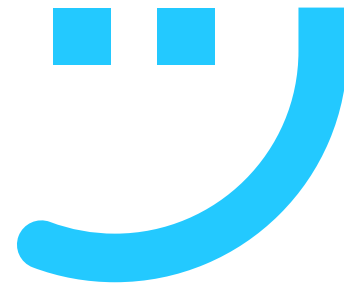


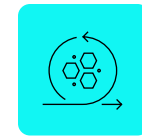
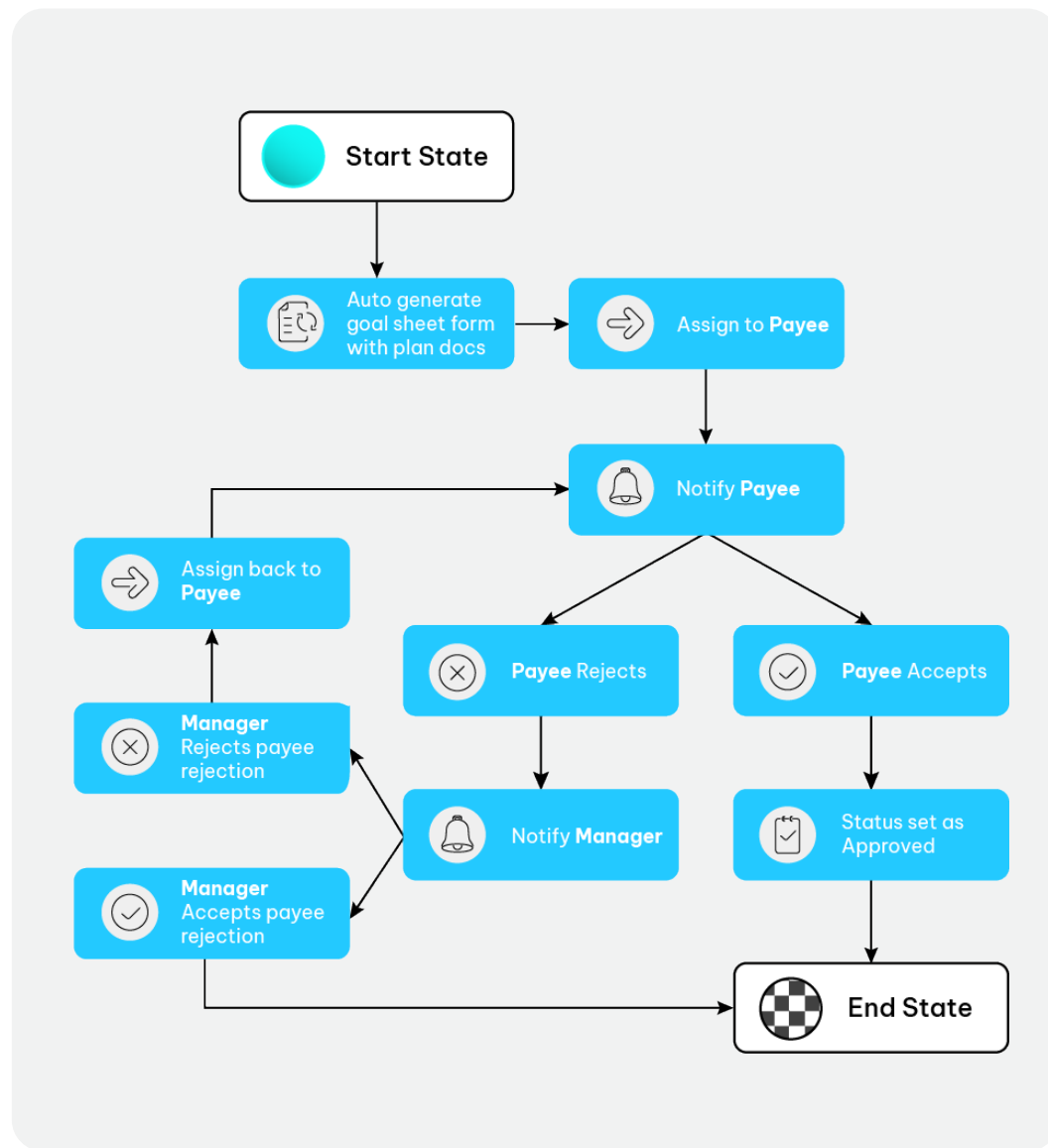


# Workflows and Process Automation

## NICE ICM



Automate sales operations processes, approvals, disputes and inquiries



### OUT-OF-THE-BOX WORKFLOWS FOR COMMON SALES PROCESSES

NICE ICM includes built-in, customizable workflows for automating common sales operation processes like compensation plan acceptance, quota and objectives management, dispute resolution, payroll processing, and contract updating. For example, NICE ICM automatically generates a form with goals and plans customized for each payee. After the payee approves or rejects the plan, it is returned to the manager for follow-up.



### AUTOMATE YOUR OWN PROCESSES

Business users can automate any company-specific sales process by designing end-user forms to collect data and associating them with corresponding workflows. The visual graphic interface of Workflow Designer enables intuitive definitions of how data flows through the system – which forms appear, and how data is captured, validated and routed. A Form Builder enables drag-and-drop design of end-user forms with elements from a UI library, associating fields and system data, data validation, and form previews.



### REPORTING AND AUDITING

A full audit trail is available for all activity related to forms, including who made changes or requests, approvals, field value changes, etc.

## About NICE SPM

NICE Sales Performance Management (SPM) helps large organizations manage sales compensation to improve sales performance.

NICE SPM handles complex incentive compensation management (ICM) needs, automates sales operation processes, manages territories and quotas, and delivers sales performance analytics.

For more information, see: <http://www.nice.com/spm>

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