

# blueprism<sup>®</sup>

Robotic Process Automation Software

## **NICE Collaboration**

**NICE Chatbot for Blue Prism**

**VERSION : 1.0**

## INTRODUCTION

Nowadays, robot has been widely used in work extensively. It would be even better if automations are more user-friendly, easier to control, easier to get reports or alerts. Instead of using a workstation to command a robot, you can do it from anywhere, at any time, on any device.

## NICE Collaboration from ZyGen Group

NICE Collaboration is a cooperation between ZyGen RPA Team and Humanize, the owner of NICE Chatbot product. The chatbot supports NLP for executing command to meet the needs of customers

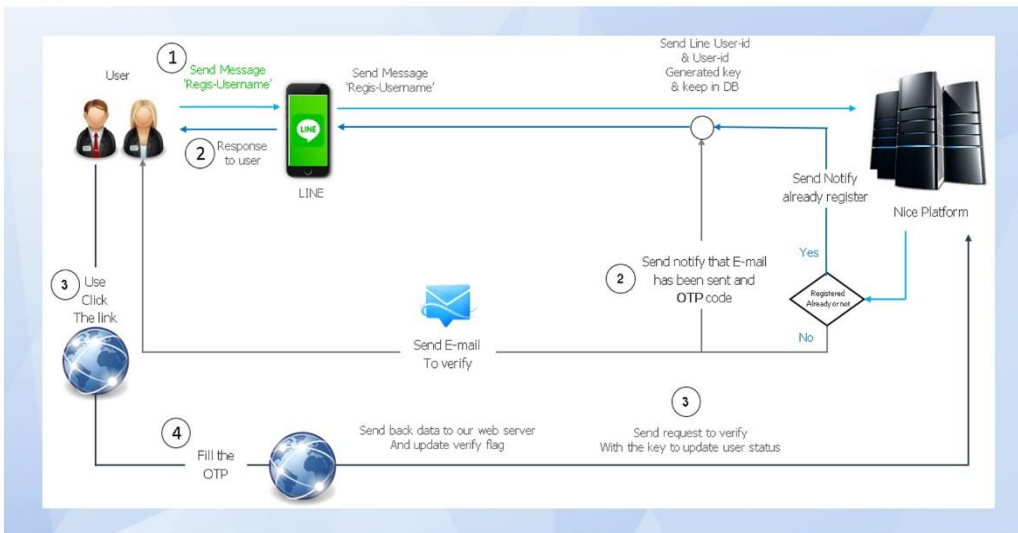


## NICE Collaboration Feature

For better intelligence RPA capabilities, NICE chatbot with NLP (Natural Language Processing) capability will deliver more user-friendly experience. By importing VBO to Blue Prism and register a channel on NICE Collaboration website, you can receive alerts and do much more with the robot instantly, anywhere, and anytime. The current version platform supports LINE Application which support not only text and image but also complex format such as carousel etc. NICE Collaboration also supports JSON for anyone who want to do coding for more complex broadcasting message types.

## Authentication Diagram

NICE Collaboration ensures the secured connection with Blue Prism including robot capacity to broadcast message to user to ensure that message is sent to verified and authorized receivers only. NICE Chatbot also has first-time registration procedure for each user to identify and verify him/herself. (Refer to below diagram)



## NICE Collaboration Solution

NICE Collaboration will connect to Blue Prism's RPA via 2 APIs. The first step is to request a token by username and password that maintained in Blue Prism credential system. The second step is another API to broadcast message to destination channel and NICE Collaboration will transform the message into the chat application's specific format in order to broadcast message to end users on his/her chat application on his/her own mobile device.

