

TABLE OF CONTENTS

Chapter No	Contents	Page No
1	Introduction to RPA	1
	1.1. Introduction to Robotics Process Automation (RPA)	1
	1.2. Objective of RPA	1
	1.3. Characteristics / Key Feature of Robotic Process Automation	1
	1.3.1. Automation of Repetitive Tasks	1
	1.3.2. Scalability	1
	1.3.3. Enhanced Performance	2
	1.3.4. Code Free Automation	2
	1.4. Industries Benefit from RPA	2
	1.5. Leading Benefits of RPA	3
	1.5.1. Increased Productivity	4
	1.5.2. Stress-free Regulatory Compliance	4
	1.5.3. Faster Implementation	4
	1.5.4. Better Customer Experiences	4
	1.5.5. Lower Processing Costs	5
	1.5.6. Optimized Resource Utilization	5
	1.5.7. Faster ROI than Traditional IT Projects	5
	1.5.8. Streamlined Proposals	5
	1.5.9. Preservation of Legacy Systems	5
	1.5.10. Better Revenue Capture	6
	1.6. History of RPA (Robotic Process Automation)	6
	1.6.1. Before 1990's-- Early Automation	6
	1.6.2. The 1990s: Adopting Automation for UI Testing	7
	1.6.3. The 2000s: Evolution Business Automation	7

	1.6.4. The 2010s: Enterprise Modern Automation	8
	1.6.4.1. 2020s - Hyperautomation & AI-Powered RPA	8
	1.7. Implementing a Typical Robotic Process Automation System	9
	1.7.1. Identifying the Process	9
	1.7.2. Choosing RPA Tools	9
	1.7.3. Process Design & Documentation	9
	1.7.4. Develop & Configure RPA Bots	9
	1.7.5. Monitoring, Maintenance & Continuous Improvement	10
	1.8. Types of Robotic Process Automation (RPA) Technologies	10
	1.9. Identifying and Selecting the Right Business Processes for RPA	11
2	Role of a Business Manager in Automation	13
	2.1. Role of a Business Manager in Automation Initiatives	13
	2.1.1. Key Responsibilities of a Business Manager in Automation Initiatives	13
	2.1.2. Strategic Plans and Vision	13
	2.1.3. Business Process Analysis and Identification	13
	2.1.4. Technology Evaluation & Vendor Selection	14
	2.1.5. Implementation & Execution	14
	2.1.6. Key Skills Required for a Business Manager in Automation Initiatives	14
	2.1.7. To Push the Boundaries of Financial Technology, An Automation Manager Should	15
	2.2. Skills Required by a Business Manager for Successful RPA Automation	16

	2.2.1. Business & Strategic Skills	16
	2.2.1.1. Business Process Understanding	16
	2.2.1.2. Strategic Thinking & ROI Calculation	16
	2.2.1.3. Change Management & Digital Transformation	16
	2.2.2. Process Improvement & Automation Expertise	17
	2.2.2.1. Process Mapping & Optimization	17
	2.2.2.2. RPA Feasibility Assessment	17
	2.2.3. Project & Implementation Management	17
	2.2.3.1. RPA Project Planning & Execution	17
	2.2.3.2. Vendor & Technology Selection	17
	2.2.3.3. Risk Management & Compliance	17
	2.2.4. Technology Awareness & Digital Skills	18
	2.2.4.1. Understanding of RPA & Intelligent Automation	18
	2.2.4.2. Data & Analytics Skills	18
	2.2.4.3. Collaboration with IT & Developers	18
	2.2.5. People & Communication Skills	18
	2.2.5.1. Stakeholder Management	18
	2.2.5.2. Training & Employee Upskilling	19
	2.2.6. Continuous Improvement & Scaling RPA	19
	2.2.6.1. Performance Monitoring & Optimization	19
	2.2.6.2. AI & Hyperautomation Awareness	19
	2.3. Process Mapping Frameworks in RPA	19
	2.4. Key Roles of a Business Manager in RPA Implementation	22
	2.5. RPA Life Cycle	23
	2.5.1. Key Stages of the RPA Automation Cycle	23

3	Automation Implementation in RPA	25
	3.1. Evaluating the Automation Implementation in RPA: Last Three Stages	25
	3.1.1. User Acceptance Testing (UAT) and Validation	25
	3.1.2. Deployment & Hypercare	25
	3.1.3. Continuous Monitoring & Optimization	26
	3.2. Post-implementation Activities in RPA	26
	3.3. Key Metrics for Gauging RPA Success	28
	3.4. Choosing the Right Licensing Option	30
	3.5. Sending Emails, Publishing, and Running Workflows in RPA	31
4	Processing Information through RPA	34
	4.1. Ability to Process Information through Scopes/Systems-RPA	34
	4.1.1. How RPA Interacts with Different Systems (ERP, CRM, Databases, etc.)	34
	4.1.2. Scope of Automation: Attended vs. Unattended Bots in RPA	36
	4.2. Understand the Skill of Information Processing and its Use in Business	41
	4.2.1. Information Processing in RPA	41
	4.2.2. Data Extraction	41
	4.2.3. Data Manipulation	41
	4.2.4. Decision Making	41
	4.2.5. System Interaction	42
	4.2.6. Cognitive Abilities	42
	4.3. Several Tools and Technologies Support Information Processing	42

	4.3.1. RPA Platforms	42
	4.3.2. Data Extraction and Processing Tools	43
	4.3.3. Database Technologies	43
	4.3.4. APIs and Web Services: REST APIs	43
	4.3.5. Programming Languages and Scripting	43
	4.3.6. Cloud Platforms	44
	4.3.7. Artificial Intelligence (AI) and Machine Learning (ML) Technologies	44
	4.3.8. Benefits of RPA	44
	4.3.9. Tools and Technologies Supporting Information Processing in Business	45
	4.3.10. Key Concepts of RPA	45
	4.4. Creating a Robot in RPA	45
	4.4.1. Additional Points to Consider about RPA and New Process Creation	47
	4.4.2. Some Key Limitations of RPA	48
	4.5. Establish Causality by Variable Behaviour Causality	50
	4.6. Understanding the Skill of Drawing Inference or Establishing Causality	53
	4.6.1. Drawing Inferences	53
	4.6.2. Establishing Causality	54
	4.6.3. Tracking Variable Behavior	55
	4.6.4. Methods and Tools	55
	4.6.5. Methods and Tools for Drawing Inferences and Establishing	56
	4.6.6. Challenges in Establishing Causality	57
	4.6.7. Findings and Insights	59

5	Inference and Omni - Source Data Curation	60
	5.1. Inference from Snapshots of Curated Terms	60
	5.1.1. What are Curated Terms?	60
	5.1.2. Some Examples of Curated Terms Include	60
	5.1.3. Role of Inference	60
	5.1.4. Understanding Snapshots in RPA Definition of Snapshots	60
	5.1.5. Importance of Snapshots	61
	5.1.6. Benefits of Inference in RPA	62
	5.2. Omni-Source Data Curation in Robotic Process Automation (RPA)	63
	5.2.1. Introduction	63
	5.2.2. What is Omni-Source Data Curation?	63
	5.2.3. Significance in RPA	63
	5.2.4. Steps in Omni-Source Data Curation	64
	5.2.5. Benefits of Omni-Source Data Curation in RPA	64
	5.3. Multisource Trend Tracking in RPA for Business	64
	5.3.1. What is Multisource Trend Tracking?	64
	5.3.2. Key Components of Multisource Trend Tracking with RPA	65
	5.3.3. Real-time Monitoring	65
	5.3.4. Applications of Multisource Trend Tracking in Business	66
	5.3.5. Advantages of Multisource Trend Tracking with RPA	67
	5.3.6. Breakdown of Steps to Cultivate this Skill	71
	5.4. Tools for Data Analysis and Inference	75
	5.4.1. Natural Language Processing (NLP) Tools	75
	5.4.2. Machine Learning (ML) Platforms	75

	5.4.3. Data Visualization Tools	75
	5.4.4. How these Tools Work Together	75
	5.5. Leveraging Automation for this Skill	75
	5.5.1. Introduction to Leveraging Automation for Inference	75
	5.5.2. Applications of Leveraging Automation for Inference	76
	5.5.3. Benefits of Leveraging Automation for Inference	76
	5.5.4. Future Trends in Automation for Inference	77
	5.5.5. Automating Data Collection and Integration	77
	5.5.6. Automating Data Analysis and Trend Tracking	78
	5.5.7. Automating Visualization and Reporting	78