

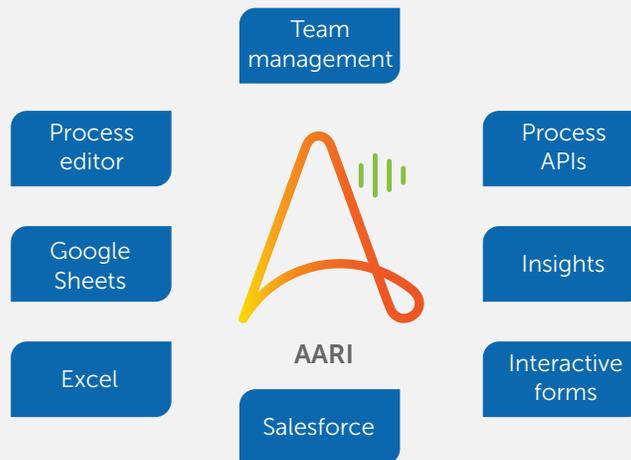
Automation Anywhere Robotic Interface (AARI)

Businesses are always looking for ways to increase their competitive edge. Automating repetitive and time-consuming tasks with digital assistants results in better customer experiences, increased employee productivity, and decreased cost of operations for companies. Users of intelligent automation report improved average handle time (AHT), first call resolution rate (FCR), and customer retention rates as some of the advantages of an on-demand digital assistant.

Automation Anywhere® Robotic Interface (AARI™) is your ultimate digital assistant at work. AARI gives users a simple way to initiate and participate in an automated process through a business-user friendly interface of choice. By rethinking how people and digital assistants work together across processes and teams, you can achieve a truly digital enterprise.

AARI is available for:

- desktop
- applications
- web



Install AARI on your desktop to retrieve and update data across multiple systems. Subsequent prompts can also appear to guide the user through the process. AARI can gather information from disparate sources, update all systems at once, trigger bots for end-to-end process automation, and safeguard access to PII data and sensitive systems. Overall, this digital assistant automates time-consuming, repetitive tasks so users can be more creative and efficient in their daily work.

Install AARI in your applications to allow business users to easily trigger bots from common enterprise applications, such as Salesforce, Excel, Google Sheets, and more. Users can invoke bots with a single click or as a result of an event—allowing enterprise apps to serve as the launching point for all process automations.

Use AARI directly from your web browser. AARI guides users in front- and back-office functions through complex workflows and automatically loops in the appropriate stakeholders for input and approval without leaving the web interface.

FEATURES:

- **Process Editor:** A simple drag-and-drop interface helps create process flows.
- **Workflow Engine:** An intuitive portal for in-progress processes.
- **Process commands:** Pull a human into the loop for approval and escalation.
- **Create requests:** Select actions from a pre-existing bot catalog.
- **Manage teams:** Assign and monitor work across teams.

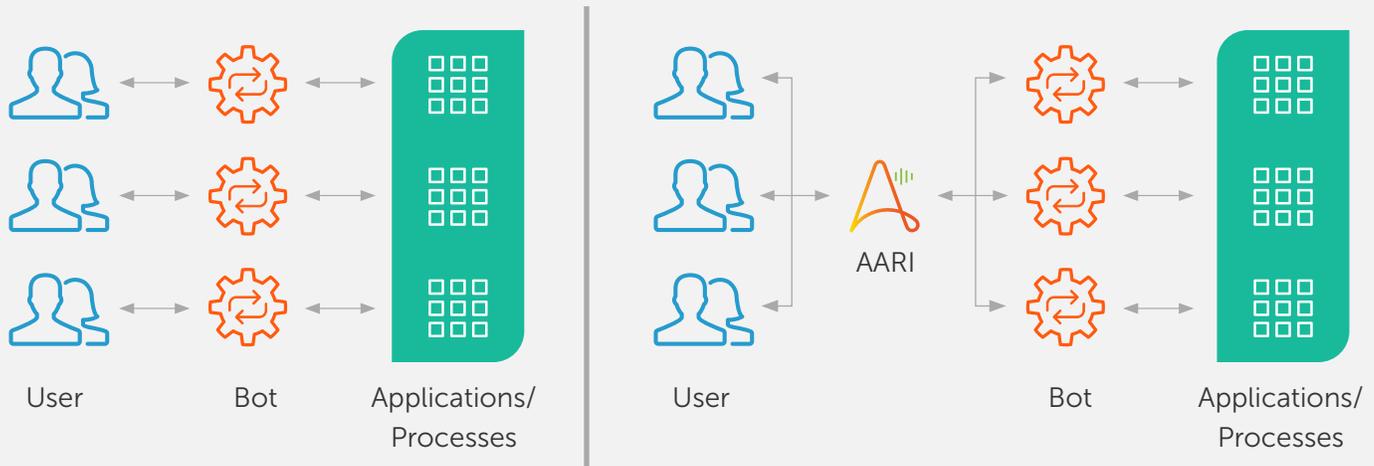


Fig 1: Users running processes via Bot Runners vs. users running processes via AARI

KEY USE CASES



Contact Center

Leverage AARI for front-office operations that involve real-time responses, self-service workflows, data-intensive tasks, and multitasking across various systems.

Examples: customer due diligence, credit check, account openings



Operations

Use AARI for processes and teams with high volumes of escalations, frequent data lookups, and hand-offs between groups or bots (primarily approvals).

Examples: reconcile incorrect data in ERP, invoices to purchase orders matching, data extraction from documents with human validation



Employee Productivity

Democratize RPA across your entire organization with a digital assistant for every employee. Customer service, sales operations, finance, HR, and IT are just some of the many teams that can leverage bots from a business-user friendly interface to self-service requests and increase efficiency.

Examples: IT service management, cross-database report generation, password reset

Employee Productivity Example

When an organization hires a new employee, the IT department is tasked with provisioning accounts, privileges, and access into various systems of record. Depending on the number of employees being onboarded and the variety of applications to update, this can be a very time and resource-intensive task.

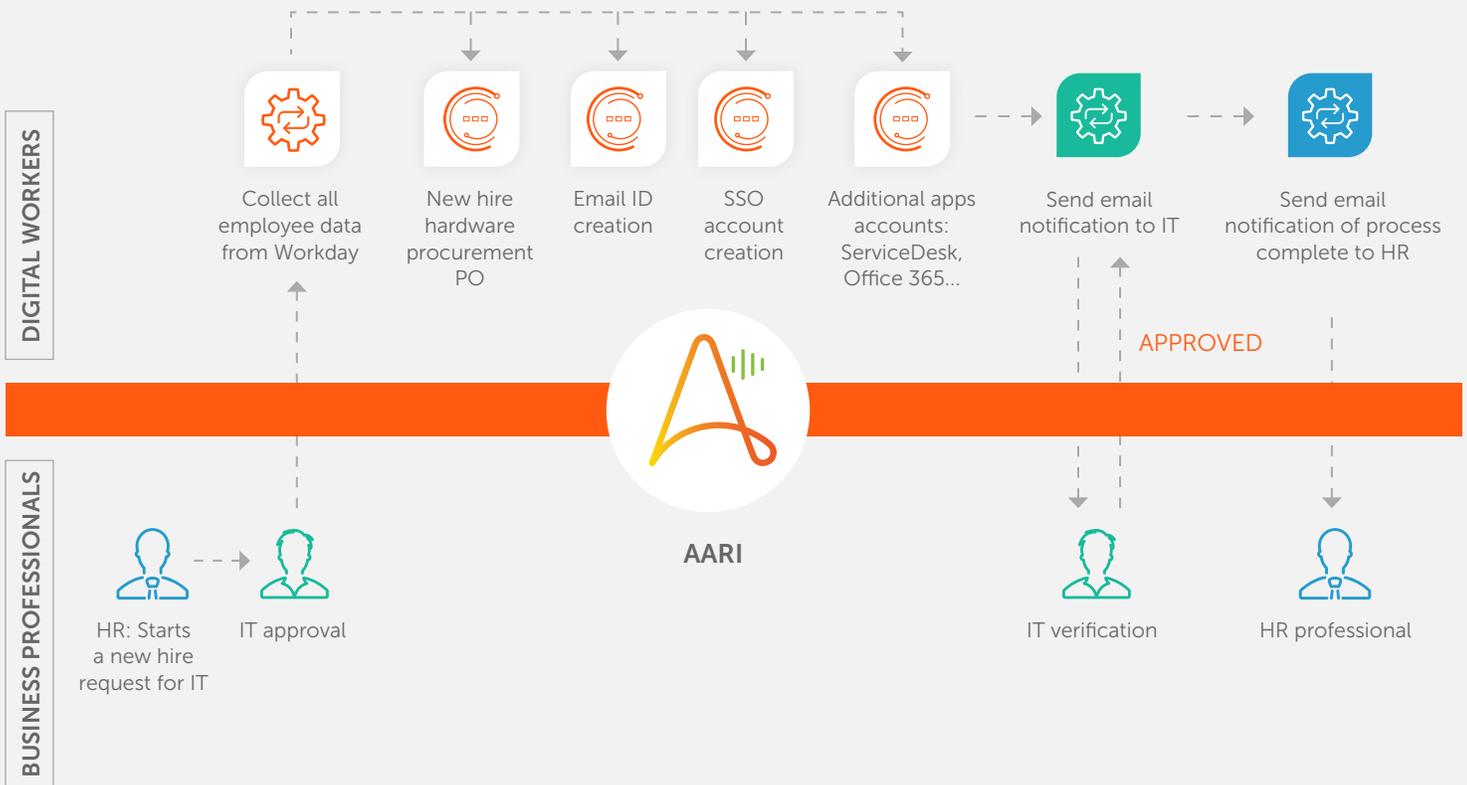


Fig 2: Typical flow using AARI for employee onboarding

Using AARI, IT personnel can initiate the employee onboarding process from a web interface, and let the bots complete the process and notify appropriate stakeholders. If the bot discovers that more information is required, it will automatically escalate the task to the IT personnel for guidance. Once cleared, the bot completes the remaining process.

SUMMARY

AARI—your digital assistant at work—enables end-to-end process automation. Its easy access and intuitive interface lower the barrier of entry to RPA and scales efficiencies across all employees. Offloading repetitive tasks to bots decreases operational costs while increasing agility, reducing errors, and empowering your employees to focus on higher-value work such as increasing customer satisfaction and retention. When humans and digital workers work side by side, you can achieve a real digital enterprise.

For more information, visit: aari.com

About Automation Anywhere

Automation Anywhere is a global leader in Robotic Process Automation (RPA), automating business processes with software bots performing repetitive, manual tasks, resulting in productivity gains and improved customer experience. Visit automationanywhere.com.

☎ North America: 1-888-484-3535 x1 | International: 1-408-834-7676 x1

📘 facebook.com/automationanywheresoftware | 🐦 @AutomationAnywh | 🔗 linkedin.com/company/automation-anywhere | ✉ sales@automationanywhere.com

Copyright © 2020 Automation Anywhere, Inc. All rights reserved. Automation Anywhere, the Automation Anywhere logo, Go Be Great, AARI, among others are either registered trademarks or trademarks of Automation Anywhere, Inc. in the United States and/or other countries. Other product names used in this publication are for identification purposes only and may be trademarks of their respective owners.