

Open in app ↗

Sign up

Sign In



Search Medium



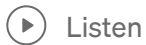
When Chatbots meet RPA bots



Wouter Baetens [Follow](#)

Published in Chatbots Life

3 min read · Oct 20, 2017

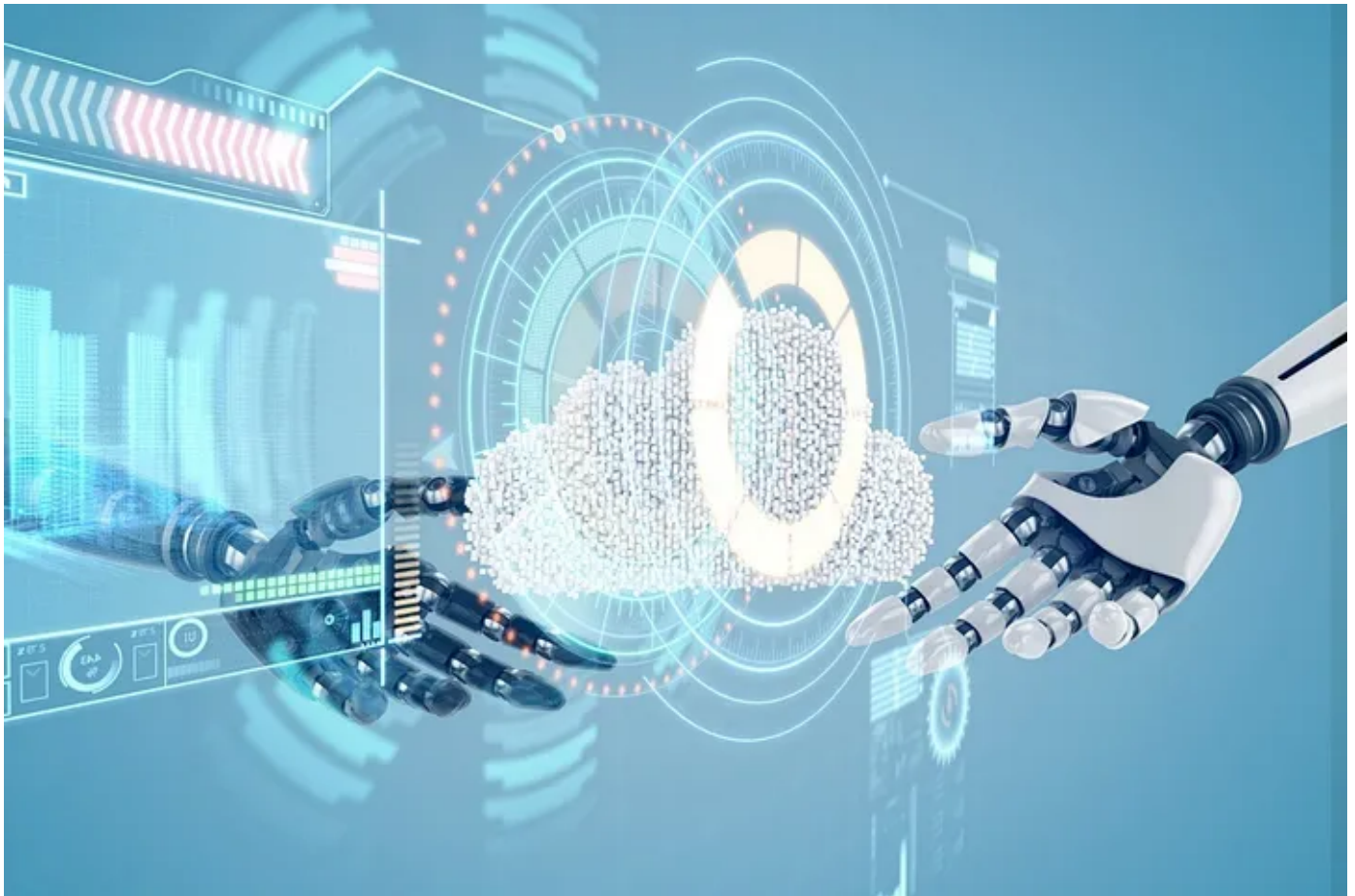


Listen



Share

An AI love story



[Source](#)

“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.

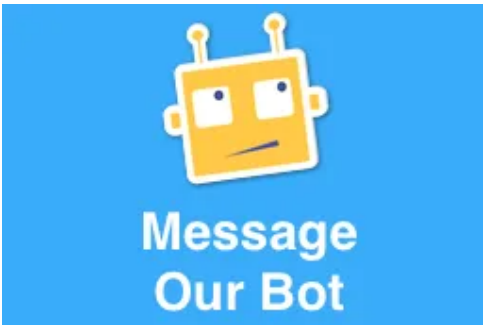
Chatbots enable organizations to offer a more intuitive, natural way to interact with their customers. By handling and structuring problems and questions quicker, it greatly reduces waiting times and improves customer satisfaction. Eventually, a chatbot powered by AI will become indistinguishable from 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
- Rpa
- AI
- Service Desk
- Bots



Written by Wouter Baetens

28 Followers · Writer for Chatbots Life

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