

Individual Project Report

Your Name:	Cheok Mei Li
Certificate:	Graduate Certificate in Intelligent Software Agents – S-IPA project

1. Your personal contribution to the project.

- I oversee the coding of the email bot using UiPath for the first invitations sent to parents, as well as the reading of the first replies from parents.
- Drafting the first draft of the Excel Database, and helped in subsequent reviews
- Demo of UiPath for the promotional video
- Working on the system report and user guide on the email bot.

2. What you have learnt from the project.

- My knowledge of UiPath has improved from beginner to intermediate. I realise that while most of the activities required can be found in UiPath, coding in VB is a lot more efficient, not to mention take up less real estate on the UiPath user interface.
- There are limitations of RPA. The email bot is heavily reliant on the replies of the emails being as expected. If there are deviations to the structure, the email bot would not be able to extract the correct information. For such cases, we may need to find another way to distil structured data e.g., sending parents to a separate web form or incorporating voting buttons for the email or incorporating IPA/Natural Language Processing to turn unstructured data into structured data.
- While the user interface is not explicitly programmed for the email bot (the interface is just that of the UiPath's), it is still important to consider user experience, especially since business users are directly interacting with code. For instance, it is important to log information along the way when the email bot is running, so that the users can understand what the bot is doing. In addition, it is important that the code is nicely annotated and easy to understand, in case there are any future changes.
- While UiPath is targeted at business users, it is not easy even for the technically trained like me. Hence, if I were to roll out UiPath programmes, I would need to take care to hand hold the business users for a period.
- The current programme assumes a single business user reacting to the exceptions from the email bot, hence the exceptions are logged directly on the UiPath. If there

are more parties to be notified on the exceptions, it would be better to send emails to those parties.

3. How you can apply this in future work-related projects.

- As UiPath can be quite costly and difficult to use, I might provide the recommendations and considerations accordingly when my company want to choose an RPA system to use.
- I would be able to use readily use UiPath (if this system is selected) when it is difficult for system integration. For instance, when dealing with legacy systems or no API available.
- Even if the system selected is not UiPath, I understand it is important for the RPA to capture every part of the process as closely as possible. Any deviations from the current process must be carefully noted down and checked with the users, so that the users will not be taken aback when they take over the system.