

I, Wouter Baetens, declare as follows:

1. I provide this declaration about a blog post that I wrote in 2017 and a video accompanying the blog post. I was not compensated for my time in preparing this declaration, I have no stake in the outcome of this proceeding, and I am not being compensated for my testimony. The statements in this declaration are based on my own personal knowledge and recollection.

2. From February 2017 to September 2021, I was a Managing Partner at Arinti. Arinti is a company that focuses on transforming data using artificial intelligence (AI); one example application includes conversational AI bots. My job responsibilities included managing the business (such as managing the sales effort, managing the team, managing different projects, managing different partnerships, and growing the business overall).

3. My educational background is as follows: I obtained a Bachelors Degree in Economics with a specialization in Human Resources Management in 2010 from Hogeschool University in Brussels. I obtained a Masters Degree in Human Resources Management in 2011 from Hogeschool University in Brussels. I have also obtained several AI-related certifications, such as a Microsoft Azure Certification and an Agoria AI Certification.

4. I have examined and reviewed the following:

- <https://medium.com/arinti/when-chatbots-meet-rpa-bots-f51d2948f634> (“Chatbot-RPA Email Signature Arinti Article” or “Baetens Article”, Exhibit A)
- <https://chatbotslife.com/when-chatbots-meet-rpa-bots-c5f71e462e6> (“Chatbot-RPA Email Signature Chatbots Life Article”, Exhibit B)
- <https://medium.com/roborana/when-chatbots-meet-rpa-bots-c8b22579f49a> (“Symons Article”, Exhibit C)
- <https://vimeo.com/238927879> (“Chatbot-RPA Email Signature Video” or “Symons Video”, Exhibit D)

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 Arinti Article”). It was published and made publicly available online at <https://blog.arinti.be/when-chatbots-meet-rpa-bots-f51d2948f634> at least as early as October 20, 2017. The October 20, 2017 date on Exhibit A accurately reflects the date that I posted the article.

6. The Chatbot-RPA Email Signature Arinti Article was published and made publicly available on Medium’s website. Medium is an online social publishing platform that was free at the time and available to anyone in the public. It was known in the industry at the time for publishing blog posts. Medium

allowed bloggers to share knowledge, market products, and make their work known to a wide audience. Interested members in the public would have searched for, using Medium's search bar or a search engine like Google, and found my blog post. I signed up for a free (basic) Medium account and posted the Chatbot-RPA Email Signature Arinti Article a 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 20, 2017.

7. Exhibit B 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 Chatbots Life Article"). After I drafted and published the Chatbot-RPA Email Signature Arinti Article, I submitted the article to Chatbots Life. Chatbots Life is one of Medium's sub-platforms specifically designed for sharing ideas about chatbots. The editor of the Chatbots Life sub-platform accepted my article without making any revisions to the text of the article. The Chatbot-RPA Email Signature Chatbots Life Article was published and made publicly available online at <https://chatbotslife.com/when-chatbots-meet-rpa-bots-c5f71e462e6> at least as early as October 20, 2017. The October 20, 2017 date on Exhibit B accurately reflects the date that the editor posted the article.

8. The Chatbot-RPA Email Signature Arinti Article and the Chatbot-RPA Email Signature Chatbots Life Article provide a link to an article

authored by Senne Symons (“Symons Article”). Exhibit C is a true and correct copy of the Symons Article. The October 19, 2017 date on Exhibit C accurately reflects the date that the Symons Article was published and made publicly available online at <https://medium.com/roborana/when-chatbots-meet-rpa-bots-c8b22579f49a>. I worked on a team with Mr. Symons in the development of the email signature Chatbot-RPA. The email signature Chatbot-RPA included a chatbot that interacted with the user to collect all the necessary information, and then after, triggered an RPA bot. The RPA bot automatically generated an email signature with the collected information, saved it, and emailed it back to the user. My role was to manage the team that implemented the chatbot as an interface for a natural language conversation with the user.

9. The Chatbot-RPA Email Signature Arinti Article and the Chatbot-RPA Email Signature Chatbots Life Article also include a video (“Chatbot-RPA Email Signature Video”) that demonstrates the email signature Chatbot-RPA. Mr. Symons created the video and posted it on Vimeo’s website. Vimeo is an online video sharing platform that was free at the time 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, using a search engine such as Google, and found the video. The video was published and made publicly available online at <https://vimeo.com/238927879> at least as early as

October 19, 2017. Exhibit D is a true and correct copy of screenshots taken from the Chatbot-RPA Email Signature Video.

* * *

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:

3rd of August 2023

Wouter Baetens

in Mechelen, Belgium

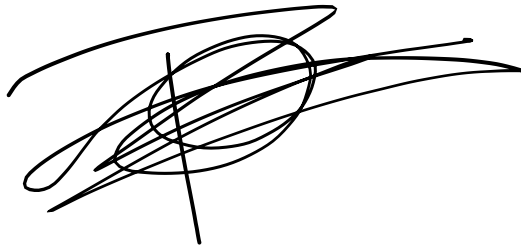
A handwritten signature in black ink, consisting of several overlapping loops and a long horizontal stroke extending to the right.

EXHIBIT A

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When Chatbots meet RPA bots



Wouter Baetens · Follow

Published in arinti

2 min read · Oct 20, 2017



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An AI love story



When chatbots meet RPA bots

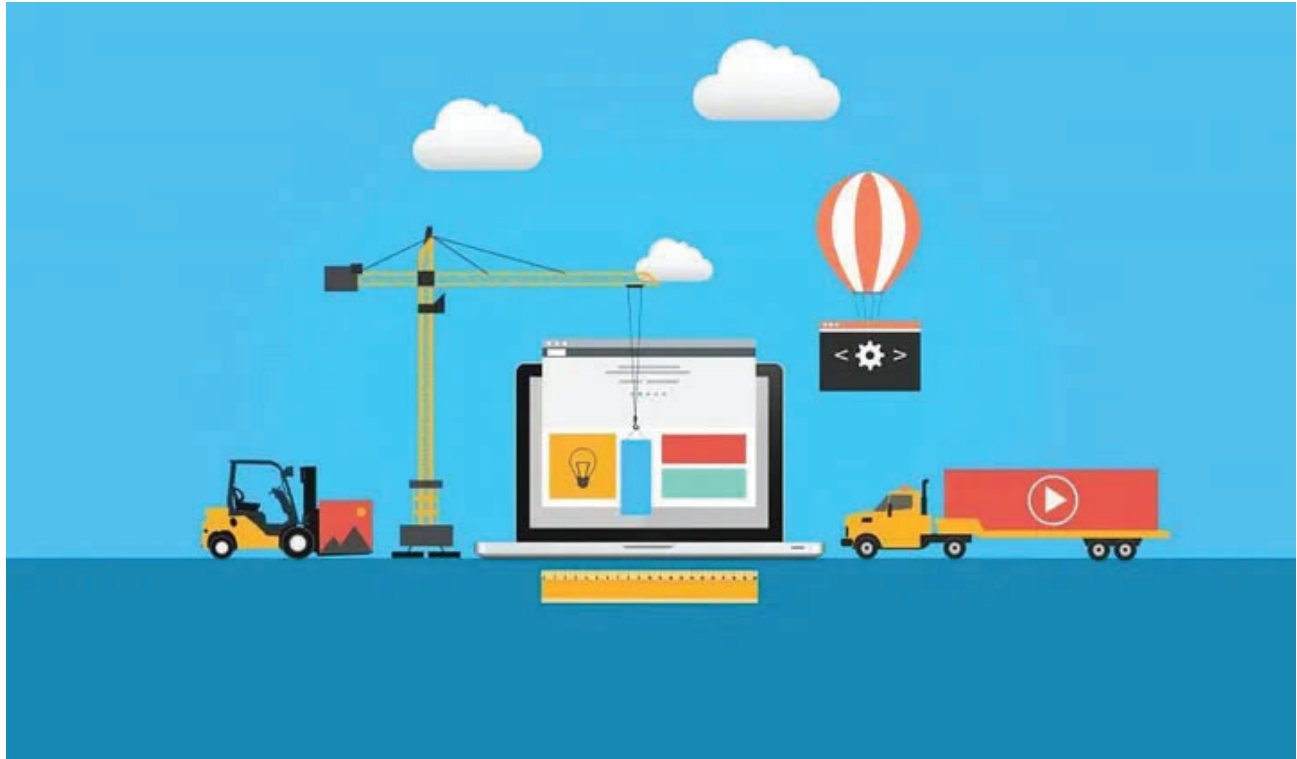
RoboRana

RPA meets chatbot

Automatically generate e-mail signature

“How can we merge Chatbots and RPA?” is a question we’ve asked ourselves a few months ago, when we first found out about BleuPrism, UiPath, and the likes. Both technologies have their specific advantages and combining them to automate processes can tremendously boost productivity in multiple organizations. As soon as we’ve heard about our new colleagues at Roborana, we’ve been figuring out how to

combine these technologies in a customer case. Though we can't share much about the results of our joint efforts (yet), this small demo strongly demonstrates the value in combining these technologies.



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 (what you'll see in the video is a computer performing the exact tasks a human would, only 10x faster) 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.

This article is a slightly adapted version of the original blogpost written by Roborana: <https://medium.com/roborana/when-chatbots-meet-rpa-bots-c8b22579f49a>

Thanks for reading and as always: feel free to get in touch if you'd like to know more!

Chatbots

AI

Rpa

Service Desk



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Written by Wouter Baetens

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Managing Partner @Arinti_be (@CronosGroep). Passionate about Digital Innovation. Triathlon. Straight Edge. Musician. Wanderlust. Always on the run.

More from Wouter Baetens and arinti

EXHIBIT B



When Chatbots meet RPA bots



Wouter Baetens · [Follow](#)

Published in Chatbots Life

3 min read · Oct 20, 2017

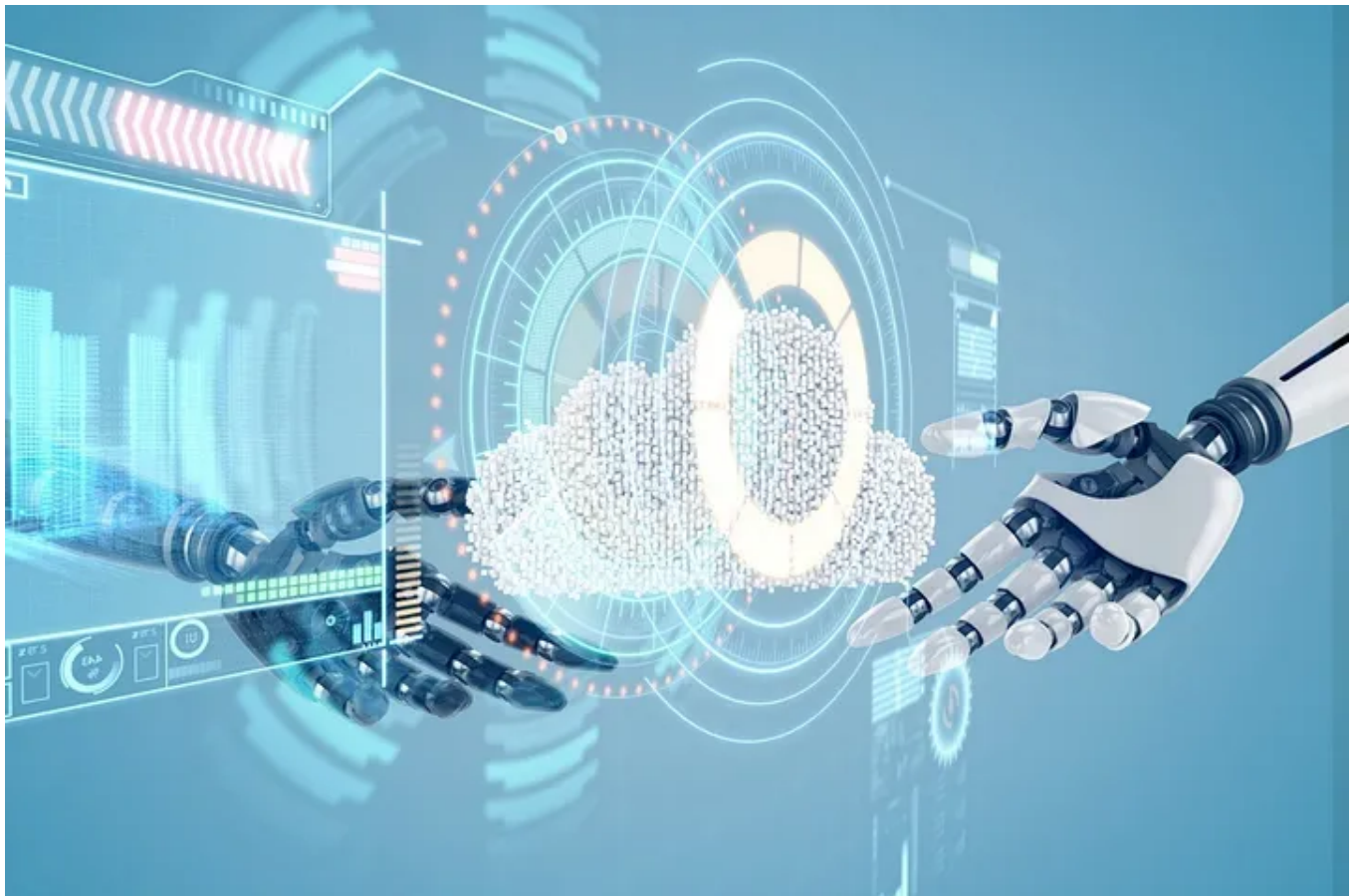


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An AI love story



[Source](#)

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When chatbots meet RPA bots

RoboRana

RPA meets chatbot

Automatically generate e-mail signature

Chatbots Life Newsletter

Get a summary of the best Bot articles each week.

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Community



Message
Our Bot



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Bot Project

Chatbots

Rpa

AI

Service Desk

Bots



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Written by Wouter Baetens

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Managing Partner @Arinti_be (@CronosGroep). Passionate about Digital Innovation. Triathlon. Straight Edge. Musician. Wanderlust. Always on the run.

More from Wouter Baetens and Chatbots Life

EXHIBIT C

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.

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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

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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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Whatfix Inc. Exhibit 1010 Page 18

EXHIBIT D



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



00:01



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 om 13:19:23



00:10



The chatbot collects all the information

arinti **ROBORANA**

Press Esc to exit full screen

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 om 13:19:34



00:13



The chatbot collects all the information

arinti **ROBORANA**



The chatbot collects all the information

arinti **ROBORANA**

The screenshot displays a chatbot interface with a light gray background. On the left, the bot's messages are shown in white boxes with the label 'Bot' above them. The bot asks four questions in Dutch: 'Wat is uw functie?', 'Wat is uw email-adres?', 'Wat is uw gsm-nummer?', and a confirmation question: 'Zijn volgende gegevens correct? Naam: Vincent De Bie Functie: AI Engineer Email: vincent.debie@cronos.be Gsm-nr: 04123456'. Below the confirmation question are two buttons labeled 'Ja' and 'Nee'. On the right, the user's responses are shown in blue boxes with the label 'User' below them. The user provides the following information: 'Vincent De Bie', 'AI Engineer', 'vincent.debie@cronos.be', and '04123456'. At the bottom left, a timestamp reads 'Bot om 13:19:53'. At the bottom right, there is a video player control bar with a play button, a progress bar, and the Vimeo logo.

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

Ja

Nee

Bot om 13:19:53

00:25

vimeo

The chatbot collects all the information

arinti **ROBORANA**

The screenshot displays a chatbot interface with a light gray background. On the left, the bot's messages are shown in white boxes with a gray border. On the right, the user's messages are shown in blue boxes with a white border. The bot asks four questions in Dutch: 'Wat is uw functie?', 'Wat is uw email-adres?', 'Wat is uw gsm-nummer?', and a confirmation question 'Zijn volgende gegevens correct? Naam: Vincent De Bie Functie: AI Engineer Email: vincent.debie@cronos.be Gsm-nr: 04123456'. The user responds with 'Vincent De Bie', 'AI Engineer', 'vincent.debie@cronos.be', and '04123456'. At the bottom, there are two buttons labeled 'Ja' and 'Nee' for the confirmation question. A mouse cursor is pointing at the 'Nee' button. The video player controls at the bottom show a progress bar at 00:21 and the Vimeo logo.

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

Ja

Nee

Bot om 13:19:53

00:21

vimeo

The chatbot collects all the information

arinti **ROBORANA**

The screenshot displays a chatbot interface with a light blue background. At the top right, the logo "arinti ROBORANA" is visible. The chat history shows the following sequence of messages:

- Bot:** "Wat is uw gsm-nummer?"
- User:** "04123456"
- Bot:** "Zijn volgende gegevens correct? Naam: Vincent De Bie Functie: Al Engineer Email: vincent.debie@cronos.be Gsm-nr: 04123456"
Below this message are two buttons: "Ja" and "Nee".
- User:** "Nee"
- Bot:** "Welk van de volgende gegevens wilt u veranderen?"
Below this message are four buttons: "Naam", "Functie", "Email", and "Gsm-nr".

At the bottom left, a timestamp reads "Bot om 13:20:00". The bottom of the image features a video player interface with a play button, a progress bar, and a "vimeo" logo.



When chatbots meet RPA bots

A chatbot collects all the information

arinti ROBORANA

Wat is uw gsm-nummer?

Bot

04123456

User

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

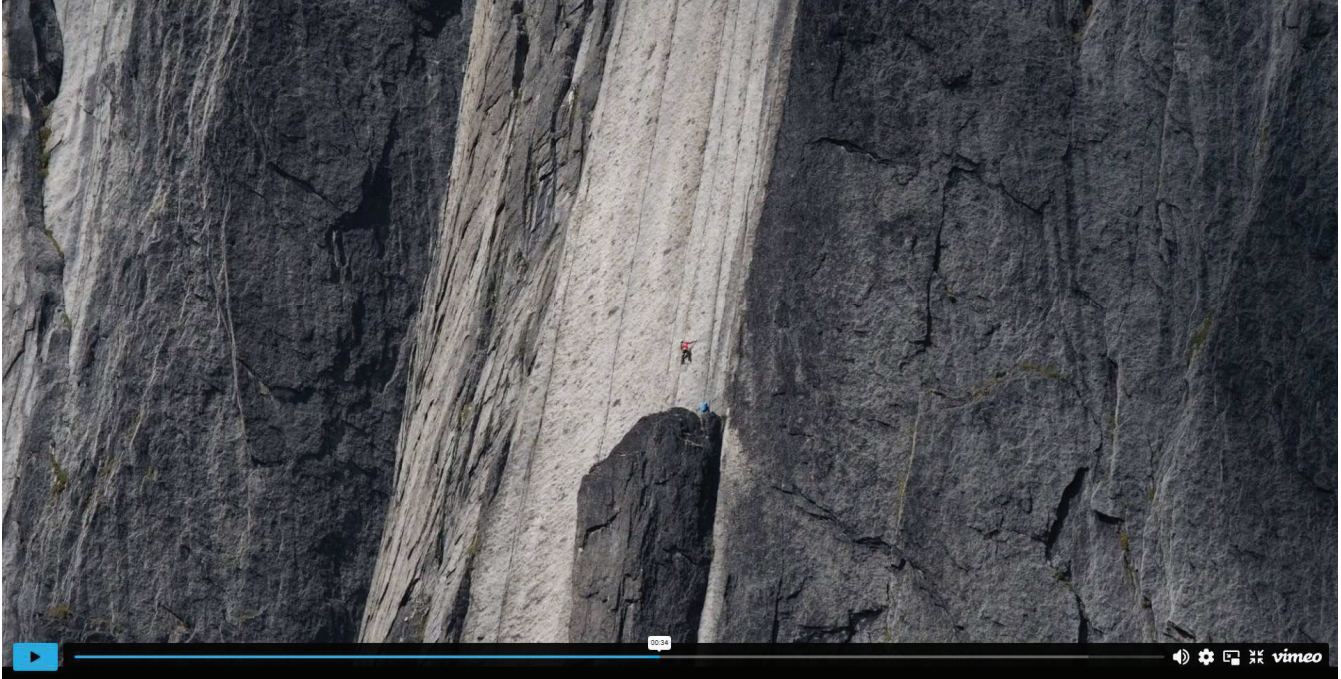
Bot om 13:20:00

00:22

vimeo

The chatbot triggers the RPA bot

arinti **ROBORANA**



The RPA bot automatically opens browser and enters details

arinti ROBORAN

CRONOS EMAIL SIGNATURE GENERATOR

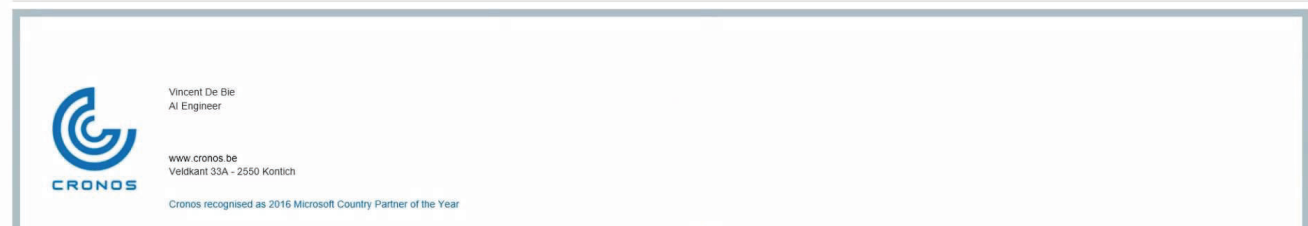
Entity	Cronos
Name	Vincent De Bie
Function	AI Engineer
Email	your email address
Phone	your telephone number (e.g. +32 3 123 45 67)
Mobile	your mobile number (e.g. +32 475 123 456)
Fax	your fax number (e.g. +32 3 123 45 67)

► 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

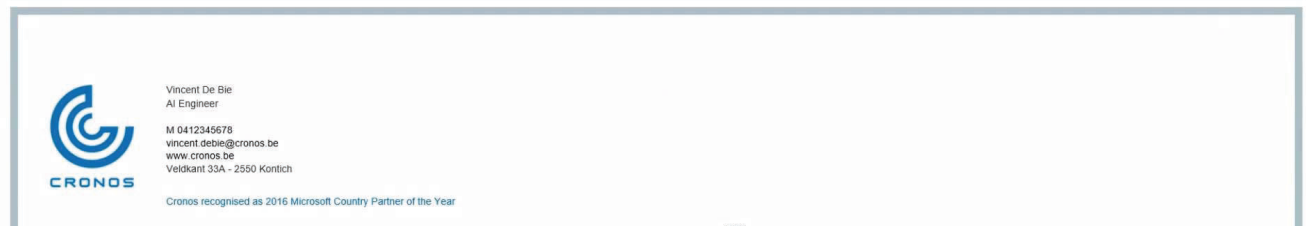
Entity	Cronos
Name	Vincent De Bie
Function	AI Engineer
Email	vincent.debie@cronos.be
Phone	your telephone number (e.g. +32 3 123 45 67)
Mobile	0412345678
Fax	your fax number (e.g. +32 3 123 45 67)

► Social Media



Link 1	
Text	Cronos recognised as 2016 Microsoft Country Partner of the Year
Url	http://www.cronos.be/news/cronos-recognized-2016-microsoft-cou

Preview

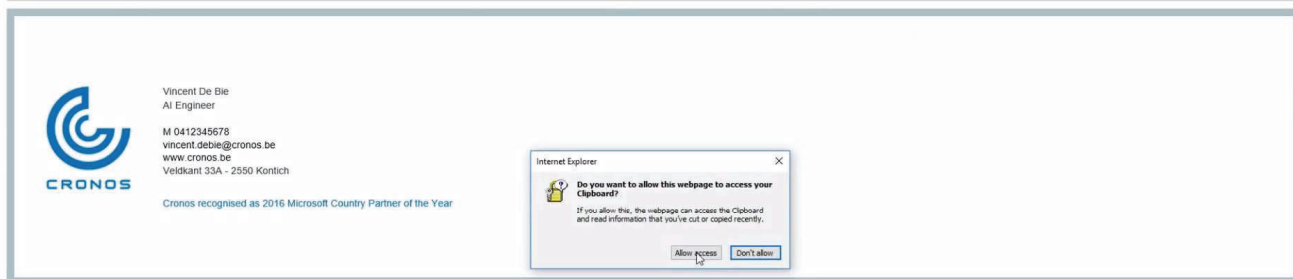


The RPA bot automatically opens browser and enters details



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.

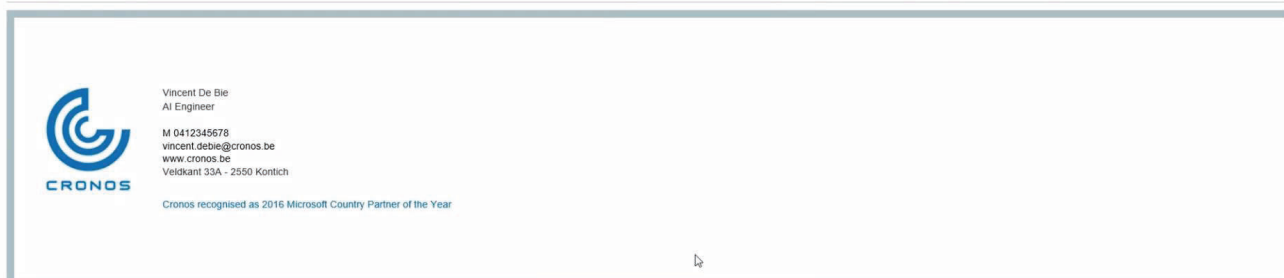


The RPA bot automatically copies the signature to Word file

arinti **ROBORAN**

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

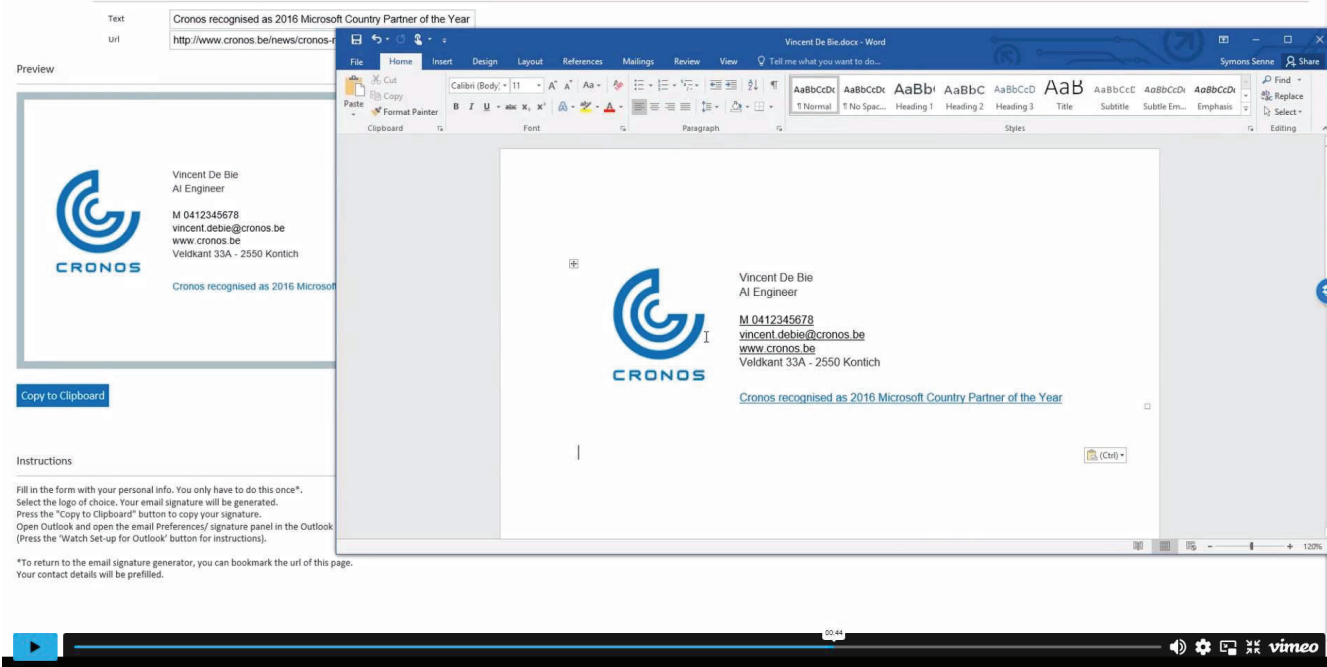
Fill in the form with your personal info. You only have to do this once*.
Select the logo of choice. Your email signature will be generated.
Press the "Copy to clipboard" button to copy your signature.
Open Outlook and open the email Preferences/ signature panel in the Outlook menu.
(Press the "Watch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



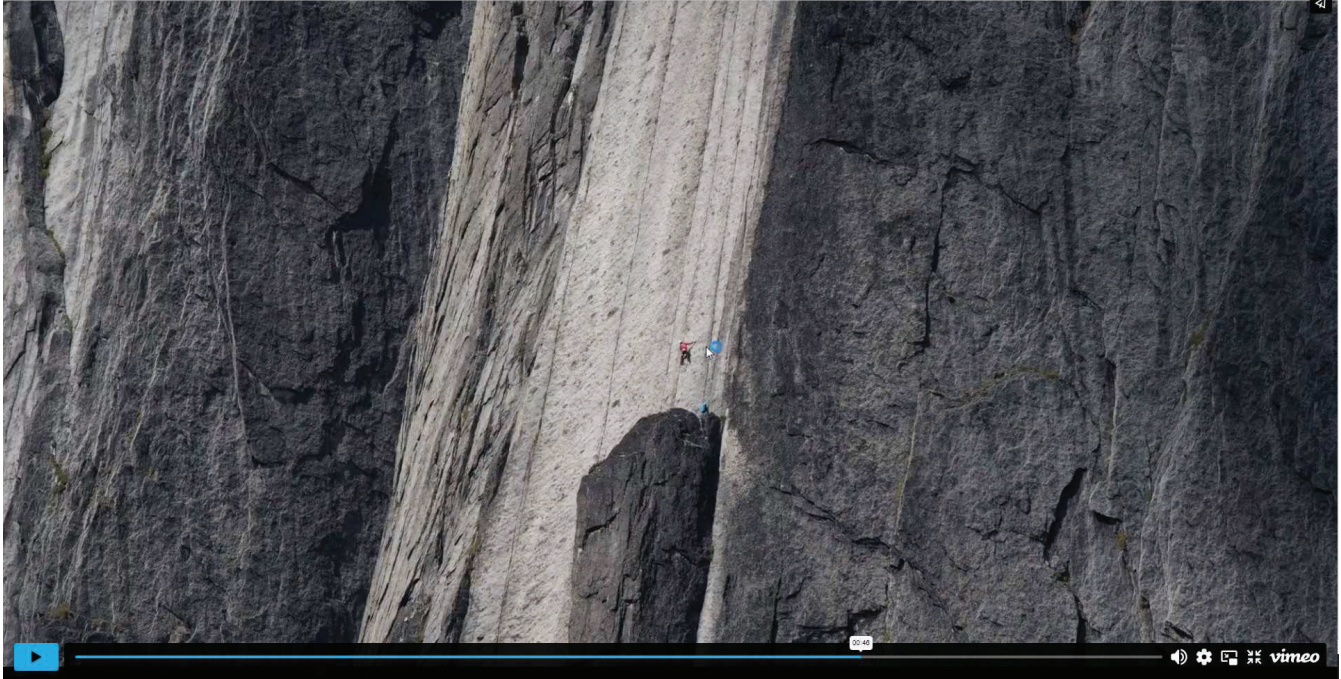
The RPA bot automatically copies the signature to Word file

arinti ROBORANA



The RPA bot automatically mails the Word file to the requester

arinti **ROBORAN**



Signature is received by email

arinti **ROBORANA**

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 .

04/04/2016

vimeo

Signature is received by email

arinti **ROBORANA**

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

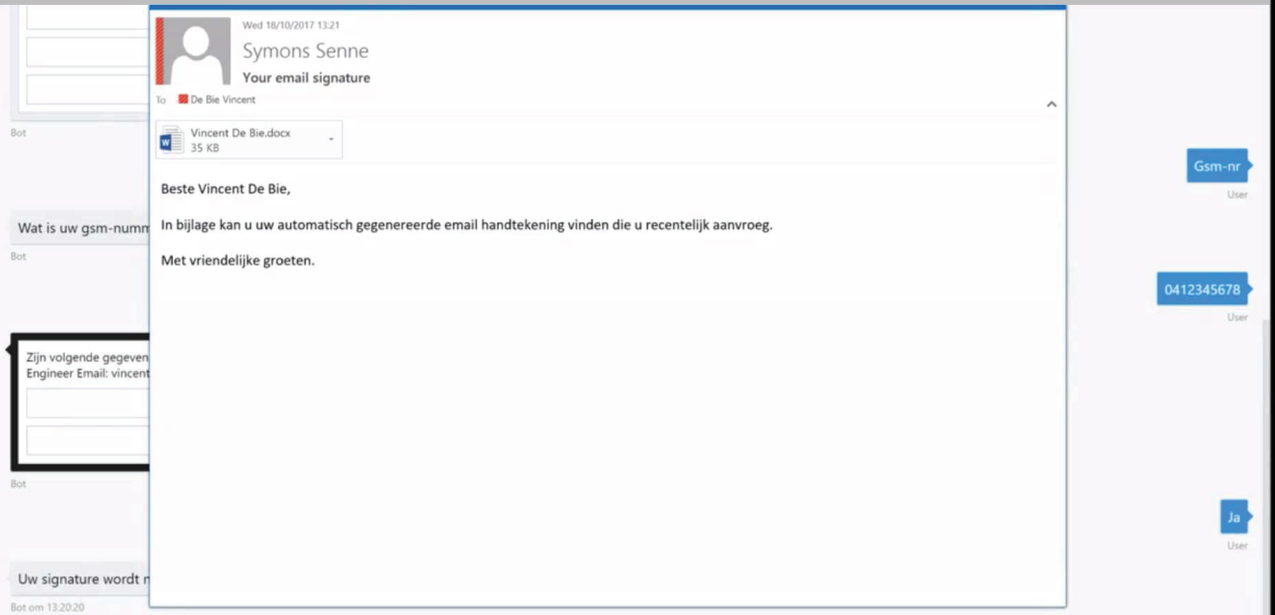
Your email signature

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

17/05/2016

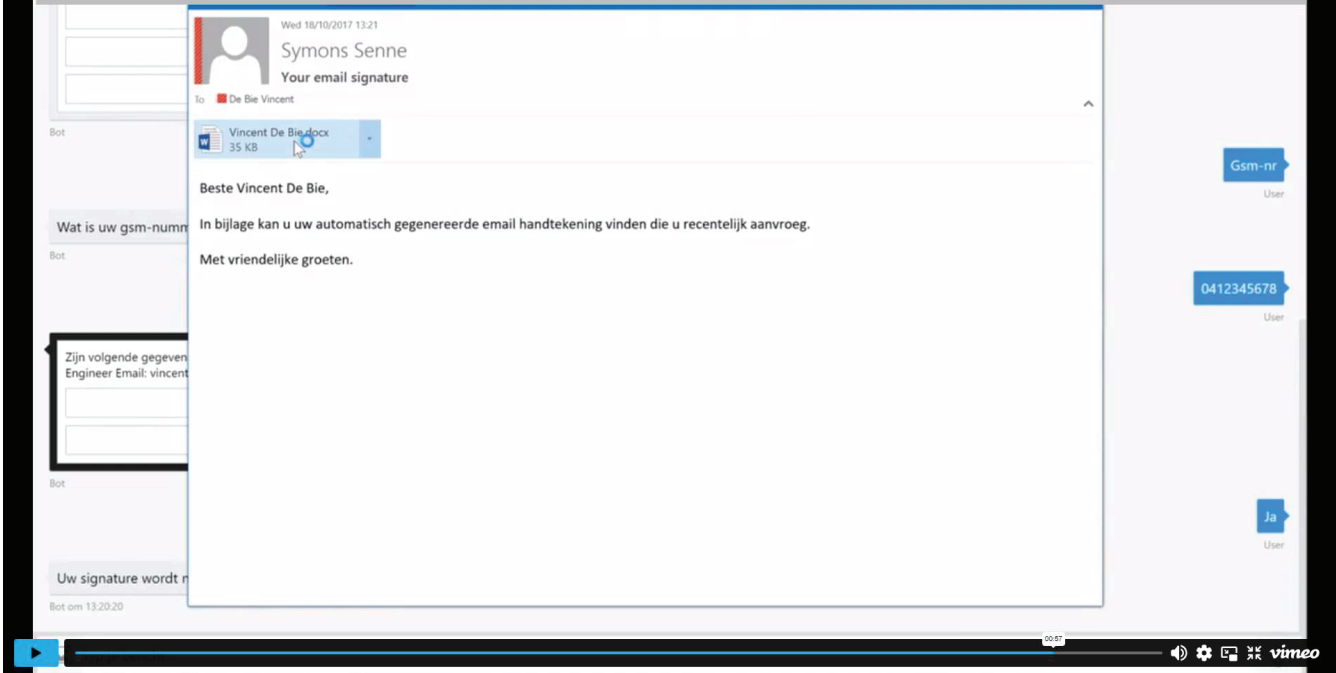
Signature is received by email

arinti*ROBORANA



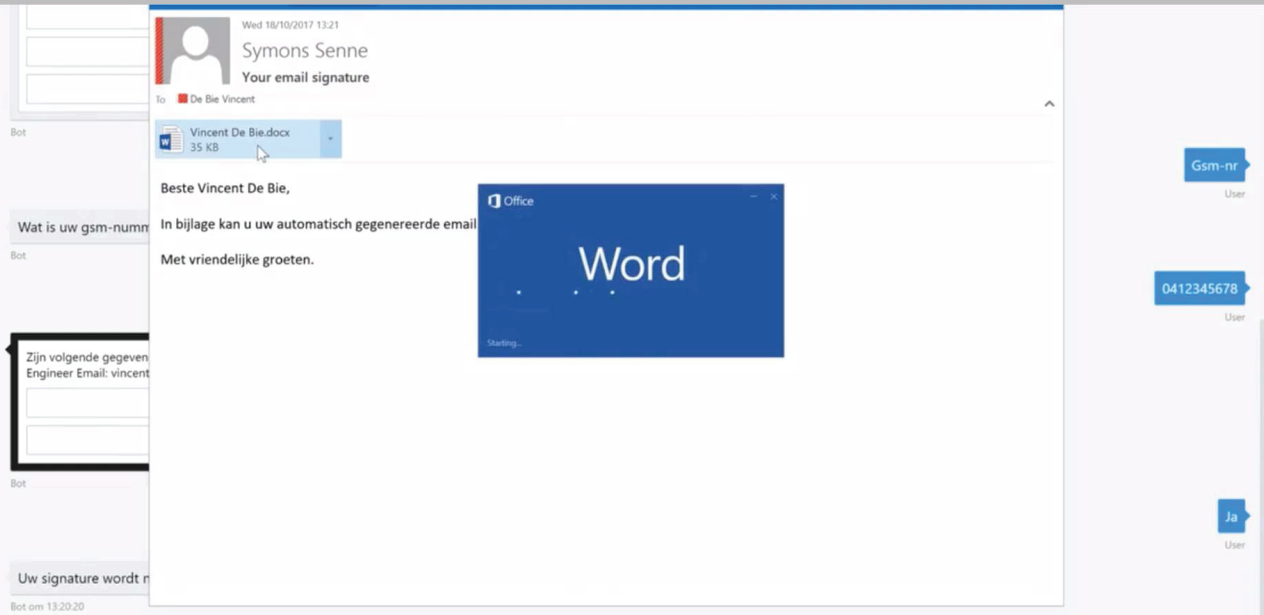
Signature is received by email

arinti **ROBORANA**



Signature is received by email

arinti **ROBORANA**



Signature is received by email

arinti **ROBORANA**



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

End of document ▸



01:55

