By: Ali Nabeel - ali.nabeel@rstsolutions.com

Adaptability is a necessary skill amid our ever-changing global economy. We have seen the landscape of commerce and education change from in-office to remote and online. This shift has brought RPA to the forefront of the Digital Transformation conversation. In my previous article, I eluded to the 'RPA pie' and the relationship between RPA and finding the right implementation for it.

Correctly identifying and qualifying processes is an important part of RPA implementation for any company or automation expert. The second half of the pie, *Process Qualification*, allows the business to have more ownership over the outcome and helps improve efficiencies. To outline a handful of processes that are highly sought after POC's, I will list the top 5 use cases for Robotic Process Automation implementation.

TOP 5 USE-CASES AND IMPLEMENTATIONS

1. Month End

Month-End accounting is a tedious chore for companies and individuals alike, whether it is recording incoming cash, reconciling accounts, or organizing financial reports for multiple business units. These procedures are not only repetitive but prime examples of processes that can be automated to free up people to handle the more intuitive aspects of month-end close.

2. Sales Order creation

Sales order creation can be automated with a simple set of instructions or logic. Since the task offers repetitive actions this again is a perfect fit for RPA implementation. Sales order creation goes hand-in-hand with other mundane tasks such as Item Obsoleting.

3. Item Obsoleting

Another repetitive task with limited variability that is especially important to the overall stock lists of companies. The example being used here that an RPA bot communicates with the ERP client to search for items to be obsoleted, reconcile any outstanding orders or inventory, and obsolete items in the system which are no longer in use or sold. This use-case can be applied to sectors such as manufacturing, goods and services, reshipping companies, e-commerce, and the automotive sector amongst others.

4. Contact Center/Chatbot

Organizations looking to reduce or eliminate the number of touchpoints needed to resolve customer requests and inquiries can deploy chatbots or voice bots that enable self-service to reduce call volume, reducing the load on agents. RPA bots also empower agents with the right information and the right time, so they can resolve customers issues rapidly and offer solutions based on personalized, predictive insights. Lastly, you can hand off post-call updates and fulfillment activities to robots, so customers get faster results and agents can help more customers. Thus, reducing customer wait times and improving customer satisfaction.

5. Web-Scrape (data download)

A highly functional and time-saving option for web scraping software is available with RPA. Using predefined web extraction patterns, a user can implement RPA and extract multiple pages worth of data of web sites to verify data such as product pricing, availability, etc. This specific use case can be applied in companies that have developers, websites, or use e-commerce as a form of customer interaction.

KEY TAKEAWAY

Starting your RPA initiatives with successful implementation is the key to aligning your path with efficiency. Identifying problems, bottlenecks, or uses cases within your company structure should be the first step when using RPA platforms correctly. In volume 3, I will look to discuss the difference between AI(Artificial Intelligence) / ML (Machine Learning) and RPA (Robotic Process Automation).