**Project Phase 1: Topic Selection and Interview Protocol Worksheet**

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**Section : C**

1. **Chosen Emerging Technology:** Robotic Process Automation (RPA) for Business Efficiency
2. **Brief Summary of Chosen Technology:**

Robotic Process Automation (RPA) is a technology that streamlines repetitive, rule-based, tedious tasks, improving business efficiency by reducing human error, increasing speed, and cutting operational costs. In industries like finance, healthcare, and customer service, RPA enables businesses to automate data entry, processing, and customer interactions, freeing employees to focus on more strategic work. From a technical communication point of view, explaining the mechanics of RPA and its differences from traditional automation tools poses a challenge, particularly when addressing non-technical stakeholders. Additionally, there is the need to communicate the long-term benefits of RPA while addressing concerns over workforce displacement. Prior research highlights the importance of clear communication in managing expectations and ensuring smooth adoption of RPA across industries and emphasizes the need to demystify its implementation to overcome resistance from employees .

1. Interview Protocol for RPA Experts

**1. Can you explain your experience with Robotic Process Automation (RPA) and how you've used it in businesses?**

**2. What business tasks or areas do you think benefit the most from using RPA?**

**3. What challenges do you face when explaining how RPA works to people who aren’t familiar with the technology?**

**4. How is RPA different from older automation tools, and how do you explain this to business leaders?**

**5. How do you address concerns from employees or businesses about job loss due to RPA?**

**6. What do you say to show businesses that RPA has long-term benefits, not just short-term savings?**

**7. Can you share a situation where clear communication helped a business successfully adopt RPA?**

**8. How do you ensure that employees are ready to work with or manage RPA systems?**

**9. How does RPA help businesses become more flexible or scalable, and how do you explain that?**

**10. What future changes do you expect in RPA, and how might that affect the way you talk about it with businesses?**

**References :**

1. **The Future of Efficiency: Exploring Robotic Process Automation (RPA)**

[**https://www.worksoft.com/corporate-blog/the-future-of-efficiency-exploring-robotic-process-automation-rpa#:~:text=Some%20key%20benefits%20of%20RPA,rule%2Dbased%20processes%20without%20deviation**](https://www.worksoft.com/corporate-blog/the-future-of-efficiency-exploring-robotic-process-automation-rpa#:~:text=Some%20key%20benefits%20of%20RPA,rule%2Dbased%20processes%20without%20deviation)

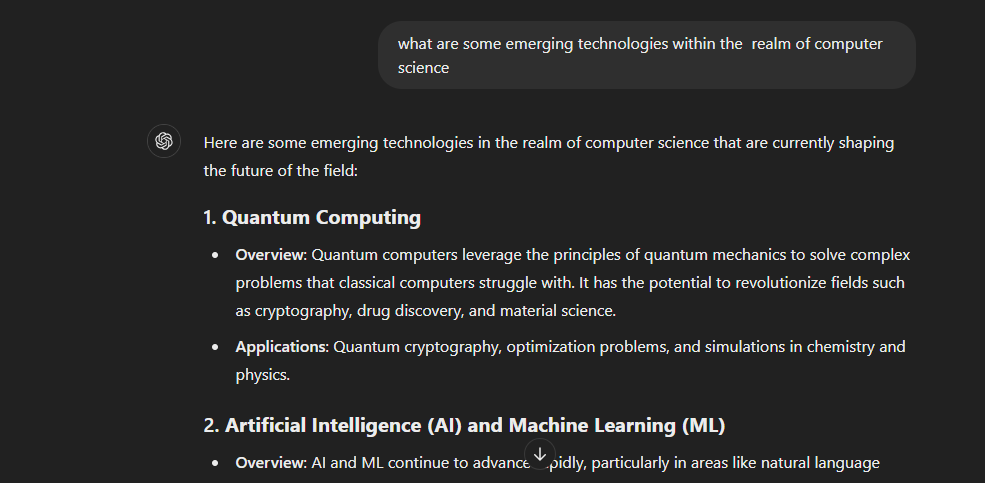
1. **6 Ways to Improve Business Efficiency With Robotic Process Automation**

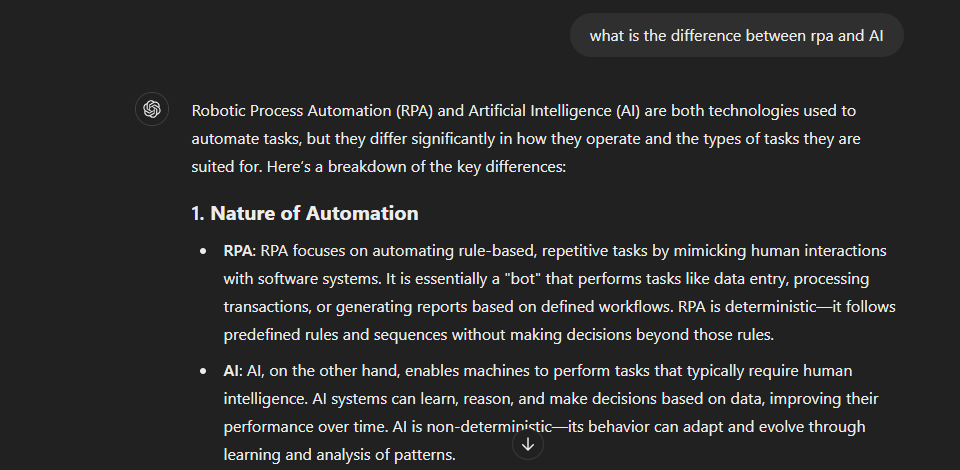
[**https://www.thoughtful.ai/blog/strategies-for-increasing-business-efficiency-through-automation**](https://www.thoughtful.ai/blog/strategies-for-increasing-business-efficiency-through-automation)

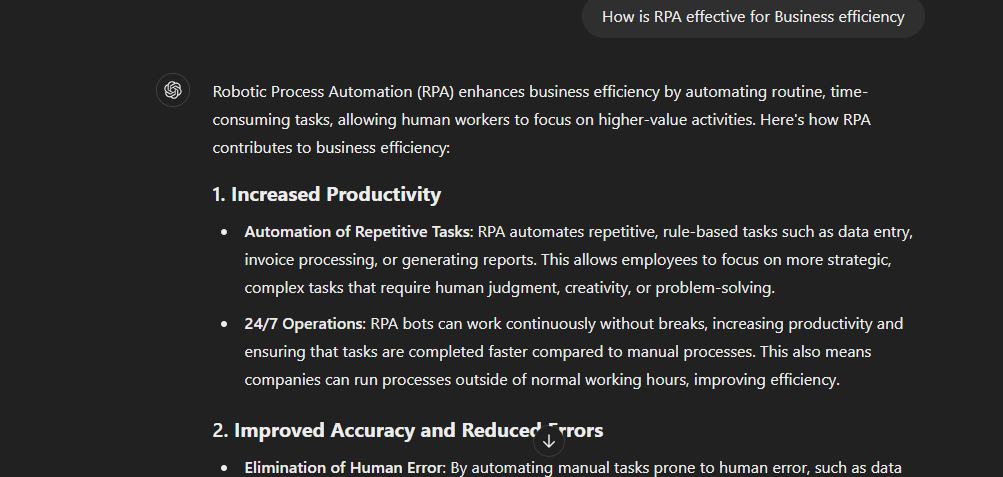
1. **How to explain Robotic Process Automation (RPA) in plain English**

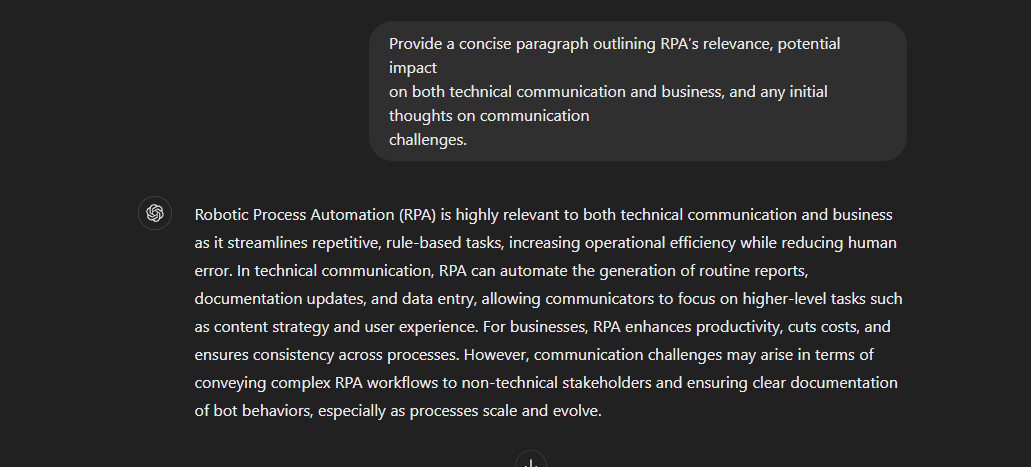
[**https://enterprisersproject.com/article/2019/5/rpa-robotic-process-automation-how-explain**](https://enterprisersproject.com/article/2019/5/rpa-robotic-process-automation-how-explain)

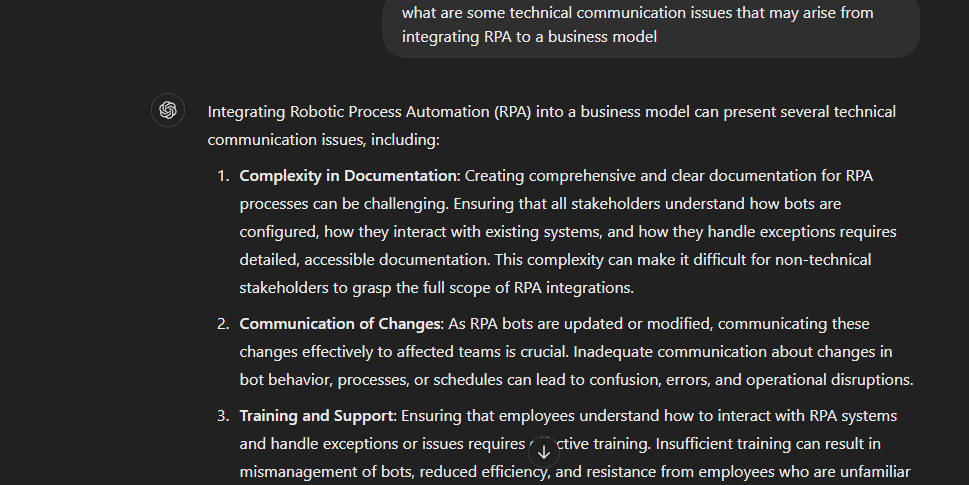
**ChatGPT link :** [**chat history**](https://chatgpt.com/share/66e6c2a8-4374-800b-8ca0-8cdc39cda3d6)

**AI Prompts :**

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