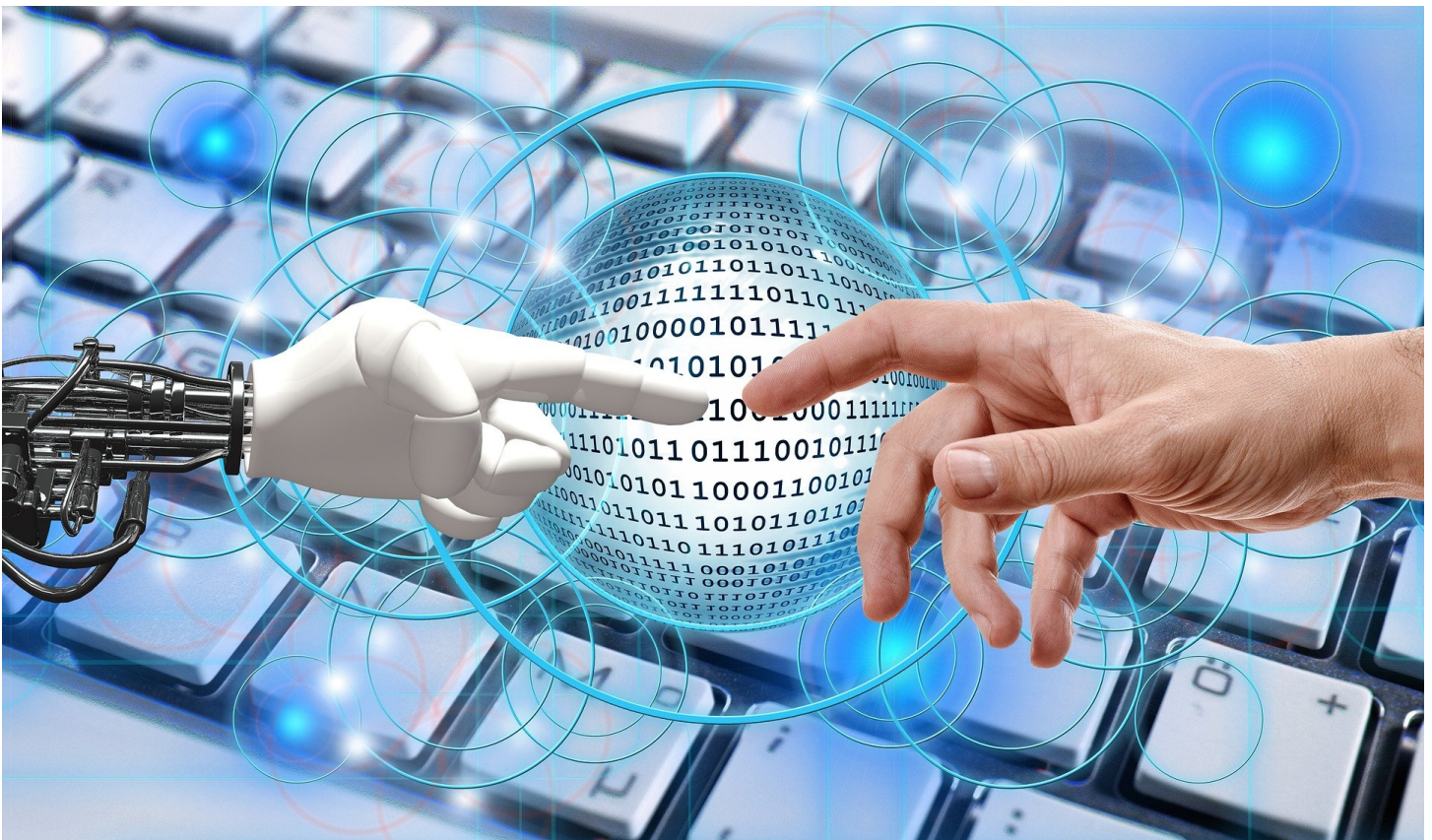# Robotasker

The need for automating a business process arises when the aligned tasks in a given day have to be done systematically in order of their priority. Most processes that are managed by human supervision have a tendency to create confusion, errors and in the process be answerable to the consequences of their action.

The complexity of a business is defined by the dynamicity of its processes.

BPA (Business Process Automation) for repetitive tasks helps to increase speed and efficiency. It allows more free time and potential resources for organizations and their employees to focus on core activities that promote growth rather than invest time in repetitive tasks.

With every business dependent on technology the processes are more or less similar and hence BPA has found a new liking as it has continued to automate these with zero errors. Many industry players are encouraging its adoption for saving time and related costs.
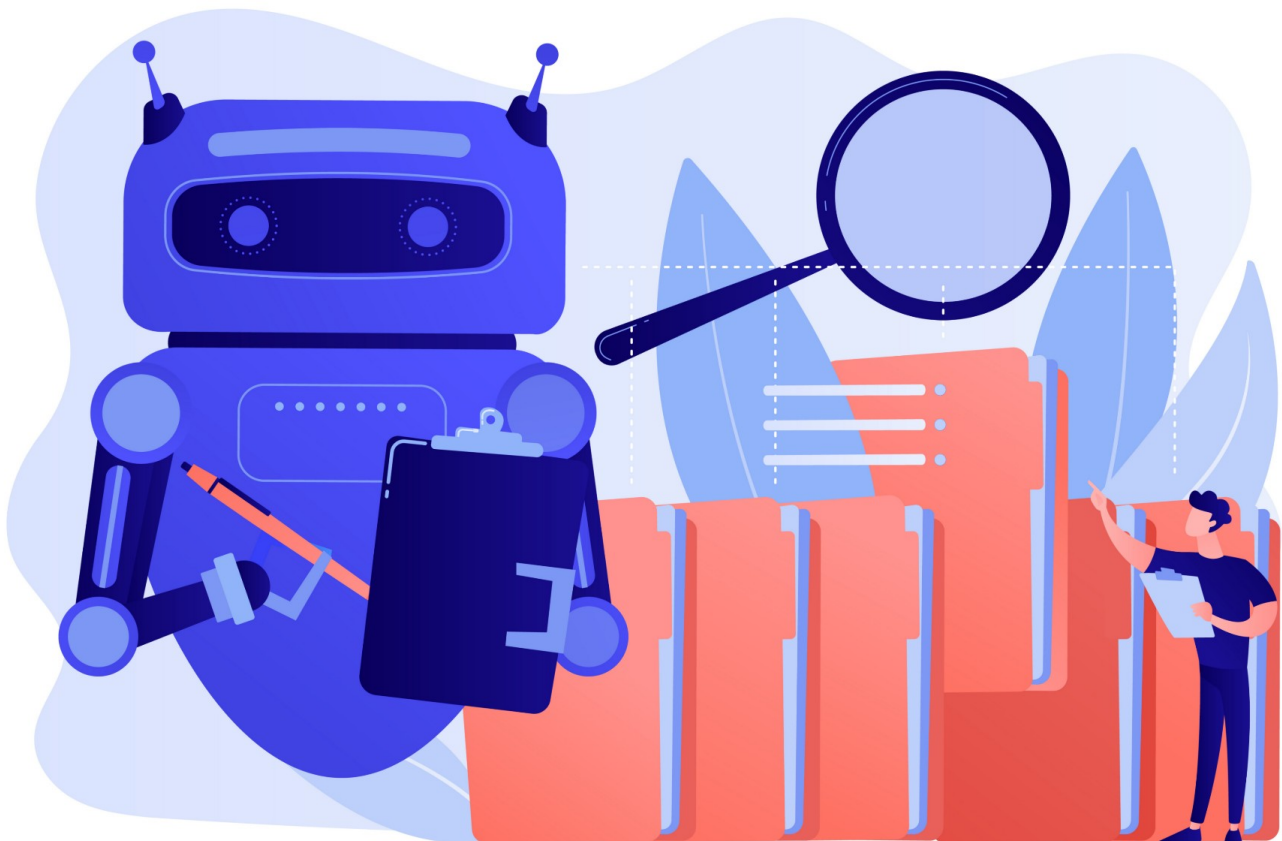
The Beneficial Insights

Customization of BPA literally refers to end-to-end automation that takes care of everything with your minimal inputs - for example, email marketing, daily accounting, order processing, escalation, distribution of tasks, etc.

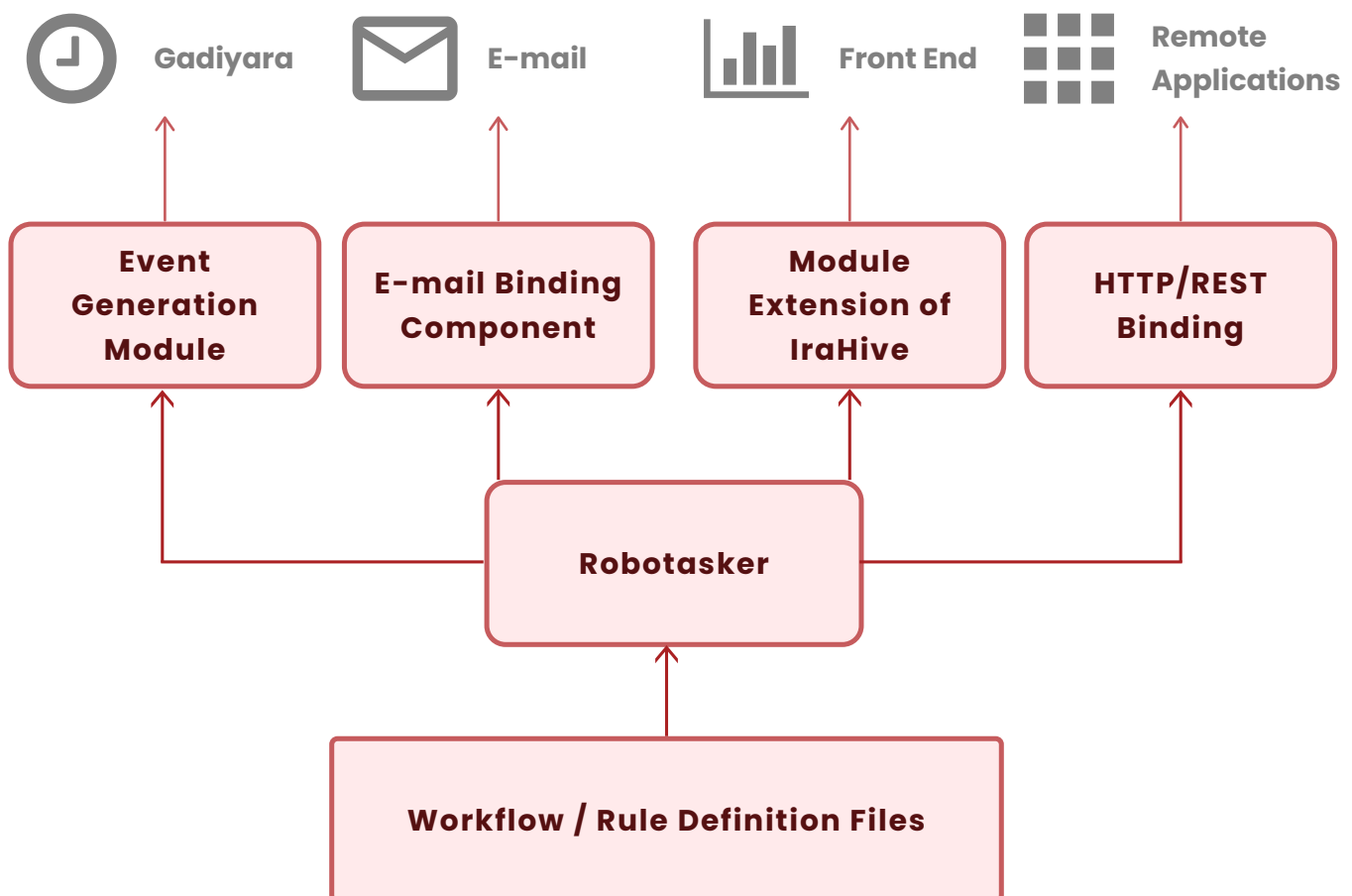The core objectives behind BPA should be:

- Improve efficiency through automation.

- Scalability and sustainability of the organization

- Better control over the business through monitoring.

- Improving the quality of customer service.

- Increased productivity and profitability.

Robotasker - Workflow Engine

As part of its road map to develop complementary products that can be integrated with its advanced ticketing software "Sahaya", Epicode recently introduced a rule based workflow engine called Robotasker. This state of the art workflow engine allows enterprises to automate processes across multiple business applications and uses libraries that have been developed and field tested for over a decade.

Robotasker provides industry standard APIs and can seamlessly integrate various applications and allow enterprise business teams to create automation rules by using a user-friendly interface. Robotasker acts as an orchestration platform that can distribute work as part of a business process to different applications based on events and then oversee the entire process from start to finish.

Process Builder

According to Wikipedia, *"A workflow consists of an orchestrated and repeatable pattern of activity, enabled by the systematic organization of resources into processes that transform materials, provide services, or process information".*

We use workflow on daily activities where they are completed manually, but businesses use workflow automation engines for speed, accuracy and efficiency. The workflows can be defined using an easy to use web editor without any coding. Define the events, the tasks to be achieved when a particular event occurs and push the task from one stage to another. It also supports asynchronous communication using commands and events to communicate with external applications. The asynchronous events could be waiting for messages from other applications, deferred activities or wait activities.
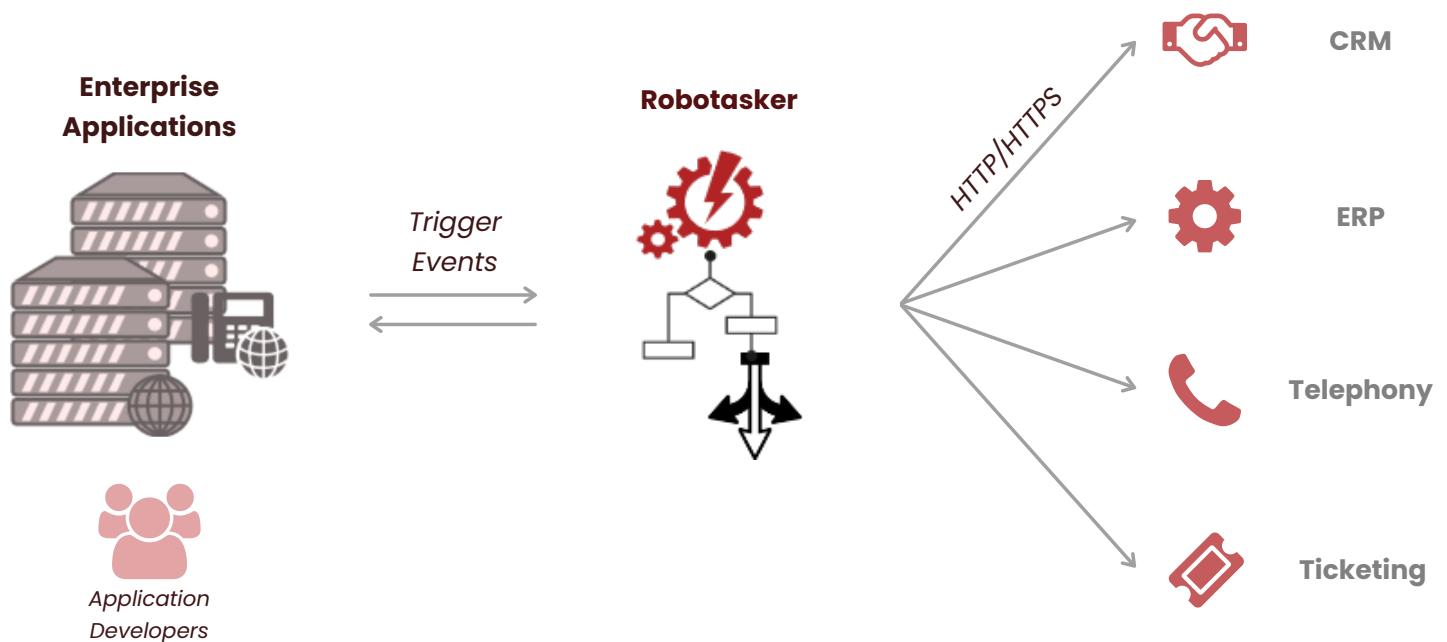
Use Cases

Application Vendors

Robotasker can be a very useful tool for business application vendors catering to medium and large enterprise customers.

The enterprise customers would want to integrate the vendor's application like a CRM, billing software, telephony solution, ticketing software, etc with other existing or new 3rd party applications as part of their business process requirements.

Robotasker can be used as a bridge between multiple applications deployed within an enterprise by incorporating automated business process rules for meeting complex business requirements.

The best part is all the automation rules can be implemented by the partner vendor using the easy to use XML tool.

Test Bed Creation

Robotasker can be a useful tool to create test beds to automate the testing of applications, which otherwise may be done manually by spending long hours.

The powerful APIs and triggering tests using event based mechanisms enables it to automate any application using continuous testing. The automation of regression test suites and ability to test in any environment such as QA,Staging, UAT & Production helps to detect defects faster and overall improve the product quality.

Robotasker also supports the feature of in-memory transient database, which is a necessary feature when the engine has to maintain states or any data needed between various requests. The result of the test such as success/failure and other test data can be sent to another application using events or calling http apis which logs into the database for reporting purposes.

Enterprise Process Automation

Routine Business processes that depend on human intervention, often take a long time to complete due to the involvement of various departments.

A few examples on how Robotasker can help in back-end process automation is explained below:

Purchase Order Process

The entire procurement process can be streamlined by tracking each authorization request and eventually being sent to procurement. This automation helps to improve the efficiency of the purchasing cycle. PO approval process can be lengthy depending on the department structure and this can lead to delays and reduce organizations productivity. And if done manually an employee has to keep track of PO as it moves between various authorization managers.

1. ### Invoice Management/Billing
   The specific conditions to be met for invoice approval and the next steps to be carried out during invoice processing stage can be easily defined using Robotasker rules and condition logic.

2. ### Human Resource
   The whole process of employee on-boarding is one of the basic examples of achieving automation in the HR department. Applying automation to on-boarding helps smooth transitioning from one stage to another with complete visibility into the activities involved and notifying the right parties involved with notifications and schedulers.

3. ### Automated ERP Integration
   Robotasker can directly talk to ERP systems using the APIs to fetch data from or push data to ERP systems thus achieving maximum efficiency and effective streamlining of the business processes.

4. ### Claims Processing
   Insurance companies have a huge number of claims to be processed daily which take up significant time of the employees if done manually. The process can be automated to a large extent starting from document collection to sending it for approval using the pre-configured business rules. The engine can also extract relevant metadata from the document and update the relevant CRM or any other applications used by the insurance companies for claim processing. This also is a step towards digitizing the process and adding visibility to the entire process.

Conclusion

Robotasker is a heavy duty back-end process automation platform that allows systems integrators, business application providers and enterprises to implement complex process automation to increase the overall efficiency of their business processes.

Multiple business applications within an enterprise can talk to Robotasker through API integration , JSON interface or using web sockets and communicate among themselves using rules that can be created using a simple rule creation interface.

This is an era of digitization across industry sectors be it BFSI, E-Commerce, Real Estate, Education, Utility services and Government organizations. Robotasker is a domain-agnostic process automation tool that can be used by developers and systems integrators to add value through automation and help enterprises across industry sectors to improve their competitive advantage.