

L1: Amalia PEREIRA ALMEIDA

Analysis and applicability of artificial intelligence technologies in the field of RPA software robots for automating business processes:

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RPA is Robotic Process Information. This technology with the help of AI was used to recognized mostly information such as diploma, certificate and even email. Now, this technology has evolved and is now able to not only recognize the information but also process them. In this article we see several advantages of RPA being mixed with AI.

Intelligent efficiency : Thanks to AI, where the robot had to follow instructions, it can now be autonomous. IA « fills the gap »

Analytics process discovery and activity identification : Companies often maintain documentation detailing business processes and employee activities, crucial for facilitating new employee training, process improvement, and work quality enhancement. Automated process analysis via AI-based solutions efficiently discovers and describes processes, which allow saving time for business analysts and optimizing document preparation.

Text recognition : AI-driven technologies enable complete automation, in text recognition (such as Invoices, cheques, receipts) requiring human intervention. Handwriting recognition (with for example a doctor prescription) is also available. Thanks to AI coupled with RPA there's less mistakes.

Image recognition : It outlines features like image search, facial and object recognition, with diverse industrial applications. For instance, facial recognition aids in automated hiring and security, while object recognition detects anomalies in pipelines or surveillance videos. AI robots facilitate system communication and handle repetitive tasks more efficiently than humans.

Opportunities to improve customer service efficiency : Enhance customer service efficiency by automating call analysis (both voice and text), which involves identifying the mood, priority, and context of calls. Prioritizing requests is made possible through sentiment analysis, which assesses the mood or tone of messages, while speech recognition facilitates communication between humans and robots. These technologies can be integrated into chatbots.

Development prospects : It allows to transform the digitalization of business processes, AI enhances RPA platforms by empowering digital employees to analyze and autonomously decide.

Those are the several advantages of mixing RPA and AI together.