**What is** **Robotic Process Automation?**

Robotic process automation (RPA) is the use of software with artificial intelligence (AI) and machine learning competencies to deal with high-volume, a repeatable job that beforehand required humans to perform. These jobs can include questions, calculations, record maintenance, and transactions. RPA is ruled by business logic and structured inputs, with the aim to automate the business process. Using RPA tools, an organization can arrange software, or a "robot," to catch and interpret applications for handling a transaction, controlling information, activating reactions and communicating with other computerized frameworks. RPA situations go from something as straightforward as generating an automatic response email to sending a large number of bots, each programmed to automate jobs in an ERP system.

**The Evolution of RPA**

In spite of the fact that the expression "Robotic Process Automation" can be traced to the early 2000s, it had been producing for various years beforehand. As a form of Automation, a similar idea has been around for a long time while as screen scraping, however, RPA is considered to be a noteworthy technological development of this method as in new software platform are rising which are adequately developed, flexible, versatile and reliable to make this methodology suitable for use in extensive ventures. RPA advanced from three key innovations: screen scraping, workflow automation, and artificial intelligence.

**How does RPA work?**

The RPA frameworks are combined into a business to build up an activity list. This is done by viewing an execution of the assignment in the application's graphical UI (GUI), which RPA at that point repeats directly into the GUI. Therefore, RPA tools can be utilized to automate any interactions with the GUI.

Usages of RPA differ from simply delivering automated email responses, to dealing with other tasks over a business. The software tends to sit over a company's IT infrastructure so it can be applied fast and effectively without changing the current systems.

When an organization looks for RPA technologies, they should consider these things:

* Scalability
* Speed
* Reliability
* Simplicity
* Intelligence
* Applications of RPA

Below are some of the top applications of RPA

• Customer service: RPA help organizations offer better customer service by automating contact center tasks, uploading scanned documents and validating data for automatic approvals or rejections.

• Accounting: Companies can use RPA for accounting, budgeting.

• Financial services: Companies use RPA for foreign exchange payments, automating account openings and closings, handling audit requests and handing out insurance claims.

• Healthcare: With the use of RPA organization can handle patient records, claims, billing, reporting, and analytics.

Benefits of RPA

RPA is gaining a lot of hold as its being accepted and implemented in businesses of every industry. RPA works best with run-based, standard assignments that require manual inputs. Here are few of many benefits RPA provides to any organization.

* Cost Savings
* Quality, Accurate Work
* Enhanced Cycle Time
* Employee Empowerment
* Simplicity and Flexibility
* Better customer experience
* Lower operational risk
* Improved internal processes
* Does not replace existing IT systems

**Summary**

RPA is developing into a digital transformation that traverses numerous businesses. Robotic automation is lessening dependency on people for most kinds of data handling, development, and customer experience. Enterprises setting out on the RPA venture must take a long haul, all-encompassing perspective of building up an endeavor administration display that incorporates operational excellence, change management, and risk mitigation. Enterprises looking to RPA as a transformational tool must invest in appropriate people, process, and technology governance.