



Deliver Intelligent Automation with Enterprise AI and Machine Learning Combined with RPA

Overview

The market for Robotics Process Automation (RPA) continues to grow, bridging systems and interfaces to automate routine and resource-intensive tasks. RPA delivers greater processing productivity and precision, freeing employees to focus on more strategic work. As powerful as RPA may be, achieving scale remains a challenge for most organizations due to the need for intelligent decision making...until now.

Enterprise AI and Machine Learning Further Increases the Value of RPA

When coupled with an RPA platform, Automated Machine Learning from DataRobot delivers the intelligent automation needed to transform business processes at scale by automating data-driven predictions and decisions to improve customer experience, as well process efficiencies and accuracy. As AI and RPA work together to automate business processes, knowledge workers are spared time-consuming and monotonous work, empowering them to tackle higher value work, such as providing a more delightful customer experience to unlock significant value for the organization.

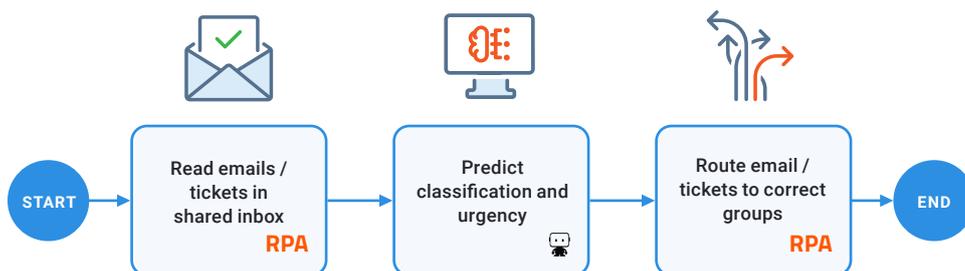
Armed with the knowledge of what IPA is, the next piece to consider is the art of the possible. The following examples are real-life use cases that have been successful in helping organizations realize their ROI, enhance their bottom line, and increase efficiencies by implementing IPA.

Email and Ticket Classification Routing

CHALLENGE:

Many inbound customer communications come into a common email queue. Customer queries not only take time to read and reroute, but they are often poorly prioritized due to human error, resulting in inconsistent and often slow customer service through a critical touchpoint.

IPA SOLUTION:



RESULTS: IPA offers a significant reduction in email communication turnaround time that results in better customer service. If each email/ticket takes on average 1-2 minutes to assign and route, the ROI can add up quickly, especially when receiving hundreds or thousands of communications per day.

Leading RPA Partners



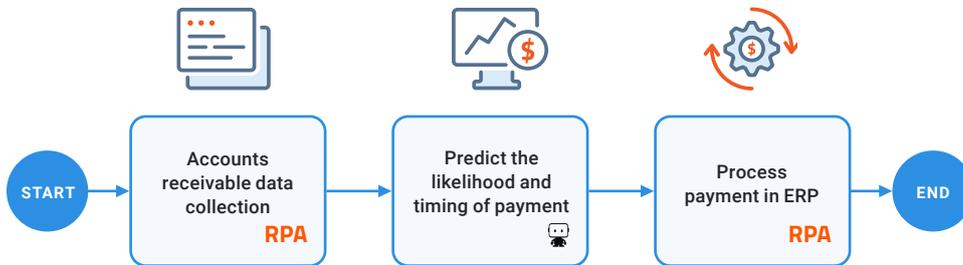


Risk Scoring for Accounts Receivables

CHALLENGE:

Organizations provide accounts receivable data from their customers. Knowing the timing and likelihood of a payment is important for the company's balance sheet. After the payment is received, companies typically manually process each purchase in their ERP.

IPA SOLUTION:



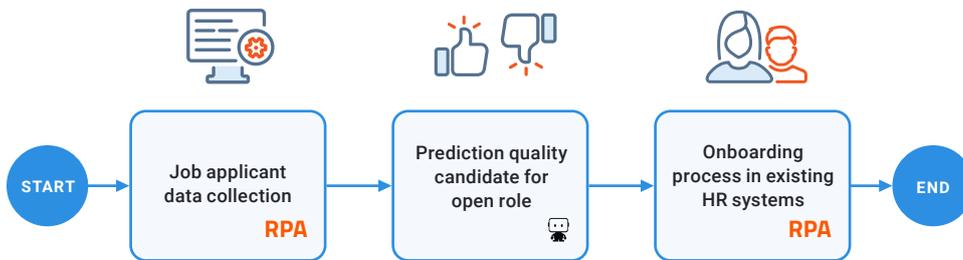
RESULTS: IPA is able to automate the collection of the accounts receivable data and predict the likelihood and timing of payments. This reduces the risk on the company's balance sheet. IPA is able to take the account receivables and process the data entry into the ERP.

Resume Screening for Open Reqs

CHALLENGE:

Open job requisitions can easily get hundreds of applicants a week. The challenge for the hiring team is knowing which of these applicants are a fit for the job in an efficient manner. Spending countless hours reading cover letters and resumes is not only stressful, but it slows down the process of filling the job req quickly and with the best options.

IPA SOLUTION:



RESULTS: IPA is able to analyze the resumes of each of the job applicants and make recommendations on which candidates best fit the job. After an applicant accepts an offer, RPA can automate the process to collect and update information within a company's existing HR systems (SAP, Workday, etc).

Interested in learning more?

Visit www.datarobot.com/solutions/rpa for additional resources on how AI + RPA can transform your organization, or email IPA@datarobot.com to discuss your potential use case and receive a personalized demo.

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