

I, Senne Symons, declare as follows:

1. I provide this declaration about a blog post that I wrote in 2017 and a video accompanying the blog post. While I was compensated for my time in preparing this declaration, I have no stake in the outcome of this proceeding nor am I being compensated for my testimony. The statements in this declaration are based on my own personal knowledge and recollection.

2. From October 2017 to January 2021, I was a Robotic Process Automation (RPA) Developer and Business Analyst at RoboRana. RoboRana is a Belgium and Netherlands based company that focuses on developing intelligent automation such as Robotics Process Automation (RPA). My job responsibilities included communicating with customers and building automations. Since January 2021, I have been an Intelligent Automation Solution Architect at RoboRana.

3. My educational background is as follows: I obtained a Professional Bachelor Degree in Applied Informatics in 2017 from UC Leuven-Limburg in Belgium.

4. I have examined and reviewed the following:

- <https://medium.com/roborana/when-chatbots-meet-rpa-bots-c8b22579f49a> (“Chatbot-RPA Email Signature Article” or “Symons Article”, Exhibit A)
- <https://vimeo.com/238927879> (“Chatbot-RPA Email Signature Video” or “Symons Video”, Exhibit B)

- <https://chatbotslife.com/when-chatbots-meet-rpa-bots-c5f71e462e6> (“Baetens Article”, Exhibit C)

5. Exhibit A is a true and correct copy of an article titled “When Chatbots meet RPA bots.” I am the author of this article (“Chatbot-RPA Email Signature Article”). It was published and made publicly available online at <https://medium.com/roborana/when-chatbots-meet-rpa-bots-c8b22579f49a> at least as early as October 19, 2017. The October 19, 2017 date on Exhibit A accurately reflects the date that I posted the article.

6. The Chatbot-RPA Email Signature Article was published and made publicly available on Medium’s website. Medium is an online social publishing platform that is free and available to anyone in the public. It was known in the industry at the time for publishing blog posts, and interested members in the public would have searched for (*e.g.*, using the Medium’s search bar and/or a Google search) and found my blog post. I signed up for a free (basic) Medium account and posted the Chatbot-RPA Email Signature Article as my first post on Medium. To the best of my knowledge, my blog post has been available on Medium’s website since I posted it on October 19, 2017.

7. The Chatbot-RPA Email Signature Article describes and includes a video (“ChatbotRPA Email Signature Video”) that demonstrates the email signature Chatbot-RPA. I created the video from my laptop computer. The video was published and made publicly available online at <https://vimeo.com/238927879>

at least as early as October 19, 2017. Exhibit B is a true and correct copy of screenshots taken from the ChatbotRPA Email Signature Video.

8. The Chatbot-RPA Email Signature Video was published and made publicly available on Vimeo's website. Vimeo is an online video sharing platform that is free and available to anyone in the public. It was known in the industry at the time for posting videos, and interested members in the public would have searched for (*e.g.*, using Google search) and found my video. I used the company's (RoboRana's) Vimeo account to upload the Chatbot-RPA Email Signature video. To the best of my knowledge, the video has been available on Vimeo's website since I uploaded it on October 19, 2017.

9. In Exhibits A and B, the developed Chatbot-RPA automatically created an email signature using information collected by the chatbot. The chatbot interacted with the user to collect all the necessary information. Once the information was collected, the RPA bot was triggered. The RPA bot automatically generated the email signature, saved it, and emailed it back to the user. My job was to implement the RPA bot to automatically generate the email signature without using an application programming interface.

10. Exhibit C is a true and correct copy of an article titled "When Chatbots meet RPA bots." Wouter Baetens is the author of this article ("Baetens Article"). I worked with Mr. Baetens in the development of the email signature

Chatbot-RPA. The Baetens Article includes a link to the ChatbotRPA Email Signature Article that I authored and a link to the Chatbot-RPA Email Signature Video that I created. (Exhibit C, 2-3.)

* * *

I declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true, and that these statements were made with knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under section 1001 of Title 18 of the United States Code.

Dated: 06/07/2023

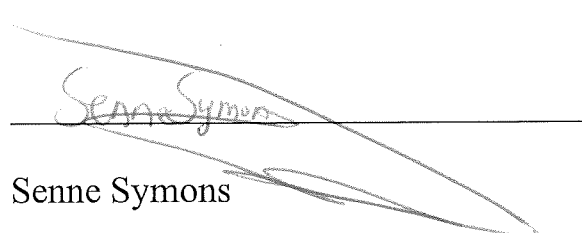

Senne Symons
in Leuven, Belgium

EXHIBIT A

When Chatbots meet RPA bots



Senne Symons · [Follow](#)

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.

ROBORANA

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!



When chatbots meet RPA bots

Open in app ↗

Sign up

Sign In



Search Medium



RPA meets chatbot

Automatically generate e-mail signature

00:01

Chatbots

Rpa

Robotics Automation

Automation

Robotics



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Written by **Senne Symons**

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EXHIBIT B



The chatbot collects all the information

arinti **ROBORANA**

Hallo
User

Hallo, bij mij kan je voorlopig enkel terecht om een nieuwe Cronos signature te maken.

Bot om 13:19:13



00:07



vimeo

The chatbot collects all the information

arinti **ROBORANA**

Hallo, bij mij kan je voorlopig enkel terecht om een nieuwe Cronos signature te maken.

Bot

Wat is uw volledige naam?

Bot om 13:19:23

Hallo

User

Ik wil een nieuwe signature

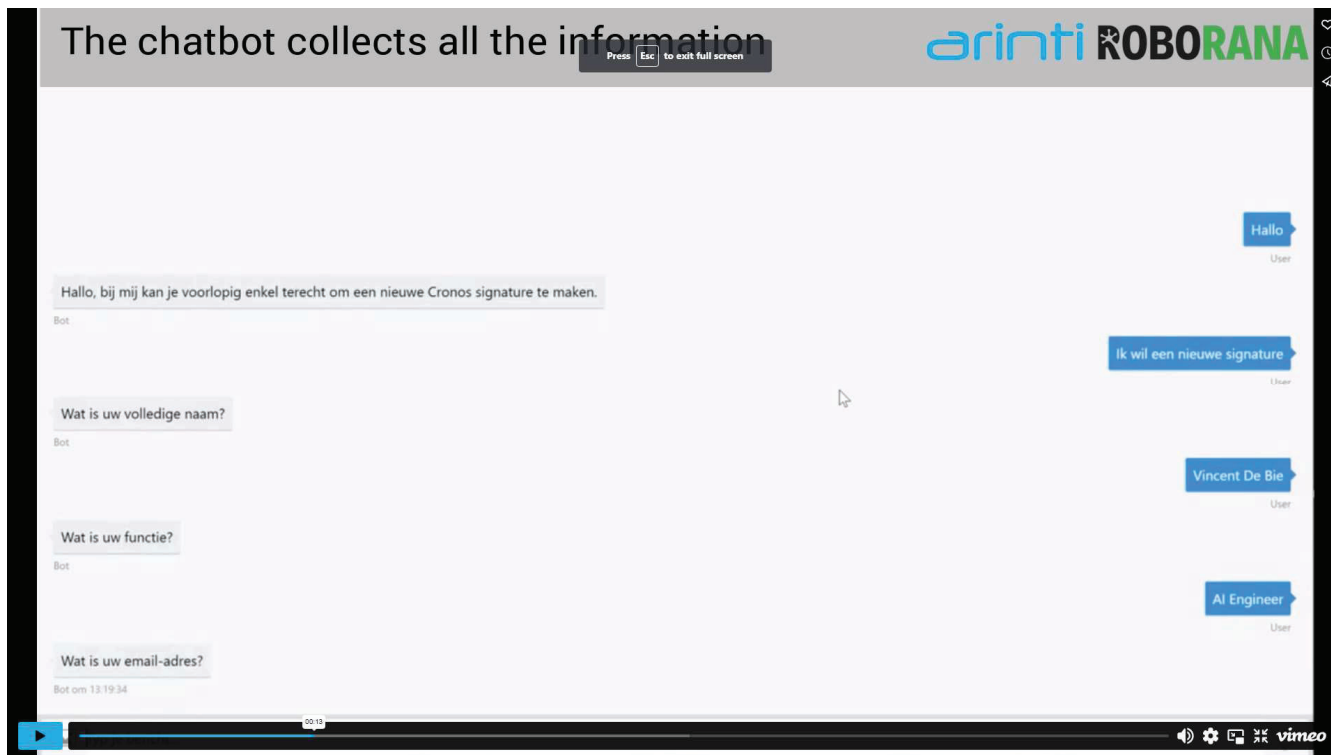
User



00:10



vimeo



The chatbot collects all the information

arinti **ROBORANA**

Hallo
User

Hallo, bij mij kan je voorlopig enkel terecht om een nieuwe Cronos signature te maken.

Bot

Ik wil een nieuwe signature
User

Wat is uw volledige naam?

Bot

Vincent De Bie
User

Wat is uw functie?

Bot

AI Engineer
User

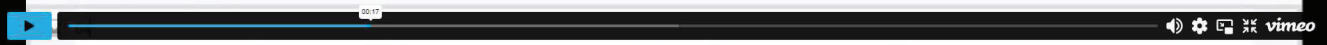
Wat is uw email-adres?

Bot

vincent.debie@cronos.be
User

Wat is uw gsm-nummer?

Bot om 13:19:44



The chatbot collects all the information

arinti **ROBORANA**

Bot

Wat is uw functie?

Bot

Wat is uw email-adres?

Bot

Wat is uw gsm-nummer?

Bot

Zijn volgende gegevens correct? Naam: Vincent De Bie Functie: AI Engineer Email: vincent.debie@cronos.be Gsm-nr: 04123456

Bot om 13:19:53

User

Vincent De Bie

User

AI Engineer

User

vincent.debie@cronos.be

User

04123456

User

The chatbot collects all the information

arinti **ROBORANA**

Bot

Wat is uw functie?

Bot

Wat is uw email-adres?

Bot

Wat is uw gsm-nummer?

Bot

Zijn volgende gegevens correct? Naam: Vincent De Bie Functie: AI Engineer Email: vincent.debie@cronos.be Gsm-nr: 04123456

Bot om 13:19:53

00:21

Vincent De Bie
User

AI Engineer
User

vincent.debie@cronos.be
User

04123456
User

The chatbot collects all the information

arinti **ROBORANA**

Wat is uw gsm-nummer?

Bot

04123456

User

Zijn volgende gegevens correct? Naam: Vincent De Bie Functie: AI Engineer Email: vincent.debie@cronos.be Gsm-nr: 04123456

Ja

Nee

Bot

Nee

User

Welk van de volgende gegevens wilt u veranderen?

Naam

Functie

Email

Gsm-nr

Bot om 13:20:00



00:22



When chatbots meet RPA bots

Robotana

chatbot collects all the information

arinti

ROBORANA

Wat is uw gsm-nummer?

Bot

Zijn volgende gegevens correct? Naam: Vincent De Bie Functie: AI Engineer Email: vincent.debie@cronos.be Gsm-nr: 04123456

Ja

Nee

Bot

Welk van de volgende gegevens wilt u veranderen?

Naam

Functie

Email

Gsm-nr

Bot om 13:20:00

User

04123456

User

Nee

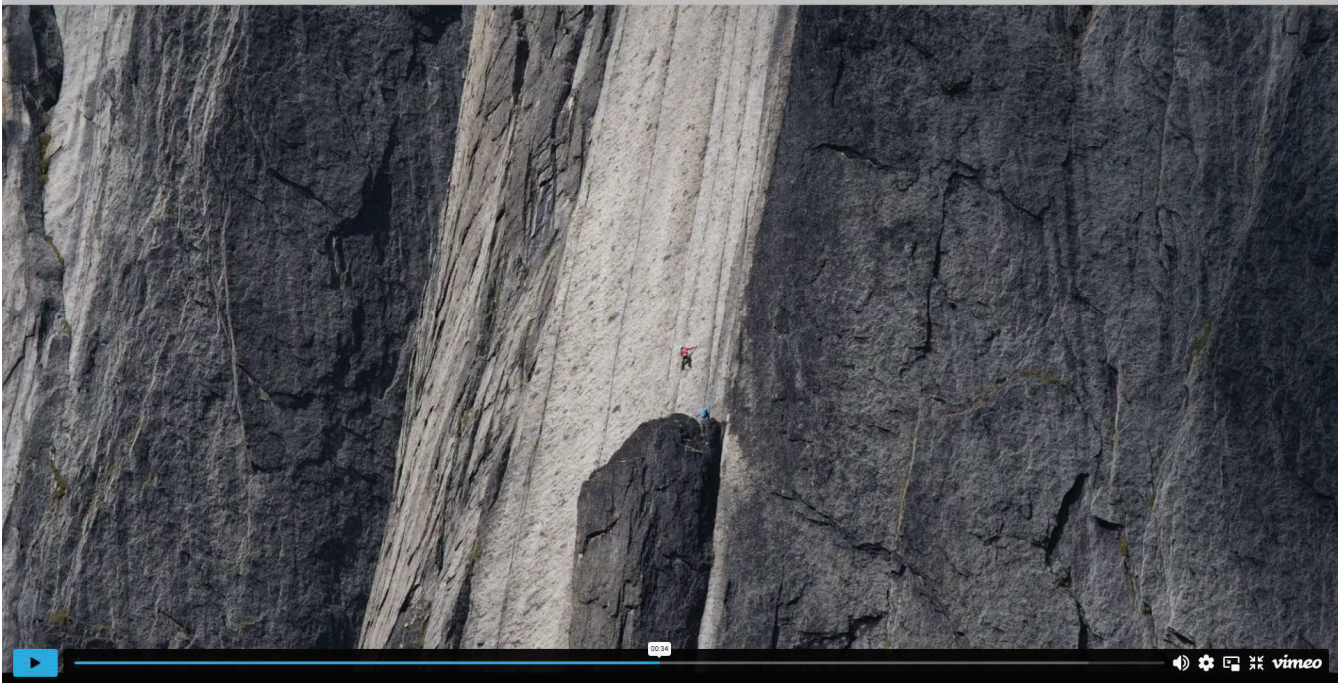
User

00:22

vimeo

The chatbot triggers the RPA bot

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The RPA bot automatically opens browser and enters details



CRONOS EMAIL SIGNATURE GENERATOR

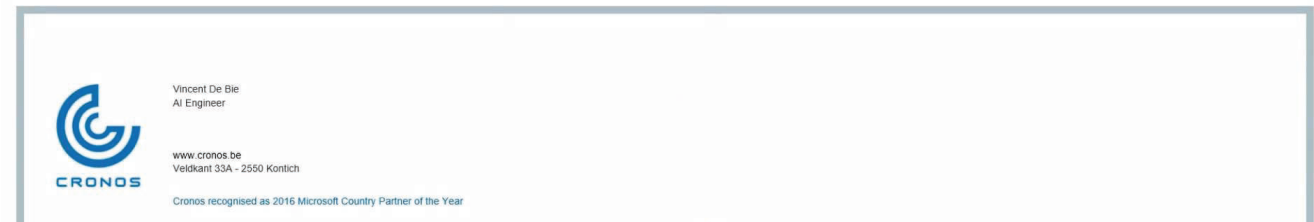
Entity	Cronos
Name	Vincent De Bie
Function	AI Engineer
Email	your email address
Phone	your telephone number (e.g. +32 3 123 45 67)
Mobile	your mobile number (e.g. +32 475 123 456)
Fax	your fax number (e.g. +32 3 123 45 67)

► Social Media

Logo	Cronos logo
Link 1	Cronos recognised as 2016 Microsoft Country Partner of the Year

Text	Cronos recognised as 2016 Microsoft Country Partner of the Year
Url	http://www.cronos.be/news/cronos-recognized-2016-microsoft-cou

Preview



The RPA bot automatically opens browser and enters details



CRONOS EMAIL SIGNATURE GENERATOR

Entity	Cronos
Name	Vincent De Bie
Function	AI Engineer
Email	vincent.debie@cronos.be
Phone	your telephone number (e.g. +32 3 123 45 67)
Mobile	0412345678
Fax	your fax number (e.g. +32 3 123 45 67)

► Social Media

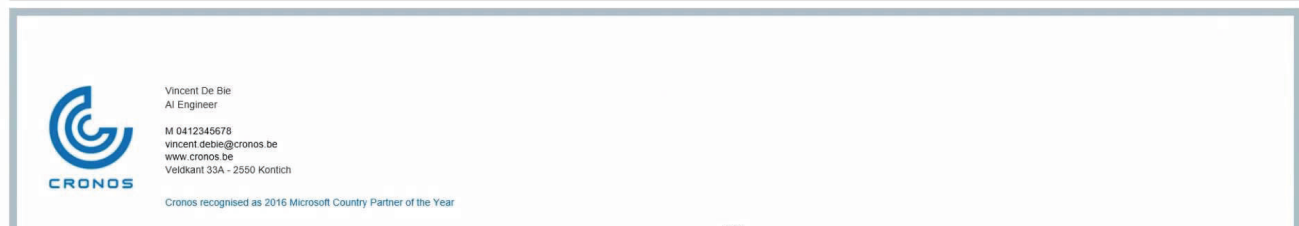


Links

Link 1

Text	Cronos recognised as 2016 Microsoft Country Partner of the Year
URI	http://www.cronos.be/news/cronos-recognized-2016-microsoft-cou

Preview

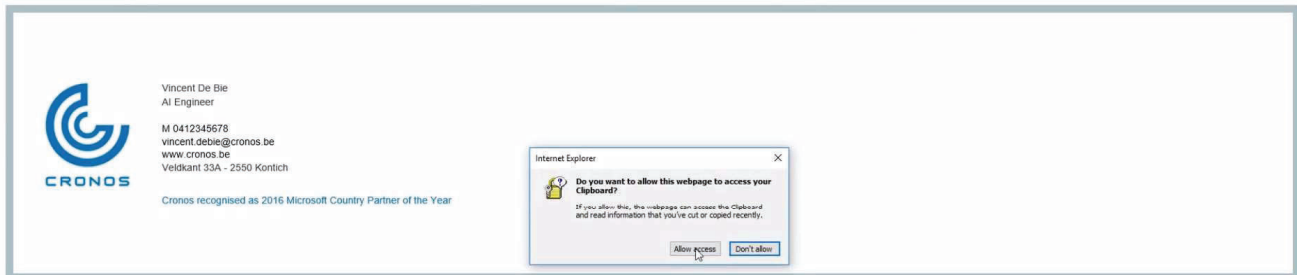


The RPA bot automatically opens browser and enters details



Text Cronos recognised as 2016 Microsoft Country Partner of the Year
Uri http://www.cronos.be/news/cronos-recognized-2016-microsoft-cou

Preview



Copy to Clipboard

Watch Set-up for Outlook

Instructions

Fill in the form with your personal info. You only have to do this once*.
Select the logo of choice. Your email signature will be generated.
Press the "Copy to Clipboard" button to copy your signature.
Open Outlook and open the email Preferences/ signature panel in the Outlook menu.
(Press the "Watch Set-up for Outlook" button for instructions).

*To return to the email signature generator, you can bookmark the url of this page.
Your contact details will be prefilled.



00:45



The RPA bot automatically copies the signature to Word file



Text
uri
Cronos recognised as 2016 Microsoft Country Partner of the Year
<http://www.cronos.be/news/cronos-recognized-2016-microsoft-cou>

Preview



Copy to Clipboard

Watch Set-up for Outlook

Instructions

Fill in the form with your personal info. You only have to do this once*.
Select the logo of choice. Your email signature will be generated.
Press the "Copy to Clipboard" button to copy your signature.
Open Outlook and open the email Preferences/ signature panel in the Outlook menu.
(Press the "Watch Set-up for Outlook" button for instructions).

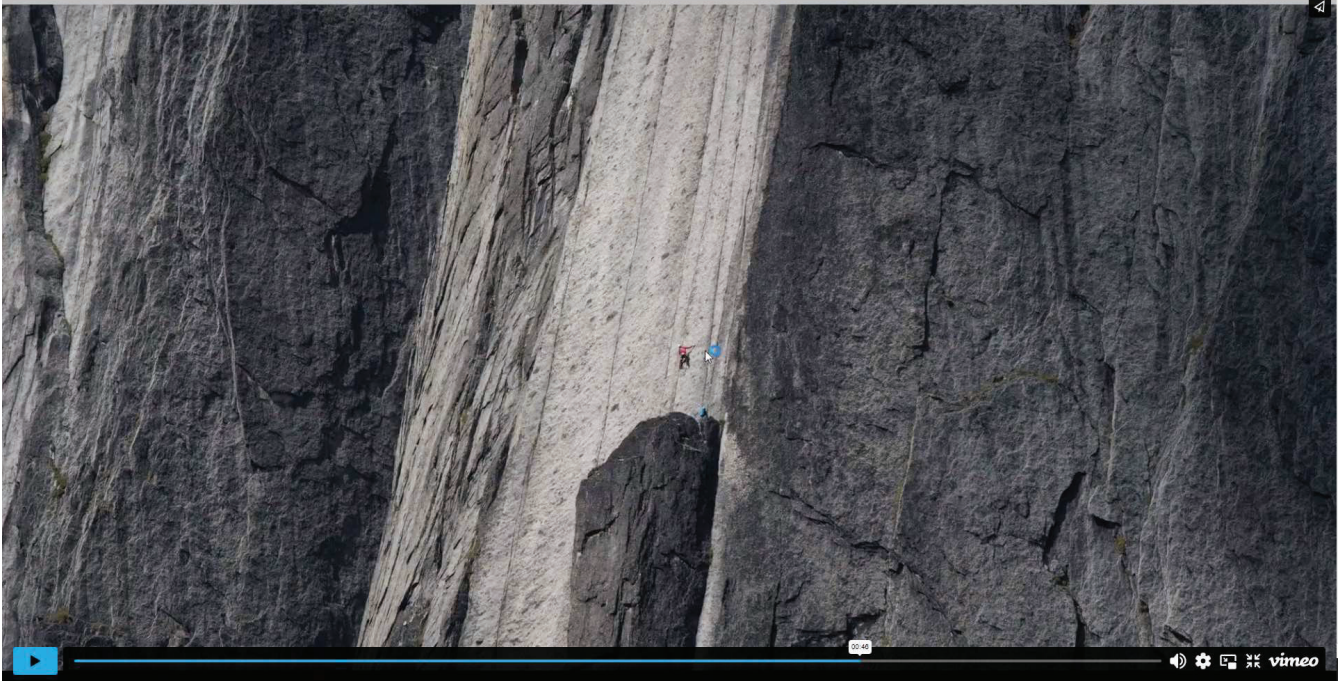
*To return to the email signature generator, you can bookmark the url of this page.
Your contact details will be prefilled.



arinti **ROBORANA**

The RPA bot automatically mails the Word file to the requester

arinti **ROBORANI**



Signature is received by email

arinti **ROBORANA**

Form fields for data entry:

- Functie
- Email
- Gsm-nr

Bot

Wat is uw gsm-nummer?

Bot

Zijn volgende gegevens correct? Naam: Vincent De Bie Functie: AI Engineer Email: vincent.debie@cronos.be Gsm-nr: 0412345678

Ja

Nee

Bot

Uw signature wordt nu aangemaakt.

Bot om 13:20:20

Gsm-nr

User

0412345678

User

Ja



Symons Senne

Your email signature

Beste Vincent De Bie, In bijlage kan u uw automatisch gegenereerde email handtekening vinden die u recentelijk .

Outlook 2016



00:00



Signature is received by email

arinti ROBORANA

Form fields for data entry:

- Functie
- Email
- Gsm-nr

Bot:

Wat is uw gsm-nummer?

Bot:

Zijn volgende gegevens correct? Naam: Vincent De Bie Functie: AI Engineer Email: vincent.debie@cronos.be Gsm-nr: 0412345678

Ja

Nee

Bot:

Uw signature wordt nu aangemaakt.

Bot om 13:20:20

Gsm-nr

User

0412345678

User

Ja



Symons Senne

Your email signature

Beste Vincent De Bie, In bijlage kan u uw automatisch gegenereerde email handtekening vinden die u recentelijk

Publicatie 2014



vimeo

Signature is received by email

arinti **ROBORANA**

The screenshot displays a chat window with a central email preview. The email is from Symons Senne, dated Wednesday, 18/10/2017 at 13:21, and is addressed to Vincent De Bie. It includes a Word document attachment named 'Vincent De Bie.docx' (35 KB). The email body reads: 'Beste Vincent De Bie, In bijlage kan u uw automatisch gegenereerde email handtekening vinden die u recentelijk aanvroeg. Met vriendelijke groeten.' The chat interface on the left shows a bot asking for a GSM number and a user providing '0412345678'. The right sidebar shows the user's name 'Gsm-nr' and the provided number. The bottom of the screen features a video player control bar with a play button, a progress bar at 00:54, and the Vimeo logo.

Wed 18/10/2017 13:21

Symons Senne
Your email signature

To: De Bie Vincent

Vincent De Bie.docx
35 KB

Beste Vincent De Bie,

In bijlage kan u uw automatisch gegenereerde email handtekening vinden die u recentelijk aanvroeg.

Met vriendelijke groeten.

Wat is uw gsm-nummer?

Zijn volgende gegevens
Engineer Email: vincent

Uw signature wordt nu

Bot om 13:20:20

Gsm-nr
User

0412345678
User

Ja
User

00:54

vimeo

Signature is received by email

arinti ROBORANA

The screenshot displays a chat window with a central email preview. The email is from Symons Senne, dated Wednesday, 18/10/2017 at 13:21, and is addressed to Vincent De Bie. The email body contains a Dutch message about an automatically generated email signature and a friendly greeting. A Word document attachment, 'Vincent De Bie.docx' (35 KB), is visible. On the left side of the chat, a bot asks for a GSM number, and a user provides '0412345678'. On the right side, a user asks for a GSM number, and a bot responds with 'Ja' (Yes). The bottom of the chat shows a bot asking for an email signature, which is then received. The interface includes a play button, a progress bar, and a Vimeo logo at the bottom.

Wed 18/10/2017 13:21

Symons Senne
Your email signature

To: De Bie Vincent

Vincent De Bie.docx
35 KB

Beste Vincent De Bie,

In bijlage kan u uw automatisch gegenereerde email handtekening vinden die u recentelijk aanvraag.

Met vriendelijke groeten.

Wat is uw gsm-nummer?

0412345678

Zijn volgende gegevens
Engineer Email: vincent

Uw signature wordt n

Bot om 13:20:20

00:01

vimeo

Signature is received by email

arinti ROBORANA

Wed 18/10/2017 13:21

Symons Senne
Your email signature

To: De Bie Vincent

Bot

Vincent De Bie.docx
35 KB

Beste Vincent De Bie,

Wat is uw gsm-numm

Bot

In bijlage kan u uw automatisch gegenereerde email

Met vriendelijke groeten.

Word

Starting...

Zijn volgende gegeven

Engineer Email: vincent

Bot

Uw signature wordt n

Bot om 13:20:20

Gsm-nr

User

0412345678

User

Ja

User

00:00

vimeo

Signature is received by email

arinti **ROBORANA**



vincent.debie@cronos.be
www.cronos.be
Veldkant 33A - 2550 Kontich
[Cronos recognised as 2016 Microsoft Country Partner of the Year](#)

End of document •



01:00



vimeo