

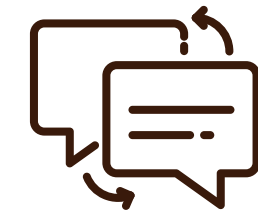
RPA Vs. Conversational Process Automation

With the growing technology trends, businesses are going beyond traditional RPA and adopting AI technologies to create a better and more delightful workplace experience for customers and employees. The way AI comes into center stage for enterprises it would be hard in the near future to imagine RPA without AI. Let's get rolled and understand what makes them different apart.



Robotic Process Automation (RPA)

RPA is a software technology that makes it easy to build, deploy, and build software robots that emulate human actions interacting with digital system and software.

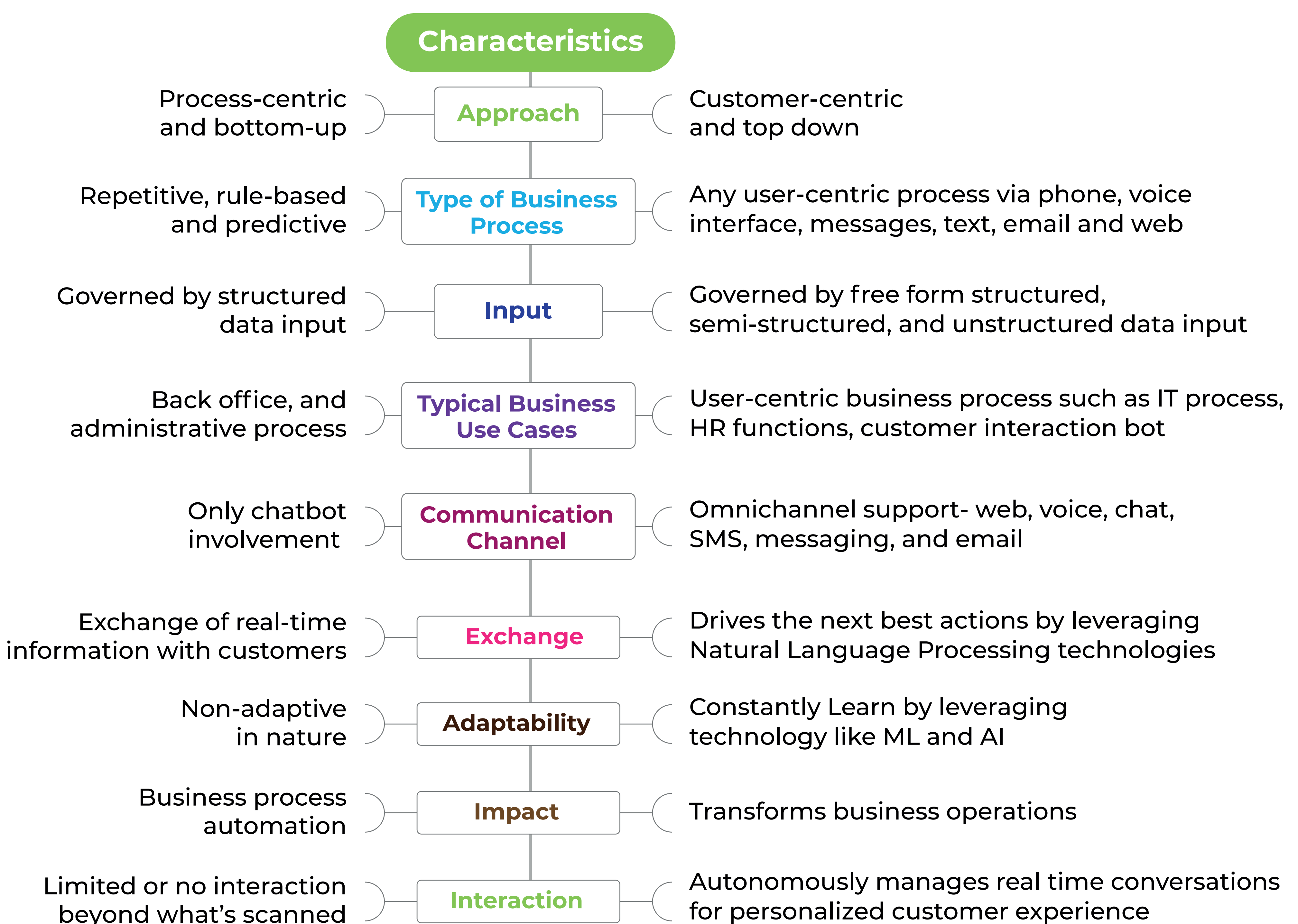


Conversational Process Automation (CPA)

Conversational process automation is the process of integrating AI technologies for building end-to-end engagements. CPA understand user intent, context, and process the most repetitive inquiries.



Robotic Process Automation • Vs. • Conversational Process Automation



RPA

- » Data extraction and processing
- » Scheduling business processes and tracking status
- » Report formation and aggregation
- » Account creation and configuration

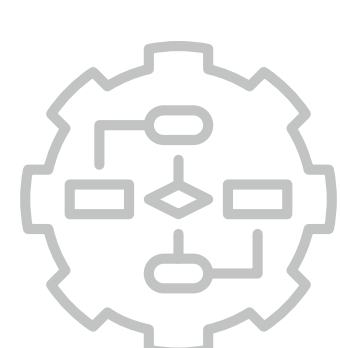
Where do you implement these?

Conversational Process Automation

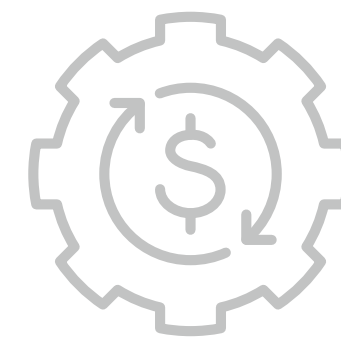
- » Streamlining demand and supply
- » Fraud detection
- » Customer segmentation
- » Customer experience
- » Data security
- » Personalization
- » Image recognition

Benefits

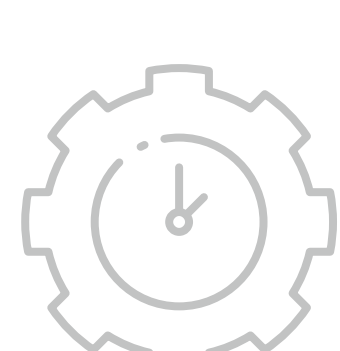
Automates manual backend workflows and IT work



Lowers the process cost with faster real time insights



Improves efficiency to generate higher savings and ROI



Focuses on process automation



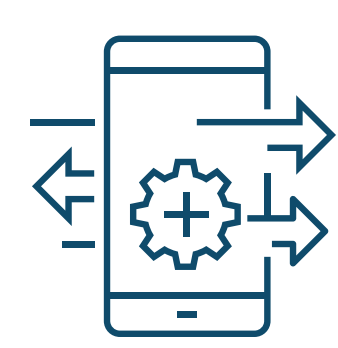
Enhances decision making for significant customer experience



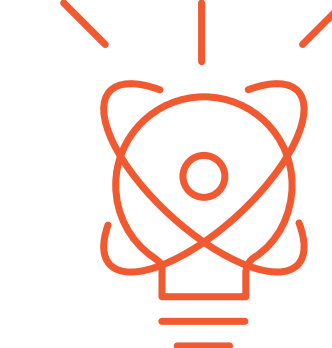
Focuses on user-centric processes



Minimizes response time with faster data access



Constantly learn with each interaction



Explore AutomationEdge's RPA →

Explore AutomationEdge's Conversational AI →