QUIZ 2 - RPA BASICS #2

What do we mean when speaking about "The Digital Workforce"?

1) «The Digital Workforce» represents a wide range of technologies that is integrated with each other and with the human workforce to deliver value across the enterprise.
2) "The Digital Workforce" represents a shift in enterprises becoming more aware of the need to recruit and hire people with digital capabilities and technology know-how
3) "The Digital Workforce" is used to describe that robots are coming for our jobs and that an automated future is not far off.

What are the two correct reasons RPA is so relevant automating office tasks?

1) Employees today use a lot more digital tools compared to the past (It is not feasible to automate all those tools and their interactions with simple macros) and (2) outsourcing no longer creates the same benefits for businesses
2) All office tasks are simple and rule-based and have automation potential and (2) outsourcing no longer creates the same benefits for businesses.
3) Employees today use a lot more digital tools compared to the past (It is not feasible to automate all those tools and their interactions with simple macros) and (2) the cost of RPA is recently become so low that it can be used to handle most business processes.

Which is NOT one of the benefits of RPA?

1) It is no need to make changes to existing legacy systems when implementing RPA
2) Increased compliance by eliminating human error and increasing traceability
3) Mainly FTE reduction – without FTE saving, automation is never taken into consideration
4) Cost reduction and short payback period
5) We, as humans, can focus on more rewarding and value-adding activities

Which is NOT one of the disadvantages of RPA?

1) Any process change means updating of RPA code
2) Employee resistance and onboarding
3) Not all tasks are ideal for Robotic Process Automation
4) RPA initiatives are difficult to scale (technology perspective)
5) There is still need for human intervention