

USE CASE

I got inspiration for this robot from The Department for Education in UK. They employ 6 000 people and it's staff is in charge of early childhood education through further education.

They also have a crucial role in helping disadvantaged children and young people and make sure that local services protect and support vulnerable children. Arnold robot is able to read the 60,000 emails we receive each month and classify which team needs to handle them before adding the details to CRM system. Previously, these emails were queued in an inbox for two and a half days, which has been reduced to four minutes. Considering the messages might contain crucial information about a child protection issue, the impact this makes is huge.

My robot loops through emails in Inbox and filters them one by one according to search words.

	A	B	C
1	SearchWords	Folder	
2	disadvantaged	Child Protection dept	
3	vulnerable	Child Protection dept	
4	neglect	Child Protection dept	
5	protection	Child Protection dept	
6	crucial information	Child Protection dept	
7	worry	Child Protection dept	
8	hox	Child Protection dept	
9	sos	Child Protection dept	
10	abuse	Child Protection dept	

The email inbox interface shows a list of emails with search words highlighted in yellow. A red arrow points to the 'Child Protection dept' folder in the left sidebar.

Postilaatikko	3
Tähdelliset	
Myöhemmäksi siirretyt	
Lähetetyt	
Luonnokset	
Child Protection dept	4
Financial dept	3

From	Subject	Body
Irina N N	hello - "Lorem worry ipsum do	
Irina N N	(ei aiheetta) - "Lorem sos ipsun	
Irina N N	sos - "Lorem ipsum dolor sit a	
Irina N N	worry - "Lorem ipsum dolor sit	

1,000

'digital workers' operating throughout the department by 2025

4 minutes

are now necessary to fulfill tasks that took 2.5 days

95%

reduction in clerical effort

£60,000

worth of time saved per year

Source: <https://www.uipath.com/resources/automation-case-studies/department-for-education-adopting-rpa>