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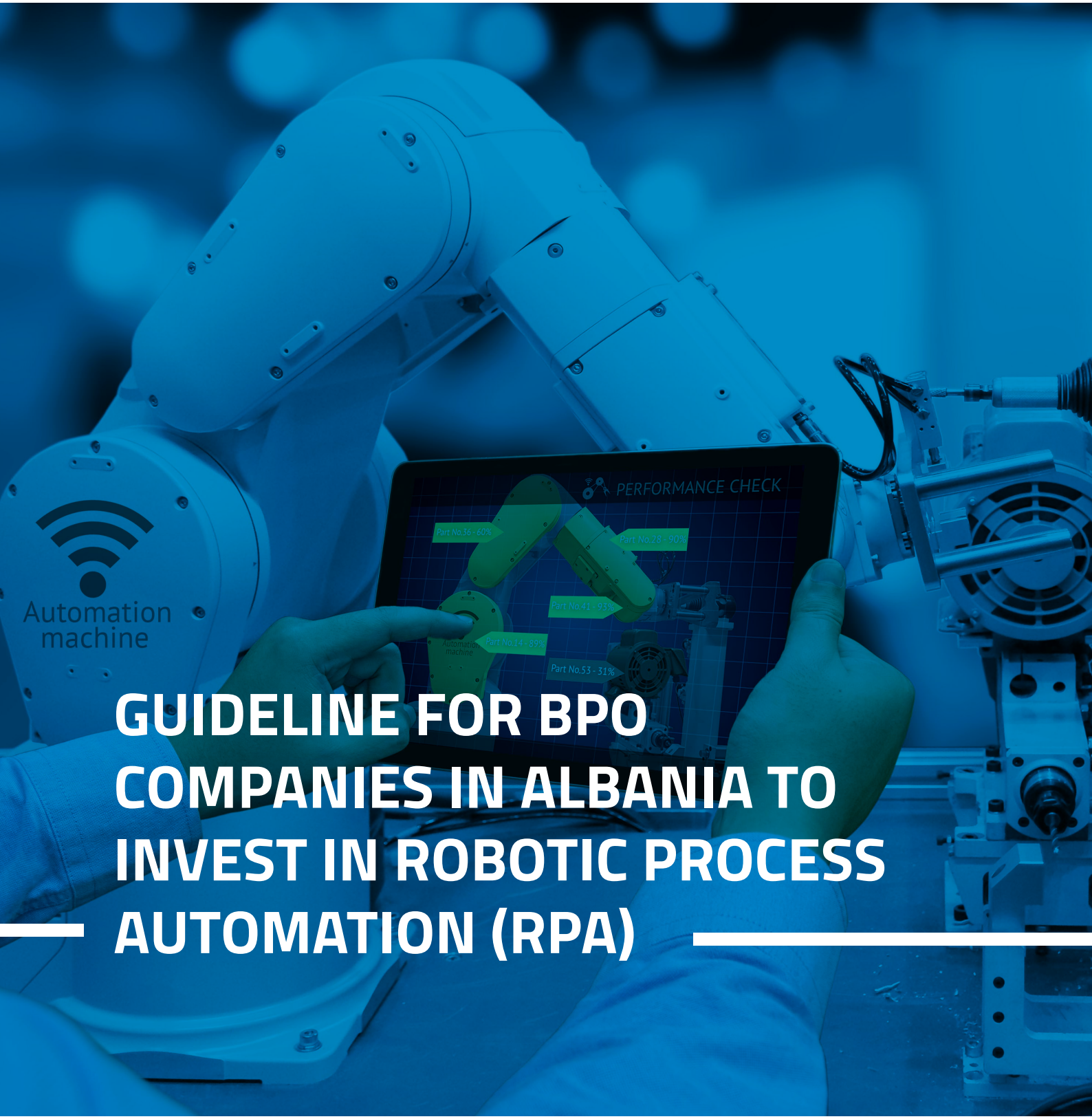

GUIDELINE FOR BPO COMPANIES IN ALBANIA TO INVEST IN ROBOTIC PROCESS AUTOMATION (RPA)

In partnership with:

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1 INTRODUCTION

The objective of the case study is to develop a guideline for BPO companies to invest in and introduce Robotic Process Automation (RPA) to add value to their service portfolio and enable them to enter new markets and find new buyers. We take the case of one company, WeAreFiber, supported by the RisiAlbania project, that successfully adopted RPA to their BPO services such as e-commerce support, data entry, and other services to foreign customers. We hope the guideline will stimulate more ICT/BPO companies in Albania in their path to adopting advanced technologies, like Robotic Process Automation (RPA), artificial intelligence (AI), and other technologies, to add value to their services to international and domestic clients from different sectors.

In this analysis, we first provide an overview of RPA definition and relevance for the ICT/BPO companies. Then, we identify the economic sectors for which international companies offer RPA solutions, banking, financial services, and insurance are the top industries where RPA solutions are implemented. Based on primary and secondary sources, we identify the main areas where a company seeking to adopt RPA solutions in its service portfolio needs to invest, the leading technologies and tools to be adopted, and the processes required to change within the company's internal management. Finally, we provide a road map with the steps and timelines ICT/BPO companies can take to adopt RPA solutions.

2 RESEARCH METHODOLOGY

We used both primary and secondary sources of information. Primary sources are interviews with WeAreFiber[1] key staff, a company that has implemented RPA in their BPO services. Interviews with WeAreFiber and Humable [2] key staff helped us understand the steps a BPO would follow to adopt the RPA technology in delivering their services. Secondary sources are international reports about RPA technology.

The methodology designs and explains the sampling techniques and methods employed in data collection, processing, and analysis during the documentation process of the consultancy with the objective to offer expertise in developing a guideline for BPO companies to invest and introduce Robotic Process Automation.

The research scope is to develop a road map with steps and a timeline for developing RPA within a BPO company in Albania. This roadmap or guideline aims to provide the full picture of the processes required for adopting RPA technology and create a shared understanding of the best path forward.

1. https://www.wearefiber.com/en/

2. https://www.humable.io/

3 OVERVIEW OF RPA TECHNOLOGY

3.1 Definitions

Robotic process automation is a form of business process automation technology[3] based on metaphorical software robots (bots) or artificial intelligence (AI)/digital workers. RPA is currently one of the most popular Artificial Intelligence[4] application areas as it allows companies with legacy systems to automate their workflows. Therefore, rolling out RPA solutions requires significant programming and customizations. In this way, RPA is analogous to programming languages and platforms, which are also flexible automation tools. Artificial intelligence is the simulation of human intelligence processes by machines, especially computer systems. Specific applications of AI include expert systems, natural language processing, speech recognition, and machine vision.

Some Artificial Intelligence services also allow Robotic Process Automation solutions to communicate directly with the interlocutor through solutions that understand and respond to human questions, which are answered by humans in customer care (Natural Language Processing[5]).

Within RPA solutions, we find two clear types:

1. Robots that work on deterministic processes employing structured data and processes based on rules;
2. On the other hand, those allow managing undefined processes through probabilistic learning and unstructured data. The latter is when we include artificial intelligence into the equation for the first time instead of establishing predefined rules for use[6].

3.2 Relevance of RPA for business services

RPA solutions are very relevant to businesses because they offer the most cost-efficient and effective way to automate repetitive company activities.

1. RPA tools enable companies to integrate differently and a great variety of software during a daily work activity.

2. RPA programs work with all types of enterprise software, starting the democratization of automation.

3. Is the technology-enabled automation of complex business processes.
4. AI is a technology that allows to perform activities that are normally carried out by people in different business sectors.
5. Actually we are moving towards so-called "intelligent automation", that is RPA solutions capable of learning human behavior in total autonomy, based on the experiences and stimuli received.
6. Robots automate the interactions that are performed by the user within each desktop environment. In this case, the user has full control over the robot and can decide when to employ the automation, based on his or her specific needs. In this way, it is simple to ascertain whether certain changes bring improvements to the automations, so as to intervene if necessary.

3. The introduction of emerging outsourcing solutions fundamentally transforms the traditional outsourcing archetype through mobile technology, cloud computing and automation. As of recent, the global BPO and Shared Services Center[7] market trend is the implementation of advanced technological solutions to processes and diminution of the attractiveness of traditional services.

4. The advantages for companies are:

- RPA allows better analytics, improves processes and report results. RPA substantially favor the enhancement of human work, progressively delegating repetitive activities to the robot.
- Automatic software systems guarantee 100% uptime, being able to operate 24/7 with no breaks. They scale on demand to help you respond to more service requests across more channels.
- Eliminate the risk of errors and improves the performance.
- 60-70% reduction in labor costs in business processes. (It saves a huge amount of money which can be invested in other ways).
- Employees can shift their focus to more value-added tasks related to the company's core business;
- RPA guarantees a general improvement of all company services, starting from customer care. In the era of new digitization, the customer plays a central role[8].
- The adoption of new tools increases the annual turnover.

5. The automation of processes can lead to some disadvantages and risks, like:

- The non-standard, complex decision-making is difficult to automate, and human interaction is required to complete such processes.
- Potential job losses and fear of employees.
- An overlapping abundance of technology. The risk of creating an unwieldy collection that becomes more difficult and costly to manage and maintain.
- Organizations first need to review, re-engineer and optimize processes before automating them.

3.3 Relevance of RPA solutions for the BPO sector

Using the RPA technology in the BPO[9] industry, there are three primary objectives:

1. Full customer satisfaction, a better quality of work with employee gratification and shareholder satisfaction;

7. Shared services refer to a dedicated unit including processes, people, and technologies that focuses on defined business functions. It is structured as a centralized point of service and delivery location. Supported by IT and IT services, these functions cater to the requirement for diverse business units within the enterprise. Shared services may involve copious IT processes and business functions and may come from various physical locations.
8. Being able to provide a tailor-made service, by responding in a timely and targeted manner to customer questions, allows enterprises to improve loyalty and increase brand awareness.
9. Company outsources a part of its business processes to a BPO provider.

2. Process innovation with a consequent increase in efficiency and productivity;
3. Full use of available data and maximum interaction between departments. Redefinition of roles, skills, and operating methods.

If an enterprise uses a BPO, the potential Cost Saving is calculated from15% to 40% within five years[10] . The cost savings increase as the outsourced process matures and goes through continuous improvements. Some of the key intangible benefits of BPO are as follows:

- Business risk reduction;
- improved customer experience;
- new revenue stream creation potential for the organization;
- increased transparency;
- access to world standards.

In the scenario of a BPO Company partner with an RPA provider which offers RPA services for a part of the business services, the potential of cost Savings is from 10% to 65% with an investment recovery of 6-9 months[11].

Other Benefits are:

- Customer experience;
- flexibility and scalability;
- accuracy and quality;
- fast deployment;
- new revenue stream creation potential.

In the scenario of RPA within BPO, BPO providers use RPA to offer even lower rates by applying RPA to their processes. In this case, the company uses both BPO and RPA levers applied to the same processes, and the Cost Savings Potential is from 50% to 95%[12].

Other Benefits from the combined benefits from RPA and BPO with additional mitigation of BPO cons due to implementation of Robotic Process Automation as follows:

- Designs intelligence solution chatbot using RPA platform in BPOs.
- Helping companies to eliminate repetitive tasks, improve processes, and optimize efforts using software to automate repetitive tasks to save time, resources, and money.
- Offer outsourcing to manage intelligence solutions.
- Design Intelligence solution to automate and optimise tasks for BPOs using RPA platform, NLP- Natural language processing, AIR - Advanced image recognition.
- Chatbot replies to customers' questions in real-time and accurately.
- Extracts information and processes it, phrasing the most suitable answer to satisfy the customers' requests.

10. https://searchcio.techtarget.com/definition/business-process-outsourcing
11. https://www.gita.org.in/Attachments/Reports/8%20NASSCOM-ERI-RPA%20Market%20Opportunity%20-%20NASSCOM.pdf
12. https://burniegroup.com/bpo-rpa-definition/

- Integrates with RPA solutions and other digital systems used by the BPO via virtual robots to fulfill digital staff.
- Chatbots solve customer service problems, phrasing the most suitable answer to satisfy the customer's request. Facilitates processes, innovation, and its added value to the BPO sector.
- Automates and optimises tasks for BPO companies; integrates with RPA solutions and other digital systems used by the BPO companies via virtual robots to fulfill digital staff' tasks (screen data, flat files, and APIs).
- Maximize talent with a collaboration between man and machines—more time for what matters the most.
- The client can focus human energy and skills on projects of higher value.
- RPA technology has a game-changer for businesses; RPA bots can eliminate/ minimize the need for human labor in rules-based tasks and achieve high levels of ROI[13].

4 ECONOMIC SECTORS WITH MOST RPA APPLICATIONS

Adopting Robotic Process Automation (RPA) across multiple global industries is rising at a breakneck speed. RPA's market revenues are expected to surpass 2.9 billion U.S. dollars worldwide this year, with a projected compound annual growth rate (CAGR) of 40.6% from 2020 to 2027. These figures show that the demand for automation in business is rising as business leaders are becoming more aware of the extensive benefits RPA provides[14].

The major industries that are currently reaping the rewards of RPA adoption:

- Banking and Finance
- Insurance
- Healthcare
- Transport and Logistics
- Government
- Utilities[15]

Of those sectors, banking, financial services, and insurance are the top industries where RPA solutions are implemented. This is because data entry and processing are an important part of these businesses. In these industries, the activities to automate are[16]:

- Sales processes
- Updating sales scorecards to agents
- Conduct required regulatory and legal checks (KYC)
- Conduct credit checks
- Account maintenance services not currently supported by straight-through processing
- Underwriting

13. RPA investment has 9-12 months payback period
14. https://wearebrain.com/blog/enterprise-automation/industries-adopting-rpa-2020/
15. https://research.aimultiple.com/robotic-process-automation-use-cases/
16. https://www.weforum.org/agenda/2019/04/these-are-the-industries-most-likely-to-be-taken-over-by-robots

- Data entry for clearance and registration processes
- Update systems with client information
- Generate a renewal premium
- Policy servicing
- Update to customer information, including bank account details
- Reject or cancel policies if payments are not received
- Identify and reconcile policy premium discrepancies
- Claims processing
- Process claims payments for pre-approved amounts
- Assign to claims handlers
- Input First Notice of Loss (FNOL) submissions
- Notify loss adjusters
- Finance
- Automate daily bank reconciliations
- Process low-risk payments
- Utilities like telecom and energy

Due to increasing competition among businesses and growing interest in digital transformation, increasing the productivity of businesses has become more critical than ever. This is where RPA gets into the equation, and industry data validates the importance of RPA. The global robotic process automation market size is already valued at $1.40 billion in 2019 and is expected to reach $11 billion by 2027, expanding at a CAGR of 34% from 2020 to 2027.[17]

In Albania, BPO companies like We are WeAreFiber have started using chatbots for customer care (with RPA and AI). This has enabled them to offer faster answers to customers, made the process more efficient, and allowed the staff to focus on more valuable routine tasks for the company. With the use of RPA bots this company minimized the need for human labor in rules-based tasks and achieved high levels of ROI (9-12 months payback period).

We are WeAreFiber has within the group a company specialized in RPA and other IT solutions called Humable. Humable target solutions until now are *banking, healthcare, e-commerce, logistic, and insurance industries*. Humable has been the first to offer intelligent solutions for other BPO and other businesses in Albania. Being a partner with ABSA will offer these types of solutions for other partner BPO companies as well, to share best practices and solve the company's needs. Humable is able to offer training sessions as well for other similar IT businesses, so they have the possibility to expand in the market and offer their solutions.

Through a UK market survey conducted in collaboration with Risi Albania, they understood which is the best marketing and sales strategy and which are the best tools to generate qualified leads. Good results delivered from the market survey helped them to understand the future collaboration with external companies in the whole segments of the company and how to expand their business in other areas of operation in the BPO industry as targeted communication is the key to success to enhance the peculiarities of a company.[18]

17. https://research.aimultiple.com/rpa/

18. https://drive.google.com/file/d/1FoLpd_HD7IFWcEowOx5jsQX9oHMbj-1r/view

New clients identified through the combination of market research and CRM investment are looking for innovative and automated solutions to facilitate their daily work and eliminate repetitive tasks in the BPO sector (customer care) using RPA and AI.

Nowadays, there are very good conditions to invest in the RPA market. While different investments are to be made in several areas, there will be a high return on investment and business profits.

5 AREAS OF INVESTMENT FOR A BPO COMPANY TO ADOPT AN EFFECTIVE RPA SERVICE

Adopting RPA technology requires intensive investment in increasing staff skills and new technology and tools from the ICT/BPO company. ICT/BPO companies should know that adopting RPA solutions into the organization will impact the division of responsibilities, so specific structures and roles should be implemented to make this division clear. It will require expanding and invest in new processes. When RPA is implemented successfully, employees will no longer be required to perform repetitive duties like operating sales orders, processing invoices, or logging and documenting. Human skills will become much more valuable. Creativity, social intelligence, and out-of-the-box thinking will be useful for both management and regular employees alike and deliver a positive impact across the company. RPA helps find new clients who are looking for an added value to their services such as RPA and Artificial Intelligence solutions.

5.1 Staff Requirements

The management of a company needs to set how many people are needed and their management skills. Developing a long-term plan will lead to a successful talent strategy.
The staff structure for the implementation of RPA service in a company is:

- A team leader who utilizes RPA functionality will need to have technical skills to manage both the human workforce and the virtual one.
- The Project Manager is responsible for the strategy and execution of it.
- The Analyst manages areas like the roadmap, backlog, business process assessment, reporting, and tracking of ROI.
- The Developers design, create, test, and deploy bots. They are also responsible for ongoing support and enhancements.

Small to medium companies can start their structure with a minimum of **1-2 staff** to implement their RPA. 1 Analyst and 1 Developer. Then, as the company grows, it can expand its team to fulfill its client's needs.
The estimated cost for one Analyst (who can act as a Project Manager if a company cannot hire more staff) can be between 10,000 Eur-15,000 Eur annually. Likewise, the estimated cost for one developer can be in the range of 10,000 Eur-15,000 Eur annually.
The small to medium company has to develop a plan for approximately 20k-30k Eur annually for the successful talent strategy to start the RPA services.

5.2 Boosting Skills

Skills continuing to grow in prominence by 2022 include analytical thinking and innovation and active learning and learning strategies. The sharply increasing importance of technology design and programming skills highlights the growing demand for various forms of technology competency.[19]

Proficiency in new technologies is only one part of the 2022 skills equation. However, 'human' skills such as creativity, originality and initiative, critical thinking, persuasion, and negotiation will likewise retain or increase their value, as will attention to detail, resilience, flexibility, and complex problem-solving.[20]

Specialization is the watchword for entering the world of work today. Therefore, companies like Humable (https://www.humable.io/) using RPA solutions have decided to create a training course that will provide participants with all the necessary skills related to Robotic Processing Automatic.

Lessons take place in a virtual classroom. After the Academy, young people who participate in the training will be selected to participate in paid internships and join companies as Junior Developers. One of these companies implementing RPA solutions and training young people in Albania is Humable. The duration of the training is two weeks for each platform studied.

The requirements to enter the Academy are:

- Qualification in technical-scientific subjects such as Computer Engineering or Computer Science
- Basic knowledge of programming languages
- Optional knowledge of RPA tools, such as UiPath, BluePrism, or Kofax
- Strong problem-solving orientation

Learning objectives:

- Platform Overview
- Platform First Run
- Learning Journey
- Build First Automation Process

At the end of this course the trained should be able to:

- Describe how the core RPA components (Studio, Orchestrator, and Robot with

Assistant) work together.

- Differentiate between the two types of robots - attended and unattended.
- Set up an attended environment with Studio and Assistant, connected to

19. https://www.people-results.com/key-findings-future-jobs-survey-part-ii/

20. https://www.amcham.lv/en/communications/news/skills-for-the-digital-era

Orchestrator.

- List the key skills required to become an Associate level developer.
- Build an automation project following instructions.
- Access the UiPath Community ecosystem.

Company Investment is approximately 800 Euro per person, including training licenses and trainers.

5.3 Investments in tools. The technology used -Customer Service Licenses

To fully utilize the RPA technology in a BPO company, the management needs to improve internal management processes. The adoption of new software from the Sales, Finance and Legal departments can help to strengthen deal workflow, insights, and speed. The software benefits in the departments mentioned above include:

- Save time;
- Eliminate Manual work;
- Close more deals;
- Streamline quote, proposal & contract management processes.
- Ensure quality performance is being monitored and measured;
- Consolidate customer interactions, scorecards, agent feedback;
- Automate the QA process.
- Simplify workloads by automatically assigning random customer interactions for QA review.
- Keep track of quality analysts' productivity.
- Ensures multi-stakeholder collaboration between teams, geographies, and internal and external Business Process Outsourcer(s) quality teams.
- There is customized and direct integration in using these tools together.

Some digital system tools (use one or several of them) that can be integrated with RPA solutions are:

Blue Prism offers tools and resources to create innovative process automation in data entry processes. Its features are:

- an "app store" for researching and downloading disruptive pre-built technologies
- uickly extracts and structures data from documents without additional costs.

UiPath

RPA UiPath is a platform dedicated to automating data entry processes on any web form and desktop application. It's used in different processes like service desk, help desk, call centers, back-office etc. UiPath offers Attended Automation and Unattended Robots.

- Attended Automation: robots can collaborate in commercial activities where human intervention is required, accelerating the repetitive front-office activities.

- Attended automation robots are perfect collaborators in the service desk, help desk and call center activities.
- Unattended Automation: Unattended robots operate without human contact, maximizing costs and benefits in terms of performance for any type of back-office activities.

The companies using the robots can schedule to start, stop, and run only on official business days automatically.

Kofax

Kofax is an intelligent automation platform that helps organizations transform processes based on the intensive use of information, reduce manual labor and errors, minimize costs and improve customer engagement.

The functionalities of Kofax are as follows:

- more flowing operations and improvement of the customer journey.
- modernization of manual processes of document and data processing.
- increase in the usability of information, greater compliance, and elimination of inefficiencies.
- automation of repetitive activities and manual processes using robotic software
- efficient, effective, and secure communications with customers

Companies can use several sourcing options for the tools mentioned above:

1. Direct sourcing: Buy RPA licenses directly from the vendor (Kovax, UIpath, Blueprism)
2. Direct sourcing with support: Buy RPA licenses directly from the vendor and engage a services partner for configuration and support
3. Outsource: Work with a traditional BPO provider for a "business process-as-a service" or "robots-as-a-service" arrangement

The models mentioned above work on a license and service basis.

License based (most common)

- You pay per software license for each installed robot, management server, and development tools;
- Purchase the software (paid upfront) or annual subscription(yearly or monthly basis payment);
- H Value-based;
- Pricing is linked to either the FTE-equivalent savings (e.g., a fixed percentage of the FTE cost that would have been occurred), or to each completed transaction;
- Can be restrictive to horizontal-scaling across the organization, as contracts will need re-evaluating to include additional business processes;
- The vendor is encouraged to put "skin in the game" and maintain a good level of service.

Service-based

- Pay a regular subscription fee for the service, with a service agreement that defines the responsibilities of the provider

This model is particularly attractive for intelligent automation solutions, which may run on complex big data technologies that can be expensive to set up and maintain in-house or need on a spot basis hardware and maintenance that will add to the cost.

The annual estimated cost for each platform, depending on the service provided, size of the project would be from 10k-25k Eur.

5.4 Management Processes within the ICT/BPO Company

The ICT/BPO company will also need to change some management processes to make possible the integration of RPA solutions into their service portfolio:

1. Improve support to develop the customer service

Companies have to:

- identify the appropriate technical specifications;
- define the language, tone, and scenarios, with the client to transform a bot into a real virtual assistant.

Intelligent solutions allow them to interact on different communication channels, making the most of all their potential.

2. Personalize customer experiences and improve lead generation

Intelligent technologies provide solutions and help companies in all phases to:

- identify the most frequent leads;
- deliver them to salespeople to generate more sales opportunities;
- increase revenue.

Intelligent solutions help to analyze data, sentiment, and people's needs in real-time. These activities go as far as forecasting purchasing behaviors from which to develop new communication strategies.[21]

3. Improve talent acquisition and employee engagement

The Human Resources department can focus its activities on personnel management with the help of intelligent automation, which provides valuable assistance in carrying out repetitive operations, data acquisition, and research. This will offer improvement in managing with greater efficiency and accuracy the functions of the HR department:

21. https://www.auraquantic.com/artificial-intelligence-technologies-and-their-categories/

- recruitment and talent acquisition;
- payroll;
- policies, and
- access procedures.

4. Unleash the power of innovation and increase performance

Robotic Process Automation increases performance in:

- the movement of data from various applications, both accounting and banking, for effective consolidation of management reports,
- Upload transaction data from various subsystems and different formats, automate workflows generating greater process efficiency.[22]

With the potential of Artificial Intelligence can:

- analyze numbers,
- texts and images with extreme precision.

5. Monitor logistics in real-time, detect issues, and keep up with customer demand

Supply chain activities produce a high volume of data related to deliveries, warehousing, and order preparation. Intelligent technology provides solutions to help companies manage quickly and without fundamental process errors such as:

- monitoring and tracking of shipments;
- the tracking of inventory levels;
- the purchase orders;
- the billing and the exchange of documents.

Using Artificial Intelligence as an added value to RPA solutions would automatically manage communications with customers via chatbots and virtual assistants who can interact with customers by creating the first filter of their needs.

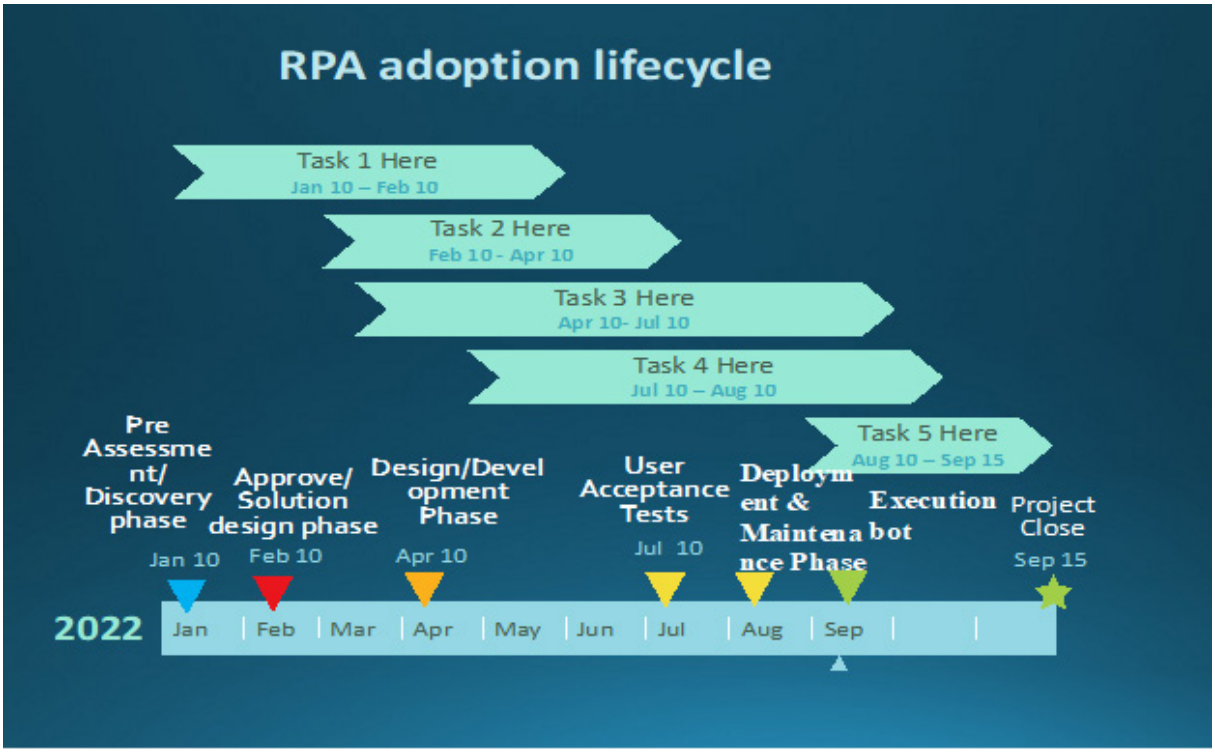
22. http://tumkuruniversity.ac.in/oc_ug/comm/notes/MIS.pdf

6 ROAD MAP FOR BPO COMPANIES TO INVEST IN RPA TECHNOLOGY. RPA LIFECYCLE

We recommend that ICT/BPO businesses invest in RPA solutions services to add value to their services, develop a competitive advantage, and access new customers from different sectors in national and international markets. Companies already implementing RPA services started collaborating with new customer companies (WeAreWeAreFiber, Commercey[23]). Their working goal is the extension of solutions in other BPOs, in Albania and worldwide.

6.1 RPA Adoption Stages

To integrate RPA solutions within its services, a BPO company needs to undergo these phases of the RPA adoption lifecycle.



1. Pre Assessment/ Discovery phase (1month)

The pre-assessment phase is to investigate the process (or processes) that could be automated. The Process Analyst analyzes the requirements of the clients. Based on the requirements, given by the client, it is decided whether the process can be automated or not. If the process can be automated, then the complexity of the process is analyzed. The investigation process inquiries about:

23. https://commercey.co/

- Is the process repeated several times a day?
- With a high degree of the predictable outcome?
- Does it deal with structured data?
- Is the process cross-organizational, or is it contained within a department?
- There are also evaluated the key criteria such as KPIs and critical success factors for the RPA implementation. These need to be agreed upon and set before the implementation with the client.

The stage ends with an assessment report that outlines the RPA project in more detail and its feasibility.

2. Approve/ Solution design phase (2 months)

The second phase is the approval stage. When a decision about which process to automate first is reached, it is followed by a thorough investigation and documentation of the process. This phase starts with assigning tasks to the staff, designing the solution or the steps to automate. Then, in collaboration with the Process Analyst, the Developer makes a Process Definition Document (PDD) that contains the information about each process/step in detail.

Once all the client requirements are analyzed, and the Process Definition Document is made, the Project Manager concludes few requirements for the project such as Budget, Time to be spent, number of people working on the project, the expected cost, and the Return on Investment (ROI).

Then, you have to create an Object Model Diagram or a Flowchart to understand the process flow. With the help of this, you will realize which step has to be automated and what its requirements are.

Once creating the flowchart, it's time to choose an RPA Tool to automate business tasks and then start with RPA services to enable companies to realize their digital transformation goals and compete effectively.

3. Design/Development Phase (3 months)

The Development Phase is where the Developer creates and designs automation Scripts in the chosen RPA Tool using leading technologies. The top 3 recommended tools in today's market are UiPath, Blue Prism & Kovax. To succeed with intelligent automation at scale, customers will need solutions that are simple to deploy. Automation Scripts are created by referring to the previously created Process Definition Document. Depending on the task to be automated or the kind of automation required, there may or may not be coding required; but, there are some scenarios where you do not need coding at all.

4. UAT(User Acceptance Tests) (1month)

In this phase of the RPA lifecycle, the developed bot is tested either by the Testing team or the Development team itself. They centralize testing to ensure the quality of every automation

and application before they go live. The bot is tested in the pre-production environment to test how the users can use this bot to automate a specific task. If the testing is successful, then it moves forward with the next stage, But, if the testing fails, then the bot goes back to the Development Phase where the errors found in the Testing phase are rectified and are tested again.

Once your bot is successfully tested, the next stage in the RPA Lifecycle is the Deployment Phase.

5. Deployment & Maintenance Phase (1month)

After completing the development and testing phases, users can use automation in their daily work, starting to eliminate repetitive tasks. But, if there are any issues with the bot, it goes back to the RPA development & testing teams to resolve the issue. Then, the development team analyzes the bots again and fixes the problems.

6. Execution bot (when testing is successful)

The successful bots are executed in the production system at this phase. All the components are tested to smoothen the integration. Bot automation employs software bots to complete a task or set of tasks without human intervention. Some bots run based on triggers, some are scheduled, and some work around the clock.