

When Chatbots meet RPA bots



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Published in RoboRana

2 min read · Oct 19, 2017



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The technology landscape has been evolving rapidly in the last years. New technologies have been emerging, older technologies have been maturing and new concepts have been discovered. Some of the newer technologies have a promising future, such as Robotics Process Automation (RPA), Chatbots and Artificial Intelligence (AI).

At RoboRana, part of the iBizz cluster within the Cronos Group, we focus on delivering RPA technology to a wide spectrum of clients across different sectors. The RPA sector has been growing fast and we are constantly exploring new possibilities.

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We decided to join forces with Arinti, specialized in chatbot and AI technologies within the Cronos Group, to explore the possibilities to combine RPA bots with chatbots. Both

technologies have their specific advantages and combining them to automate processes can tremendously boost productivity in multiple organizations.

Chatbots enable organizations to offer a more intuitive, natural way to interact with their customers. By handling and structuring problems and questions quicker, it greatly reduces waiting times and improves customer satisfaction. Eventually, a chatbot powered by AI will become indistinguishable from a human, leading to reduced costs and higher productivity.

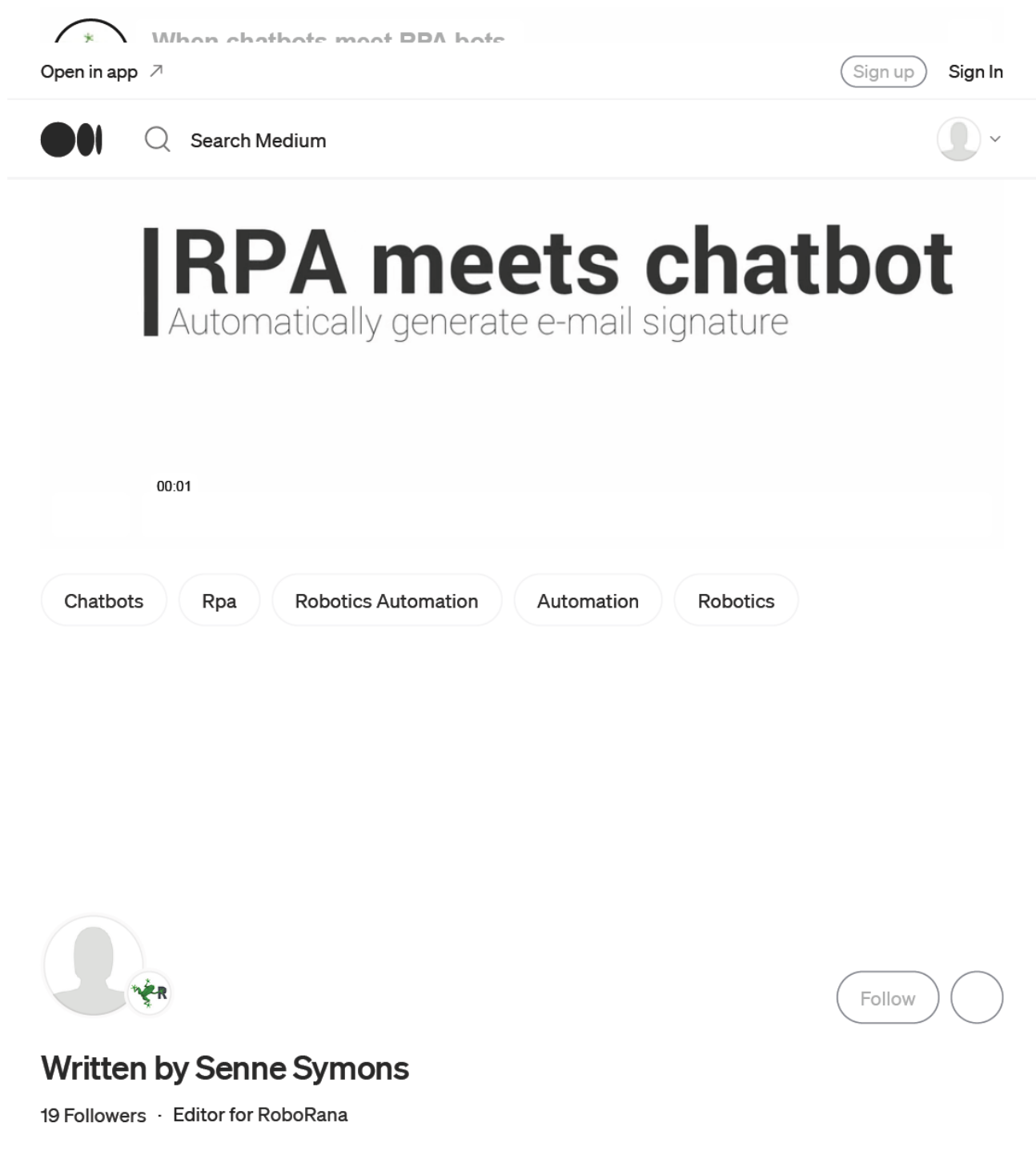
On the other hand, **Robotics Process Automation (RPA)** allows organizations to execute manual processes much faster, more accurate and reliable. A RPA bot can mimic the users actions and thus enables organizations to automate repetitive tasks and ensures that those tasks are always executed with the same consistency and precision. It reduces costs and human efforts by running automated processes 24/7/365 and by adding a virtual workforce that work alongside the process owners.



The goal of the showcase is to automate the process of creating an email signature. First, the chatbot collects all the necessary information in a friendly, interactive manner. This information gets passed on to the RPA robot, which will then automatically generate the signature, save it, and email it back to the requester. The

whole process is completed within a minute. Easy and smooth integration proves a great future for both technologies.

Have a look at the video of the automated process below!



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