Robotic Process Automation Transcript

Van der Aalst et al (2018) discuss Robotic Process Automation (RPA) as a relatively recent innovation and addition to the automation armoury. Unlike more traditional automation mechanisms that require processes to be modified or re-implemented, RPA uses 'robotic agents' to replace humans in frequent and repetitive work. Thus, RPA does not require that the existing system is modified rather it uses AI and machine learning to replace the human who would usually operate the system via the UI. RPA is also sometimes encountered in the form of chatbots. RPA can reduce the need for human operators and therefore can reduce the test planning required and stakeholder management tasks of the project manager.