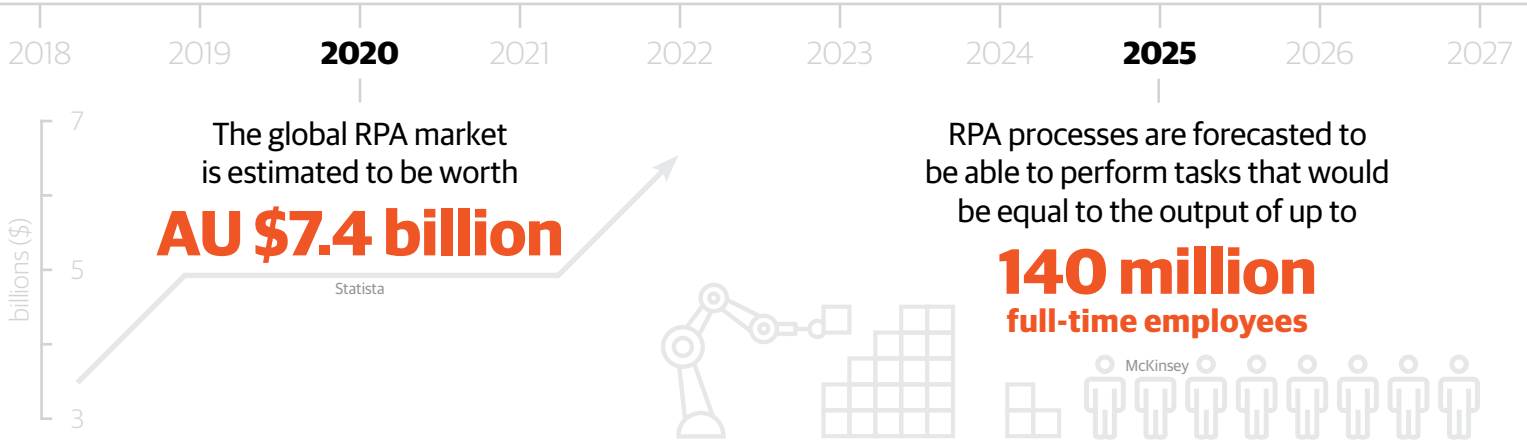


RPA Do's and Don'ts



Robotic Process Automation, more commonly known as RPA, is the use of automated tools and software to complete repetitive and simple manual human tasks within organisations. It's quickly gaining popularity in both the front- and back-office to streamline operations and free-up customer-facing employees to focus on more meaningful customer interactions while also lowering cost to serve and improving customer satisfaction.



BEFORE DEPLOYING RPA PROCESSES, KEEP IN MIND THESE IMPORTANT CONSIDERATIONS

+ Do's

- + Be transparent with your workforce on how it'll strengthen, not endanger, their position.
- + Build and train RPA tools with a diverse workforce to avoid bias in its design.
- + Only introduce automated tools when they've been thoroughly tested and trained alongside your workforce.
- + Create a balanced organisational culture that plays on the strengths of human and automated capabilities.
- + As automation takes the easy tasks, retrain employees with soft skills needed for customer centricity.

× Don'ts

- × Do not rush. Poorly introduced AI can be prone to errors, dangerous bias, and fractured experiences.
- × Automation shouldn't be everywhere.
- × Siloed AI without reference to people prevents a clean transition when escalation is needed.
- × Start small, or in a contained area, to perfect the tool, then share with the wider organisation.
- × Plan for the long term. How will future updates, data input, and various dialogue affect the future growth of your RPA?