GLOSSARY

Introducing Robotic Process Automation

With Ian Barkin

Use these terms and definitions below to understand concepts taught in the course.

Transcript Search: note that you can search for terms directly within the course. To search video text, switch to the *Transcripts* tab, then press Cmd/Ctrl + F on your keyboard to run a search within the active transcript.

Term	Definition
COE	The "Center of Excellence," which is an in-house entity that provides capabilities for a specific area of focus
The Fourth Industrial Revolution	The current industrial change which includes a new range of technologies that are driven by interconnectivity, such as autonomous production, artificial intelligence, analytics, and the internet; everything will produce data, and data will mean everything
RDA	"Robotic desktop automation," which is a configured software that works in real time with a human operator by presenting a predefined set of information coming from different systems to assist the operator with the completion of operator-generated workflows or tasks
ROI	The "return on investment," or how much revenue is made from an investment
RPA	"Robotic process automation," which is a configurable software tool that uses business tool that uses business rules and sequences of actions to automatically complete process in any number of different applications the same way a human would, with the help of people for exception management
swivel chair integration	Manually receiving and transcribing faxes, executing wrote transactional processes, and performing repetitive tasks that are excellent candidates for RPA technologies
Triple-Win Model	A model that describes the benefits of RPA for the organization, the employees, and the customers