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RPA TOP 10 USE CASE

Process Examples

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Robotic Process Automation (RPA) is a system that allows businesses to automate processes and tasks that are typically carried out by employees. This system can work across different applications, platforms, and departments. RPA integrates well with the existing IT infrastructure and doesn't require any additional installations. Companies don't have to invest heavily to automate essential processes. There are several ways to use RPA effectively and some of them are mentioned below:

Customer Service

Modern customers are accustomed to quick responses and effective solutions. It is possible to deliver the results that customers want, with the help of automation. Automated customer care systems can sort queries and offer initial responses to customers. The automated system can segregate queries into different categories, such as tech department, service department, and more. Sorting ensures the queries reach the right customer care agent for a quick resolution. There is no need for the customer's call to be transferred from one executive to another. Customer service has several rules-based processes that can be automated and streamlined. According to research, over 70% to 80% of rules-based processes can be automated, and it is a good idea to start with customer service.

Invoice Processing

The large volume of invoice processing has repetitive manual tasks which can result in delayed and incorrect payments. Timely payments can deliver quality goods/services from vendor. Invoice processing has many challenges such as invoices with formats; require consolidated data from various sources into the

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single financial database system etc. RPA automatically processes invoices once received. The paper-based invoice format can automate using OCR. RPA can automate the data input, reconciliation error, and even it can process certain decision-making required for invoice processing, which minimises the need for human intervention.

RPA can automate end-to-end process from receipt to payment.

Sales Activities

Data consistency across enterprise systems is a very tedious task. Sales representatives need to spend his critical time in entering data to the CRM system as well as the ERP system. Finance analysts have to replicate the data and enter it in another system or module. This may result in duplication, produce errors, and affect productivity. RPA can perform sales activities end-to-end by automating tasks such as sales order entry, invoicing, etc. It will help to maintain a database by removing duplicate data, improve customer experience, and increase your sales employees' satisfaction by removing all the time-consuming tasks like data entry and can concentrate on their main task- prospecting, and generating more business.

Payroll

Processing payroll every month is time consuming, repetitive task for HR team in every organisation and this also requires large volume of data entry efforts. This may result in data inaccuracy that can cause delays in payment and employee dissatisfaction. RPA can verify employee data consistency across multiple systems, validate timesheets, load earning and deductions. It can also

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automate PAYE/salary creations, administer benefits, and reimbursements. RPA can perform automation for payroll related transactions from end-to-end to avoid inaccuracies and delays.

Price Comparison

Businesses often have to make purchases in bulk to manufacture products or provide services. The cost of these items can impact the company's revenue or profits; companies always research online in order to make an informed decision. The research process can be time-consuming and complicated, which is why many companies have now begun using RPA. The system doesn't just compare prices from different vendors but can also compare product attributes and quality. Businesses can buy the best resources at the best prices possible.

Storing Customer Information

RPA can help you store, sort, and organise all kinds of customer information to ensure everything is easily accessible. The system will automatically categorise different data like contact information, purchase history, preferences, personal information like birthdays or anniversaries.

The system can display all the information to customer care executives, salespersons, and similar employees. There's no need to manually enter this information or worry about its accuracy. RPA is more accurate than people and has a lower margin of error. Storing information is one of the most labour intensive jobs and can cause a lot of stress. RPA adoption can reduce repetitive tasks by nearly 80%.

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Processing HR Information

Storing and processing HR information is a challenging task. It takes a lot of time and can be a tedious process. A successful business generates huge amounts of employee data, which can be difficult to sort and organise. The RPA system can collect and organise all the information your HR department requires. Information like employee history, payroll, reimbursements, level of training, can all be sorted and stored through RPA. It can handle all of the day-to-day tasks and allow your HR employees to focus on the human aspect. They can work on improving employee productivity and work culture, which can't be handled by automation.

Processing Fast Refunds

A company's reputation depends on how quickly it can process refunds. Customers want this process to be quick and seamless, but that is easier said than done. Complaints and return requests generate a lot of data which can be tiresome to sort through. The RPA system deals with the matter effectively and processes the refund without delay. That improves overall customer experience and has a positive impact on your reputation.

Recruitment

Robotic Process Automation can also help with recruitment, which can help streamline the process considerably. The system can source resumes from different platforms, access value, sort through spam or undesirable applications, and other such factors. This can streamline the recruitment process by a considerable margin. It can reduce the stress of recruiters and

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allow them to access every applicant more thoroughly. Around 90% to 95% of vital recruitment processes like screening, assessing, measuring, onboard, and administration can be handled by RPA.

Extracting Data

Data can appear in different formats ranging from editable text to handwritten notes. Data entry professionals struggle to read the information and enter it into the system. Optical character recognition technology is easily able to read the information from different format sources and enter it into the system.

The entire process can be automated with little compromise in the accuracy of the information. If your business needs to collect and store information from different sources, RPA is a great investment. Employees spend around 25% to 40% of their man hours on recitative computer tasks like this one. You can save all of that time and direct it towards something more productive.

Conclusion

RPA can be implemented in several interesting ways. It requires expertise, but your employees can easily adapt to the changes and work productively. At Autonomate, we encourage businesses to try RPA. You don't need to implement system-wide automation from the very beginning but starting out small and automating one process at a time to see if it is the right fit for your company.