UiPath®
Agentic automation

Questions for process discovery

Process discovery questions:

Who is the "consumer" of the process output?
- Annual process volume? What is the trend?

- Best, worst, mean process cycle time?

- Process error rate?

- Annual labour effort/cost to run the process?

- Does the process volume, quality, speed, and flexibility satisfy downstream customers?

- What metrics are currently used to measure process performance?

- What output format and delivery mechanism is desired?

- What problems continue to persist?

How many process variations are there, and what are their respective volumes?
- What are the process steps for each pattern?

- For each pattern:

  - What are the process steps/decision points and what system(s) or offline tools are used?

  - How many human "touch" steps are there?

  - Primary reasons for process completion duration?

  - Error rate per process step?

What firm or business function ...
- Is sending what information

- In what format ...

- via what transport mechanism?