**👥 Integrating Human-in-the-Loop (HITL) with Automation Anywhere A360**

**Category**: Intelligent Automation | **Use Case**: Collaboration between Bots and Humans

**Human-in-the-Loop (HITL)** is a critical concept in **Agentic Process Automation (APA)** and advanced RPA design. It allows **seamless interaction between bots and humans** at key decision points where **judgment, validation, or approvals** are needed.

Automation Anywhere supports HITL integration to **increase accuracy**, ensure **compliance**, and build **trust** in automated processes.

**🔍 What is Human-in-the-Loop (HITL)?**

**HITL** is the process of **embedding human review, feedback, or intervention** into automated workflows.  
It allows:

* Bots to **pause and wait for input**
* Humans to **review or correct** AI or bot decisions
* Seamless **handoff between humans and bots**

**🧠 Why HITL is Important in Automation**

| **Without HITL** | **With HITL** |
| --- | --- |
| Risk of errors in critical decisions | Human validation at checkpoints |
| Less trust in automation | Confidence and accountability |
| AI acts blindly | Guided by human feedback |
| No improvement from mistakes | AI learns from correction loops |

**🔧 HITL Use Cases in Automation Anywhere**

**1. ✅ Document Verification (KYC, Claims)**

* Bot extracts data using **IQ Bot** or **LLM**
* Sends results to a human for review
* Based on feedback, it continues or flags errors

**2. 📧 Email Response Drafting**

* APA agent drafts email replies using LLM
* Human reviews/edit drafts
* Final message sent after approval

**3. 🧾 Invoice Exception Handling**

* Bot flags an invoice that doesn’t match the PO
* Human checks and resolves discrepancy
* Resolution data is fed back to improve ML model

**4. 🔄 Workflow Approvals (Finance, HR)**

* Bot completes onboarding or payment request
* Human manager gets approval task in **Work Queue or Email**
* On approval, bot proceeds to the next step

**5. 📊 AI Predictions / Classifications**

* ML model predicts churn or risk level
* Human verifies before any action is taken
* Approved actions are executed by bot

**⚙️ How to Implement HITL in Automation Anywhere A360**

**✅ Key Tools Used:**

| **Tool** | **Purpose** |
| --- | --- |
| **Work Queues** | Queue tasks for human review |
| **Forms (AARI Web or Embedded)** | Capture approvals, corrections, or inputs |
| **Email/Outlook Integration** | Trigger HITL actions or notifications |
| **Conditional Logic in Bots** | Pause bot and await input |
| **LLM Feedback Loops** | Let humans rate/correct AI-generated content |

**🛠️ Steps to Build a HITL-Enabled Bot:**

1. **Build the bot logic** (e.g., document processing)
2. **Insert decision point** where human input is needed
3. Use **Forms or Work Queue** to pause and collect input
4. **Resume bot execution** after human feedback
5. Optionally: **Log human decisions** for audit/compliance or retrain AI

**🔁 Example Workflow: HR Onboarding with HITL**

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CopyEdit

Start Bot

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Extract data from new hire forms

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Check compliance details → NOT FOUND

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Send form to HR Manager (AARI Form)

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Manager adds missing details

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Bot resumes → creates credentials and sends welcome email

**✅ Benefits of HITL Integration**

| **Benefit** | **Outcome** |
| --- | --- |
| 🧠 Better decision-making | Combines human judgment with AI efficiency |
| 🛡️ Regulatory compliance | Ensure sensitive steps are reviewed |
| 🤝 User trust | End-users feel in control of automation |
| 📈 Model improvement | Human feedback helps train smarter agents |
| 🔁 Continuous learning | Drives self-improvement in APA workflows |

**📘 Conclusion**

**Human-in-the-Loop (HITL)** is essential for:

* **High-stakes** processes
* **Unstructured** and **ambiguous** inputs
* **Training AI/LLMs** in APA scenarios

**Automation Anywhere A360** makes HITL easy to implement with:

* **AARI (Automation Anywhere Robotic Interface)**
* **Work Queues**
* **Forms & Email Triggers**
* **Prompt feedback integration**