Robotic Process Automation Overview
Robotic process automation (RPA) is a automation technology that allows business users in a company to configure “software robot” to capture and interpret existing applications by observing the actions that a user perform on a graphical user Interface.

RPA software’s then trigger the same set of actions by directly automating the keystrokes on the user interface.
Which process can be automated by RPA?
When would Business choose RPA?
RPA automation highlights

- Non-invasive
- Auditable
- Application specific
- Rapid deployment
- Inexpensive
- Faster ROI
Here we will show a demo, where a User picks employee details from a Excel and pastes on a Test Order Entry Form.

First we will do the steps manually.

Then we will run it as a RPA Bot for 5 Employees.

The idea is to show RPA concept of Screen Automation.
### Potential Use-Cases for RPA Automation

<table>
<thead>
<tr>
<th>Automation scope</th>
<th>Very High</th>
<th>High</th>
<th>Medium</th>
<th>Low</th>
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</thead>
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#### Customer service
- Billing support
- Technical support
- Order management
- Sales support
- Retention
- Financial planning & analysis

#### Finance & Accounting
- Order to Cash
- Master Data Management
- Procure to Pay (P2P)
- Record to Report (R2R)
- Root cause analysis

#### Sales & Fulfilment
- Pre-sales
- After sales/Assurance
- Fulfilment
- Inside sales
- Source to settle
- Supply chain
- Sales

#### Service desk
- Password reset
- Access control
- Application support
- Software requests

#### Human Resource Management
- Recruitment
- Onboarding
- Payroll
- Benefits administration
- HR helpdesk
- Learning & Development

#### Miscellaneous
- Scheduling
- Project planning
- Administration
Credit Memo process is to generate a credit payable off of a store credit receiving in the Billing system to accurately capture the credits owed to customer by Suppliers.

Before RPA:
1. Identify Valid Credit memo records from Input file manually
2. Login to Billing system and Validate Invoice in Inventory system
3. • Drop off records with Cost difference tolerance to process differently
   • Check the record status in receiving log by receipt number
   • Edit the receiving for few departments
4. Finalized the cleared receiving

Average 4 mins per Credit processing

After RPA:
1. Configurable Business rules to identify credit Memo’s
2. Robotic Process automation
3. Billing Application
   • Process Credits
   • Finalized the cleared receiving

Average 1 min per Credit processing

AssistEdge Reports and Analytics Dashboard
RPA Case Study – 2: “Email Management”
RPA Tools in Market.....
AssistEdge Automation Suite from Infosys

- Robotic Process Automation
- Integrated Device Monitoring
- Assisted Automation
- Real Time Expertise Manager
AssistEdge RPA Model .....
AssistEdge Automation Studio
**AssistEdge Automation Studio**

**Record**

User can record his/her actions by simply pressing the record button once the Process recorder is invoked from the Automation Studio Tools.

Once recorded, user can validate the recording.

**Map**

User will then map the variables which can be used in the Automation Studio for other logical steps.

**Understand and Run!**

After mapping is complete, user can use the recorded process and append multiple steps, decisions and other recorded process to complete the process automation.
AssistEdge Smart User Environment – Unified Dashboard

- **Generic reusable framework** for automation and runtime application Plug-n-Play
- **Single application** to host disparate applications
- **Unified view** of customer to obtain the right information and right context for call
- **Increased Agent Productivity** through task automation
- **Streamlined automated** process that promotes operational efficiency
- **Seamless integration with CTI systems, BPM** and many other standard
We will do a search Operation in Google for a text “What is AssistEdge RPA”. Click on the list of links provided. Navigate to home page of EdgeVerve.

The same steps will then be configured through Automation Studio in front of the audience and run using Studio Bot.

This is on the lines of the EXPO demo we had last week in Auckland, Spark Arena.
Do a search in multiple apps using some search text.

Show Swivel Chair.

Show how the same can now be done using RPA saving time and standardizing the process.
Links

- AssistEdge: https://www.edgeverve.com/assistedge/robotic-process-automation/
Thank You