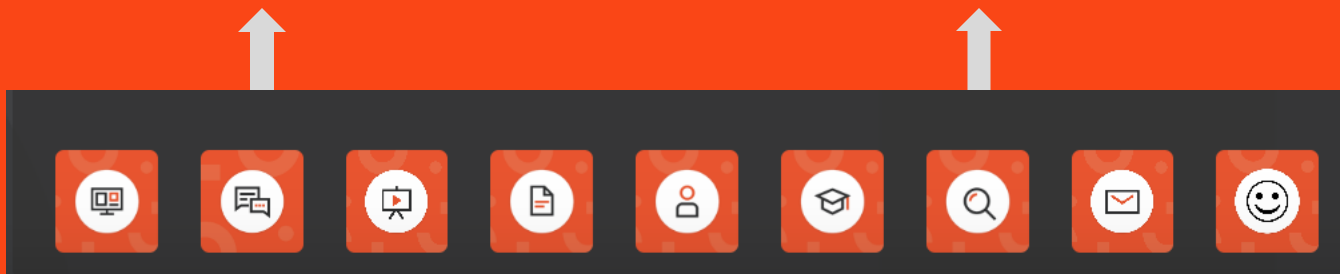


Thank you for joining! The event will start soon.

The recordings will be sent by email to all participants.

If you have any questions, please use the **Q&A** widget.

If you have any technical issues, use the **HELP** widget or write your question in the **Q&A** box.



Use the **RELATED CONTENT** widget to download the presentation and other resources.

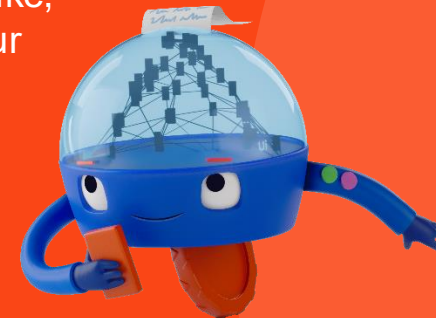
We would like to hear from you. **Contact us!**

Emoji widget: Like, love, clap... your choice!

Enlarge the window.



Enable the Closed Captions & Select the language
*Availability depending on the event.



A background image of a call center with several agents wearing headsets working at computers. A semi-transparent white box is overlaid on the left side, containing text and the UiPath logo. A small, colorful UiPath robot icon is visible in the background near the top right.

**Our vision for the agent
experience of the future**

UiPath™

UiPath The Foundation
of Innovation™

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What is an Attended robot?

Robots **emulate** people

See

AI / Computer Vision
Reads the screen

Think

AI / Machine Learning
Decides what to do

Do

RPA
Interacts with applications



Automation layer



Discover what to automate

Process discovery, task mining
Gamification

Build, manage, and run robots

Citizen and professional development studios
Drag-and-drop AI capabilities
Orchestration
Multi-cloud operations

Engage, measure, and govern users

Human in the loop
Apps and analytics

Broad set of capabilities, highly differentiated

How do Attended robots enhance the agent experience

Attended robots help...



RESEARCH

- ...help agents with **order, shipping, payment, claim, and other status lookups and inquiries**
- ...agents get a **360-degree view of customer**
- ...agents **understand a customer's sentiment**
- ...agents **find knowledge faster** to resolve customer issues
- ...automate **routine, high-volume** customer requests
- ...guide agents through **infrequent customer inquiries**



MANAGE DATA

- ...eliminate **in-call & after-call data entry tasks**
- ...**update customer information** across systems after each call
- ...increase compliance and data security by **protecting sensitive data**
- ...**customers transfer** between self-service channels and agents



TAKE ACTION

- ...agents **authenticate the caller**
- ...agents **answer customer inquiries**
- ...provide agents with a **contextual script** to reduce training time
- ...reduce **supervisor escalations**
- ...**AI recommends next best actions** for agents to provide to customers
- ...agents with **AI detect and manage fraud**
- ...supervisors **manage onboarding, scheduling, and offboarding**

Attended robots and generative AI use cases overview

Virtual Assistant

Start of Interaction

End of Interaction

Boost Upsell

**Knowledge
Management**

Quality Assurance

UiPath Autopilot™



Context



Documents



Communications



Data



Processes



People

Discover



Automate



Operate



Action



UI



API



Human
in the Loop

The AI in Autopilot™ helps you be more productive across the UiPath Business Automation Platform



UiPath Autopilot™

UiPath The Foundation of Innovation™



Developers

Build automation solutions
in a breeze

Create automations, apps, and
expressions in
UiPath Studio and Apps



Testers

Ensure your automations are
production-ready

Generate endless test cases
for your automations in
UiPath Test Suite



Business Analysts

Discover more automations
everywhere

Find automation potential in
*UiPath Process Mining &
Communications Mining*



Everyone

Complete everyday,
time-consuming tasks

Be more productive at work
with
UiPath Assistant

Supercharge Productivity

Product & Model Enhancement

Generative AI Powered
Automations



Autopilot in action... For UiPath Assistant

Autopilot for Assistant is an AI companion that helps with daily tasks—across business apps and systems

- Contextual guidance
- Interactive chat, powered by Generative AI
- Access to UI or API automations built by your CoE/employees and UiPath
- Access to UiPath specialized AI models
- One-click export to Studio Web

UiPath Autopilot

Make every user a power user with an AI assistant for work. A trustworthy assistant that knows you and your business.

- Complete tasks with your data
"Plan a business trip to New York to meet my customer"
- Run automations in context
"Set out of office for Outlook and Slack"
- Process digital paperwork
"Check my email for receipts and create an expense entry"
- Automate anything
"Follow the founder of UiPath on LinkedIn"
- Build your own
"Create an Automation and Open in Studio"

Analyzed file: ANA Invoice.pdf type :application/pdf

INVOICE

ANA Intercontinental Hotel Tokyo
1 Chome-10-10 Aoyama, Minato City, Tokyo 107-0062, Japan

DATE	DESCRIPTION	CHARGE
30Oct23	Room Charge	249.00
30Oct23	Occupancy Sales Tax	22.50
30Oct23	County Tax	15.00
30Oct23	Tourism Promotion Area	2.50

Summarize this information in a table

Here is the summarized information from the ANA Intercontinental Hotel Tokyo invoice:

Date	Description	Charge
30Oct23	Room Charge	249.00
30Oct23	Occupancy Sales Tax	22.50
30Oct23	County Tax	15.00
30Oct23	Tourism Promotion Area	2.50

What do you want to do?

Graham Sheldon 4:28 PM
SUCCESS!
image.png

- go to grubhub and reorder my last order
- I can launch AI Automation to reorder your last order on Grubhub for you.
- Ran AI Automation

AI Automation has been run with status: completed

Executed action was go to grubhub and reorder my last order

Result: AI Automation to go to grubhub and reorder my last order Finished.

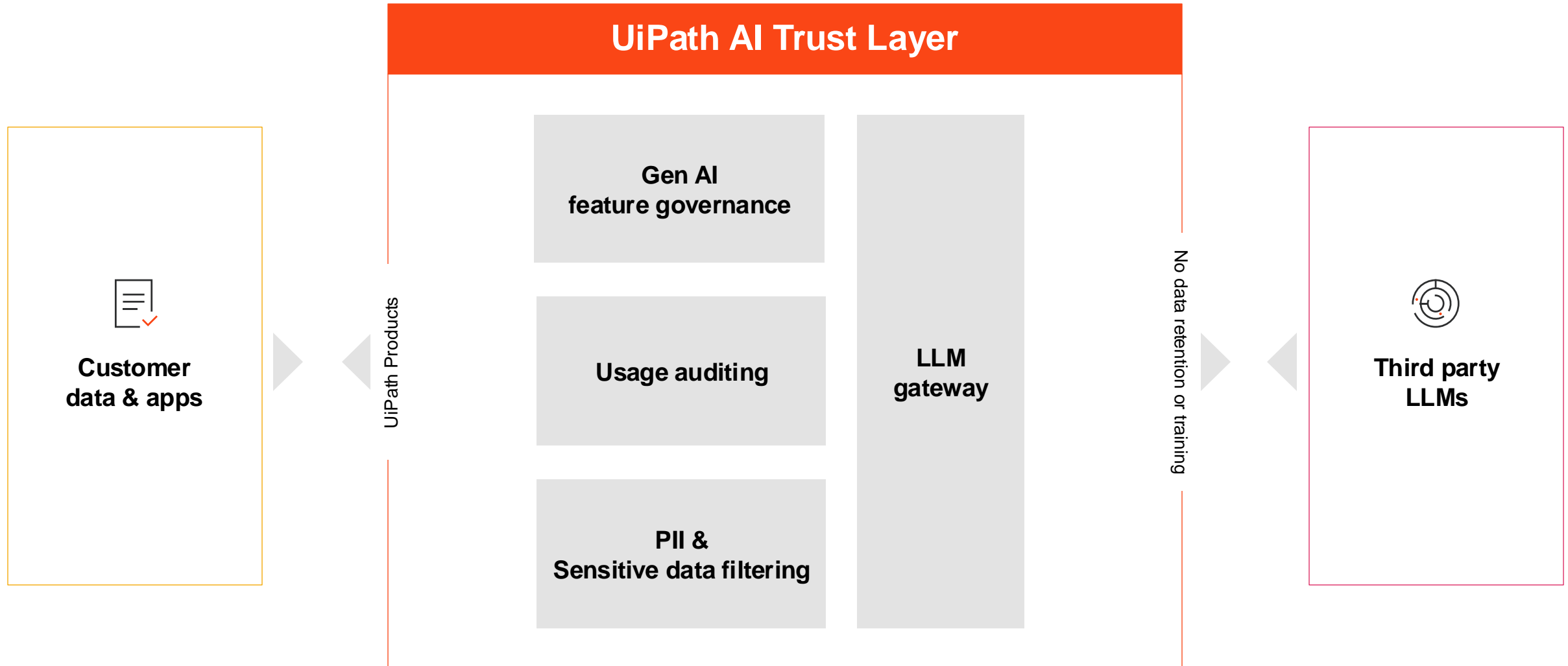
Results:

- Navigated to URL <https://www.grubhub.com/>
- Clicked: View all past orders
- Clicked: Express reorder
- Clicked: Express reorder
- Clicked: Place your delivery order
- Clicked: Agree and place order
- The last order on Grubhub has been successfully reordered.

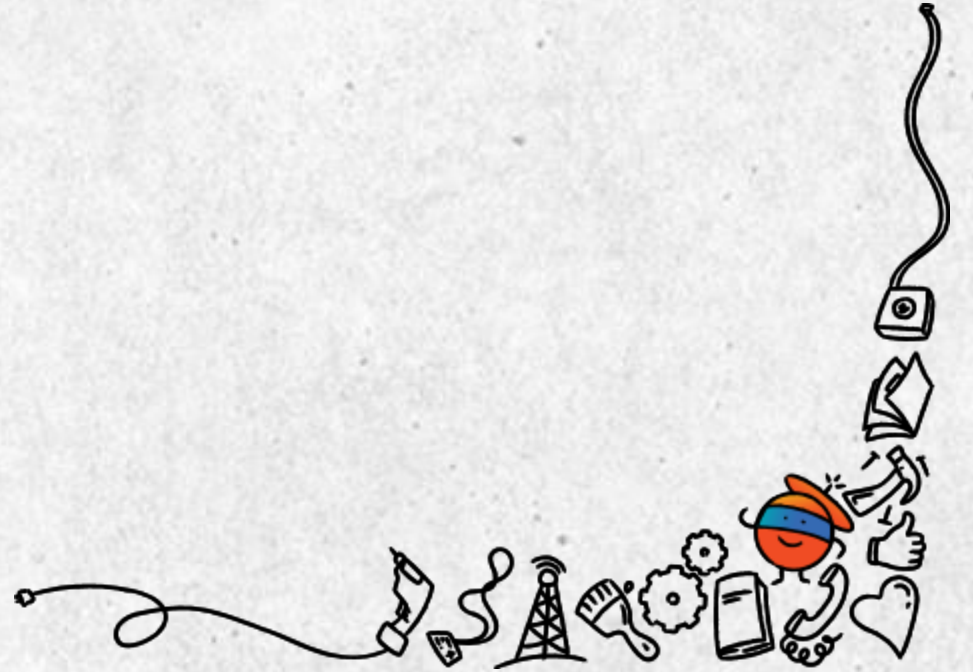
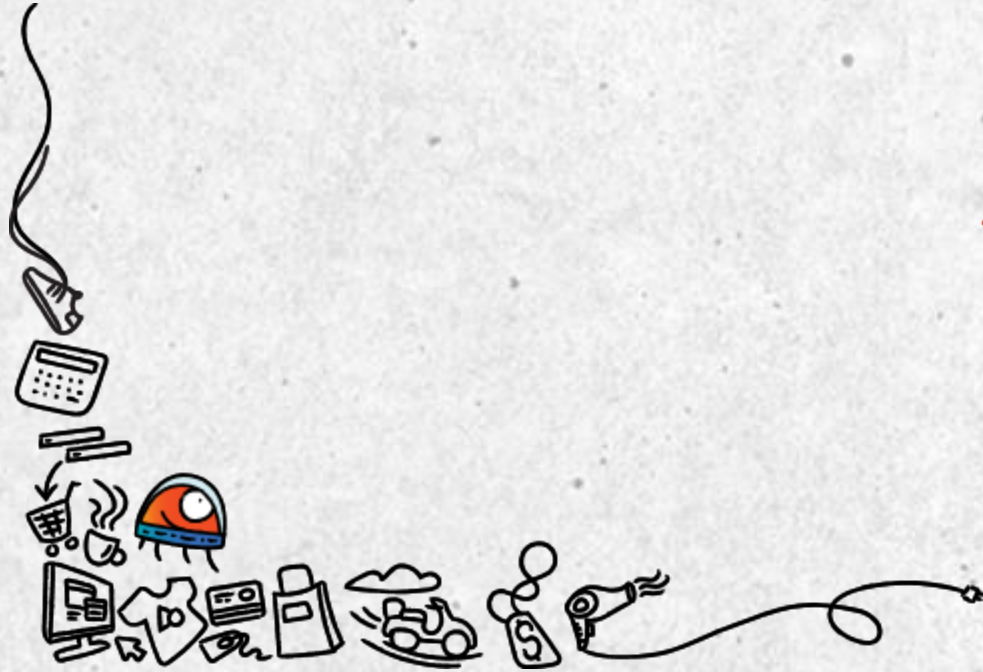
Show details

10
13 replies Last reply 21 days ago

Trust, Transparency and Control for Responsible AI



Demo



Learn more about UiPath Contact Center solutions



UiPath Contact Center solutions

See the dedicated Contact Center solution page on the UiPath website.

<https://www.uipath.com/solutions/department/contact-center-automation>

