal or short-term workers to handle call volume increases. Quick scalability helps control costs.

INTEGRATION WITH PROCESS DISCOVERY™

Nintex RPA automates processes. But which processes to automate and why? Nintex Process Discovery is the market-leading tool that helps you leverage RPA five times faster through quickly identifying, mapping, and recommending the best tasks for automation.

Nintex offers a powerful, easy-to-use, and complete platform that helps companies discover, automate, and optimize business processes to drive growth. The Nintex Process Platform offers intelligent forms, advanced workflow, digital document generation, eSignatures, robotic process automation (RPA), process discovery technology, and a powerful process management solution. With more than 15 years of experience, we are a company of process experts, supporting more than 10,000 customers across the globe every day.

Learn more by visiting nintex.com

