Q1) a) characteristics of RPA:

1. User-Friendly:. RPA projects require less IT skills and less investment. Eventually, the automation is lowered at a substantial rate.

2. Code Free: RPA doesn't require programming skills. Employees with any subject expertise can be trained to automate RPA tools instantly. The whole work revolves around RPA chart which provides a flowchart designer to graphically link, drag and drop icons to represent steps in a process.

3. Non- Disruptive: RPA avoids complexity and risk. The software robots access to end user's systems via a controlled user interface, hence reducing the necessity of underlying systems programming.

4. ability of a machine or software to perform a pre-programmed task repetitively, but with efficiencies many times higher than a human.

b) Steps should follow to implement Robotic Process Automation

1. List out Processes To Automate

Businesses should develop a strategy to pick the right processes and then prioritize them based on metrics like complexity and ROI. Think about what automating these processes will look like, its purpose, business context, and how it fits into future business operations or overall automation journey.

2. Perform Feasibility Assessment

Perform a feasibility assessment for each process to evaluate to what extent the process can be automated. This is a two-step process, where process examination and technical feasibility are carried out. The operation user, an SME (Subject Matter Expert), and an RPA expert should execute this assessment.

3. Readjust

Based on the feasibility assessment report, identify the processes that are not structured, standardized, optimized, recorded, or not executed as planned. In this stage, try to reoptimize and restructure the process.

4. Gather User Stories

A user story describes the features of an application to be built from an end-user perspective. It explains user requirements in detail. It's also important to get a detailed description of each process to be automated. Based on this data, develop a process definition document with defined RPA workflows for the development team.

5. Start Development Process

In this stage, based on the RPA workflows generated the development process begins. The developers create automated scripts and program code using RPA tools like UiPath, Blue Prism, and so on. Each RPA tool has unique capabilities so businesses should be very specific in choosing an appropriate tool based on their needs.

6. Test RPA Process

Perform thorough testing to study performance in all possible scenarios and bugs when the process is executed. Send potential performance issues and bugs to the development team to fix.

7. Reconfirm and Deploy

Once the initial tests and errors are corrected by the development teams, confirm the results are perfect and deploy the complete RPA solution.