

# Who Won The IBM Build-A-Bot Challenge?



Wednesday, July 28 @1 PM ET

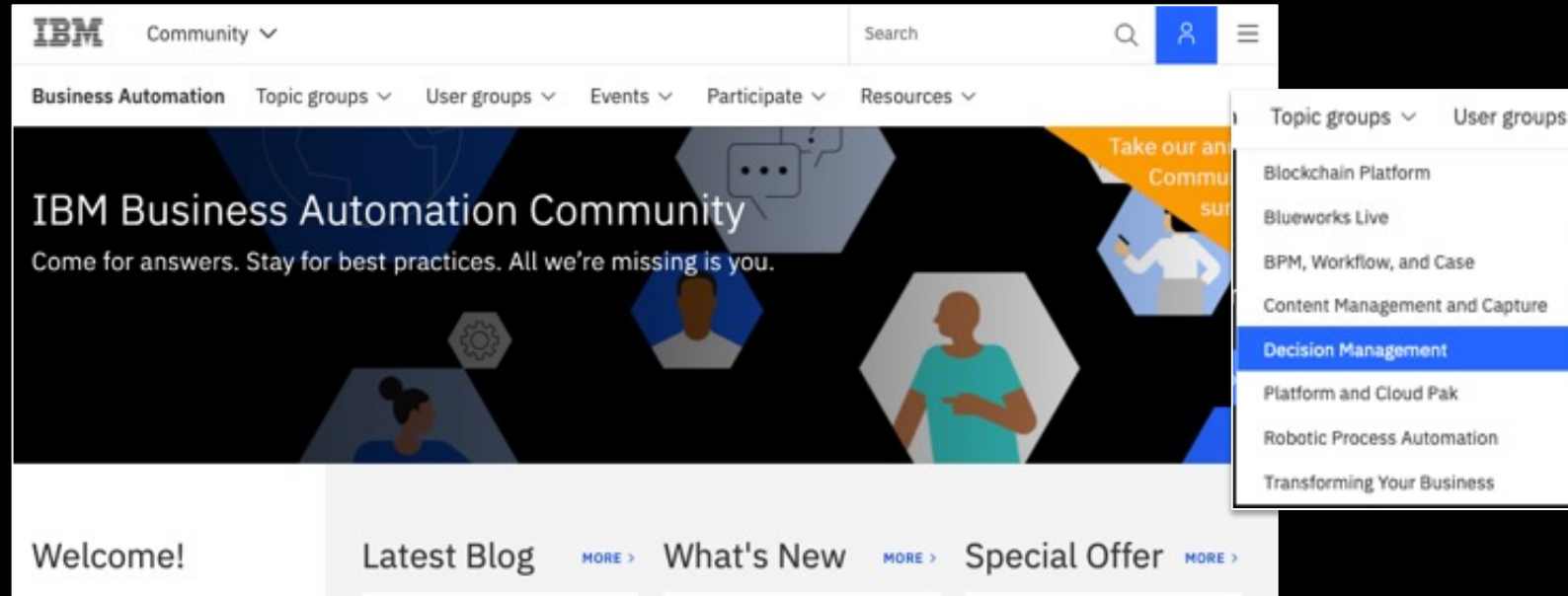
# Commentators



# Agenda

- Introduction
- Robson Felix, founder of WDG Automation
- Finalists from the Submissions for Workplace Improvement
- Petra Beck, Infosource RPA Analyst, comments
- Finalists from the Submission for a Social Challenge
- Petra Beck comments
- Announce the Winners

# Stay Connected with IBM Business Automation Community

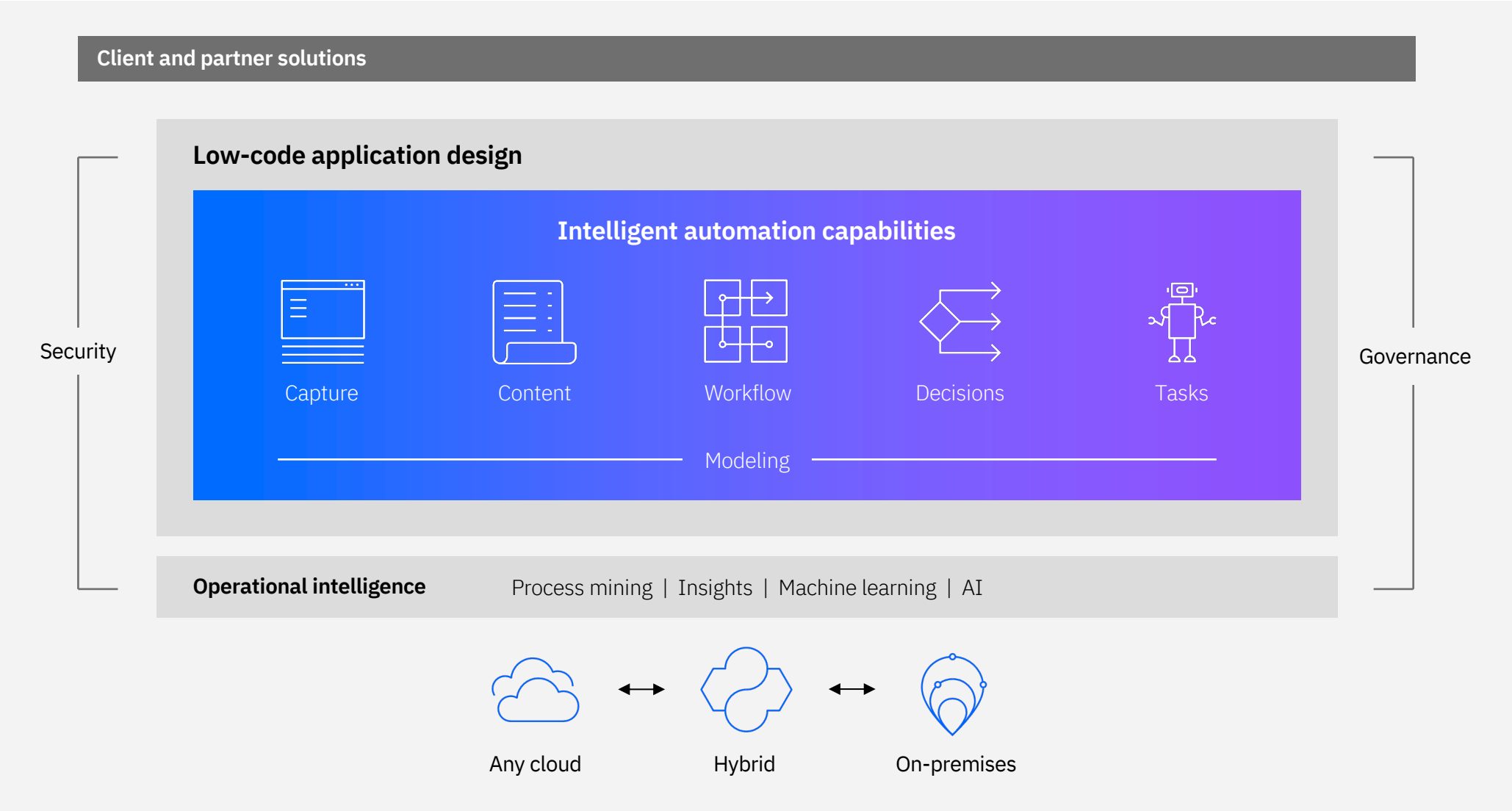


[community.ibm.com/community/user/automation](https://community.ibm.com/community/user/automation)

## What Can You do in IBM's Automation Communities?

Interact with peers - stay informed on new products and services - ask for advice and guidance on a project – gain tips and tricks from the developers who wrote the software - meet IBM subject matter experts – join a user group – provide advice to others – learn about upcoming Automation Events

# IBM Cloud Pak for Business Automation



# How Robotic Process Automation (RPA) works

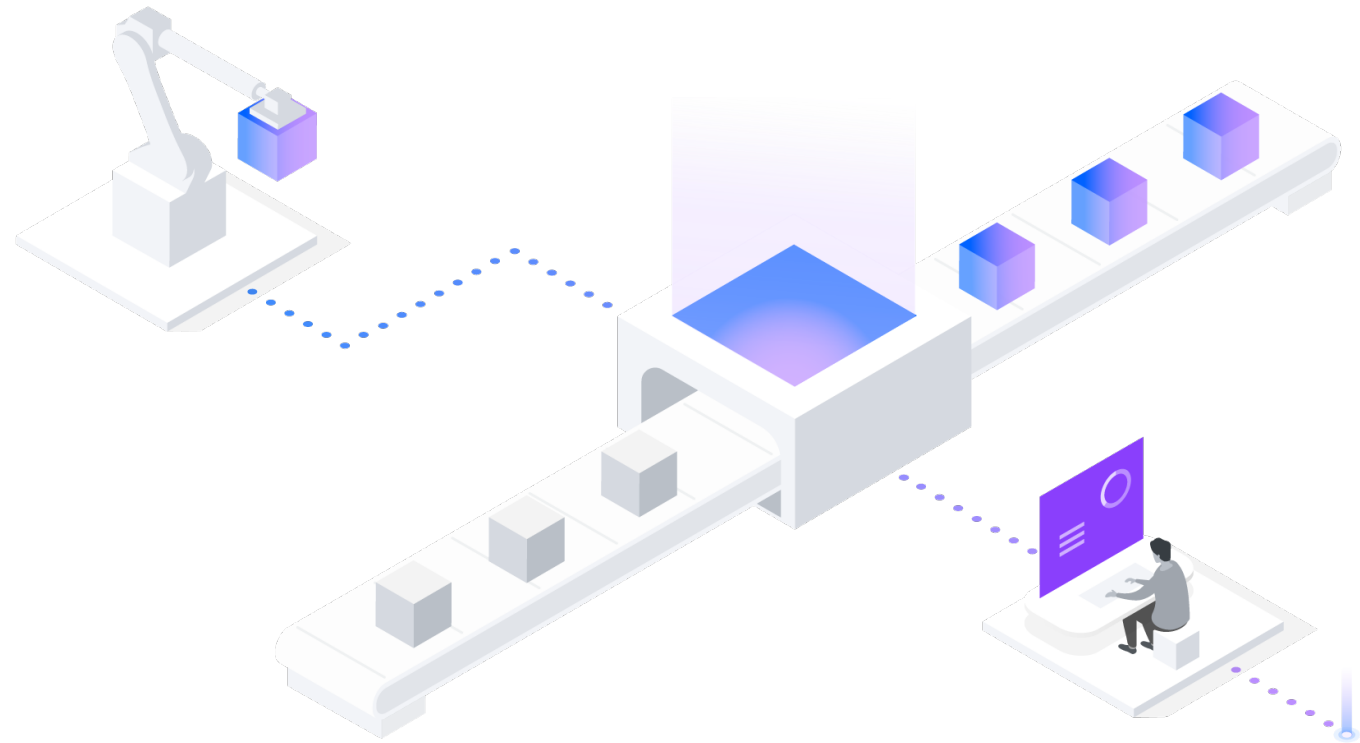
In the context of hyperautomation, **RPA is often the first step to introduce automation.**

RPA is the use of software bots to automate repetitive, routine tasks performed by knowledge workers.

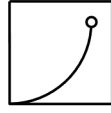
RPA bots replicate the actions of humans interacting with application user interfaces.

**RPA is quick, simple, and safe to deploy:**

- No changes to existing interfaces
- Reduces errors associated with swivel chair integration
- Efficiently execute high volume work

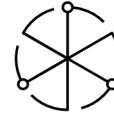


# Key benefits of Robotic Process Automation



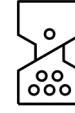
## Accelerate time to value

Create, test and deploy new automation schemes in hours, instead of days or months



## Reduce human error

Virtually eliminate copy-and-paste mistakes from entering the same data into multiple systems



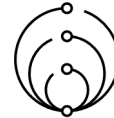
## Increase throughput

Fulfill automated tasks in seconds or minutes, round the clock



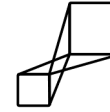
## Boost productivity

Move repetitive tasks to always-on bots enabling employees to spend more time on innovation



## Lower operational costs

Experience cost efficiencies that occur when you automate routine, manual tasks and shift employees toward higher-revenue efforts



## Scale on demand

Quickly reduce or add bots as needs fluctuate and give your business an advantage by creating customer experiences that can scale

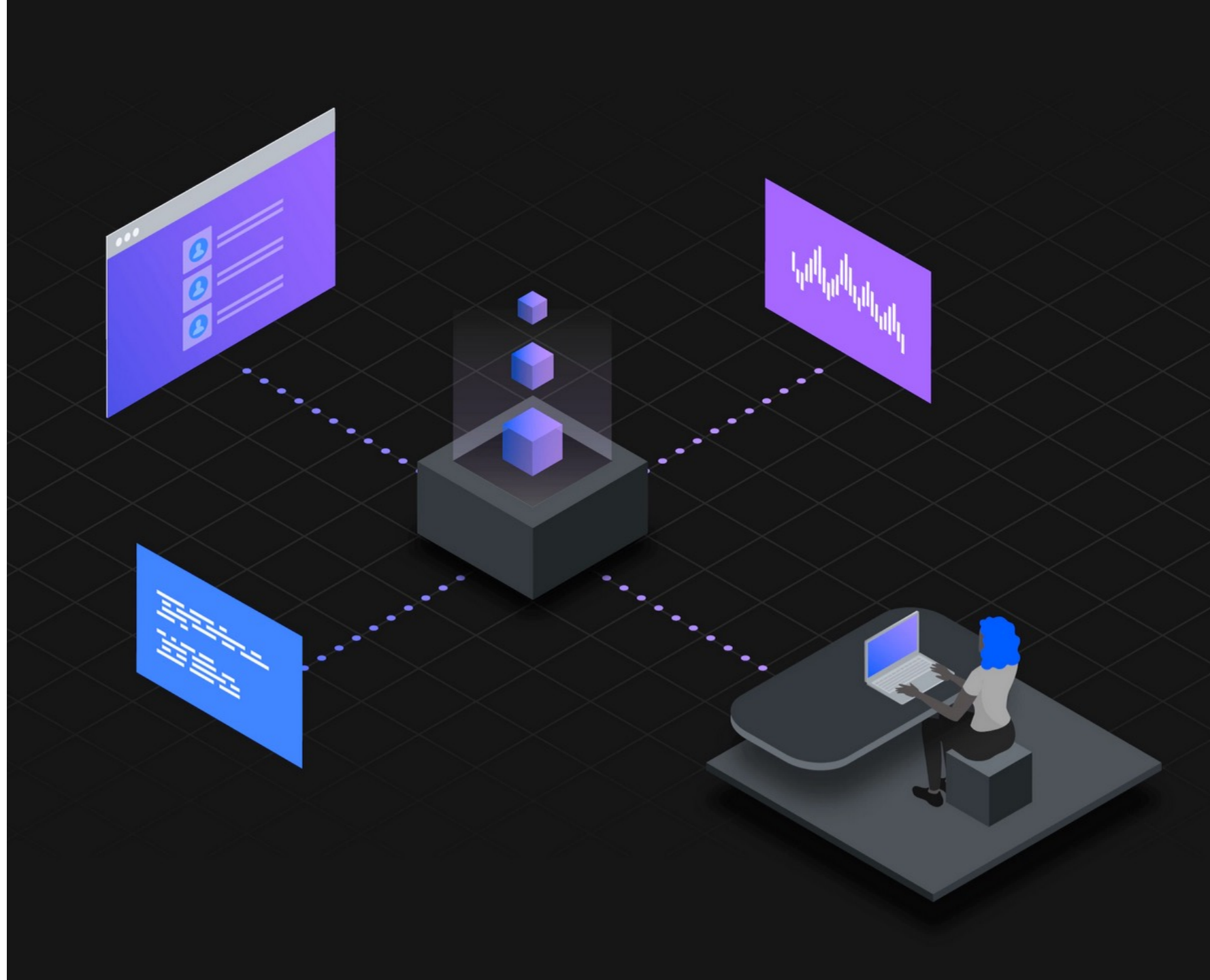


# Growth of RPA

The global RPA market reached **\$2.3 billion USD in 2020**, it grew over **50% YOY**.

This is particularly remarkable as the pandemic stalled or slowed the growth of many other markets in 2020.

**Infosource** expects the demand for RPA solutions to continue to grow, but it expects Capture-related RPA solutions to converge with traditional Information Capture solutions as they target similar use cases.

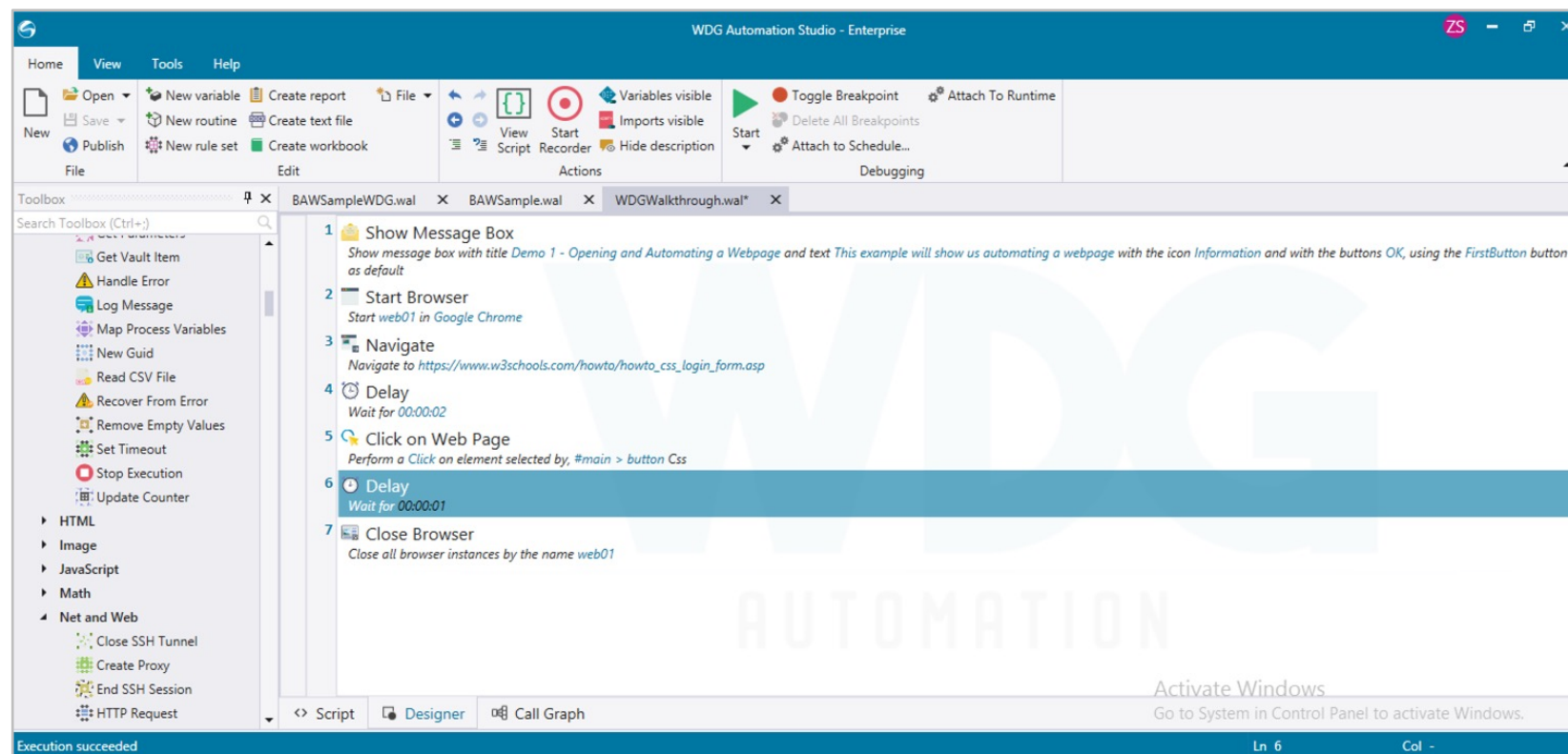






# Easily build bots with low-code editors

- Record user interactions to automatically generate bot scripts
- Assemble bot scripts from hundreds of prebuilt commands
- Test automations directly from the bot studio



Graphical bot development capabilities include drag-and-drop of pre-built commands and ability to instantly step through and test bots



## IBM RPA Build A Bot Challenge: Automation for the Common Good

*Build a bot with IBM RPA that makes a difference in your workplace or contributes to society - and you could win \$10,000!*

- Contest period: **June 15 – July 15, 2021**
- Open to all IBM Clients, Individuals and Business Partners (typical participants: Developers, architects and business analysts)
- Work in teams (up to 5) or work alone
- **U.S., Canada (Quebec excepted), UKI, France, Spain, Germany and India**
- You must use **IBM RPA** to qualify

## Two Categories to Win:

### **Best Workplace Improvement**

**Solution:** *Bots that automate processes within your organization*

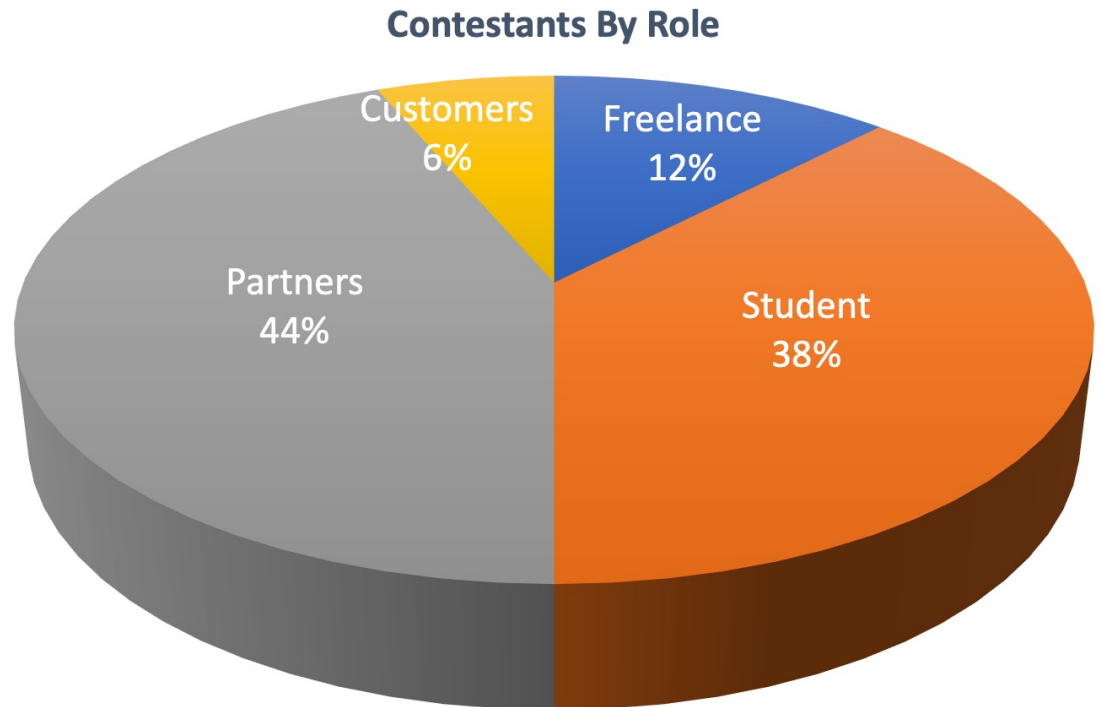
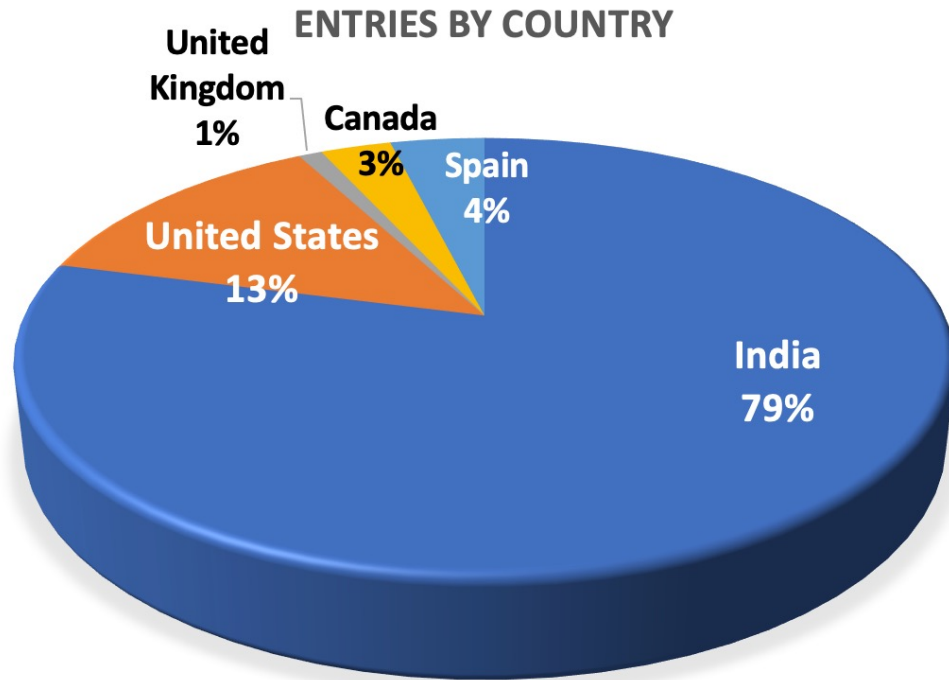
*Prize: \$10,000*

### **Best Automation for a Social**

**Challenge:** *Bots that automate process for climate issues, Covid vaccinations or testing, food bank management, health and human services, etc.*

*Prize: \$10,000*

## More than 200 Entries



# First Round Judges



Joba Diniz  
Offering Manager



Stephanie Wilkerson  
GTM Leader



Jukka Juselius  
Senior Solution Architect  
EMEA



Krista Sande-Kerback  
RPA Senior Product Marketing  
Manager



Zachary Silverstein  
Americas RPA Program Lead  
& IBM Master Inventor



Dennis Parrott  
Product Manager



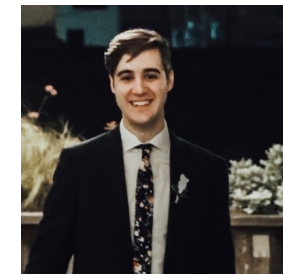
Nigel Crowther  
Technical Sales, EMEA



Content Director  
IBM RPA



Venkat Tadepalli  
Offering Manager  
RPA, IBM Automation



Ryan Sparks  
Americas RPA Program Leader

# Second Round Judges



Robson Felix  
Founder, CEO of WDG  
Automation



Karen Jaworski  
Product Marketing  
Program Director, IBM  
Business Automation



Michael Lim  
Integration Executive,  
IBM RPA and Process  
Mining



Genevieve Van Den Boer  
WW RPA & Process Mining  
Technical Sales Leader



Greg Pollack  
RPA & Process Mining  
Sales Leader, Americas

# **Best Workplace Improvement Solution**

*Bots that automate processes within your organization*



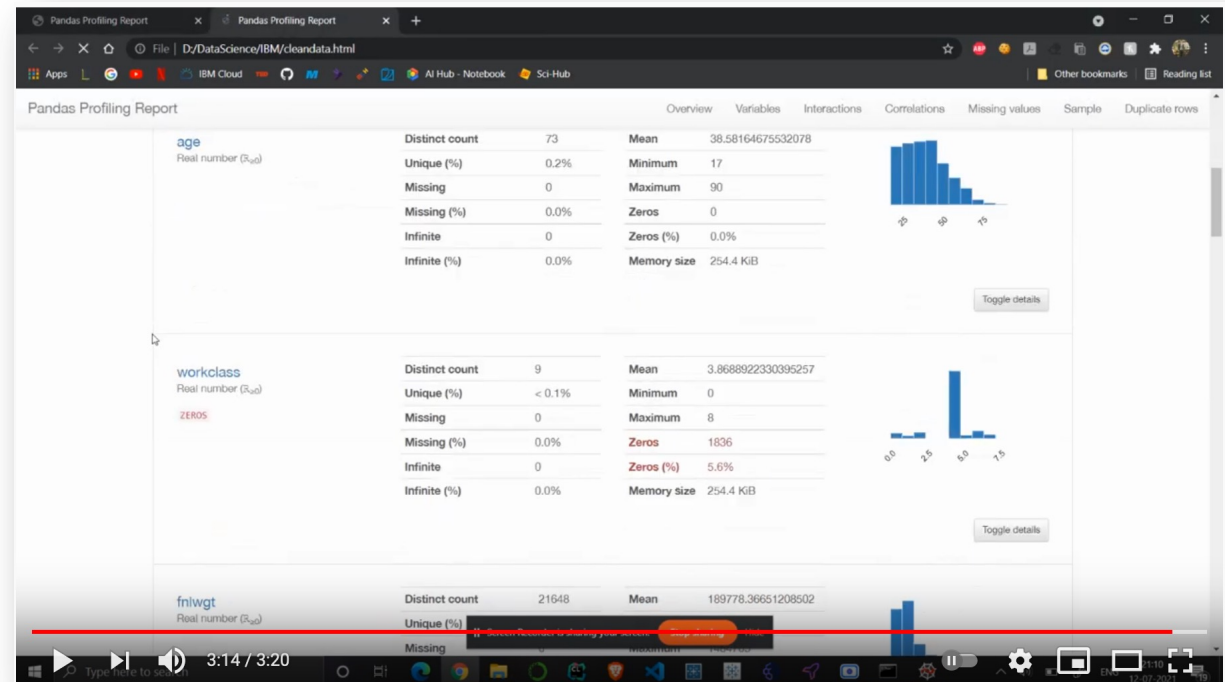
# IBM RPA Solution To Improve My Workplace

## IBM RPA Bot for Exploratory Data Analysis

**Designer:** Rudra Patel

Data cleaning is very tedious and repetitive task followed by analysis of dataset. Many of the methods used can be inaccurate.

We can use IBM RPA to automate the process of Data analysis and Data cleaning – by having the Bot submit data to various auto cleaning libraries, which are effective and can increase the accuracy of data for analysis.





# IBM RPA Solution To Improve My Workplace

## IBM RPA Time Sheet Bot

**Designer:** Wei Lai, Perficient

One of the biggest challenges to our organizations is the timesheet management process. Company employees are required to log their timesheets on a weekly basis, sometimes twice a week if midweek also is the end of the month. The completion of a timesheet then triggers a series of complex back office operations.

This **IBM RPA timesheet BOT** is the first step to address a very complex timesheet problem across our organization. It is designed to tackle a very specific and common situation when it comes to our weekly timesheet submission.

## IBM RPA Timesheet Bot

### BOT ACTIONS

- LAUNCHES A CHROME BROWER
- OPENS TIMESHEET PORTAL AND LOGIN
- IDENTIFY ELEMENTS ON THE PAGE AND MANIPULATE THEM
  - Option box selection
  - Button click
- TAKES SCREENSHOT OF THE PAGE
- 3<sup>RD</sup> PARTY INTEGRATION WITH SLACK (BOT SENDS MESSAGE AND MENTIONS)
- EMAIL INTEGRATION WITH GOOGLE'S SMTP SERVER

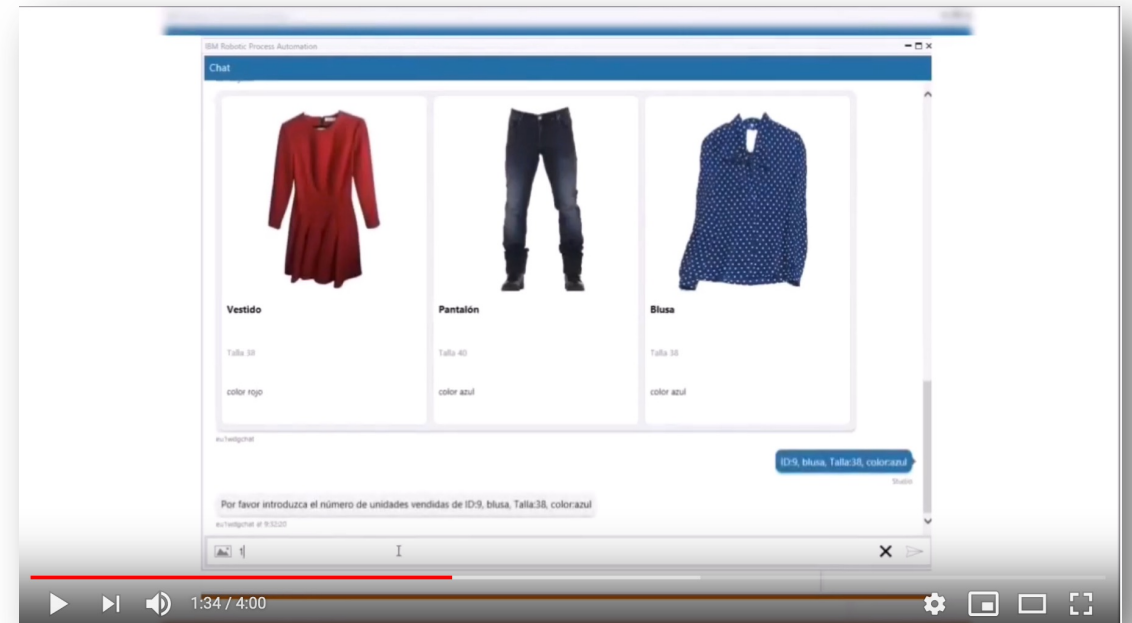
# IBM RPA Solution To Improve My Workplace

## IBM RPA Bots to Manage Distribution Supply Chain for Retailers

**Design Team:** Andrea Rojas, Manuel Ruiz, Paloma Baameiro, Enrique Torres, Entelgy Consulting

Replace many manual retail store processes with an IBM RPA Bot to check receipt of orders against order vouchers, update the in-stock database, automate new order request as stocks get low, automate invoicing for orders, and support continuous business auditing.

Solution includes a chatbot for communication with the store employee, a QR code reading system for orders, a barcode reading system for product labels, OCR system for reading invoice, e-mail connection for reading e-mails, downloading invoices and archiving e-mails in folders, a database connection to enter products received into the store's database, and reporting for the store manager. Automation of these repetitive, high-volume processes would increase efficiency, productivity and accuracy a lead to a better customer experience



# IBM RPA Solution To Improve My Workplace

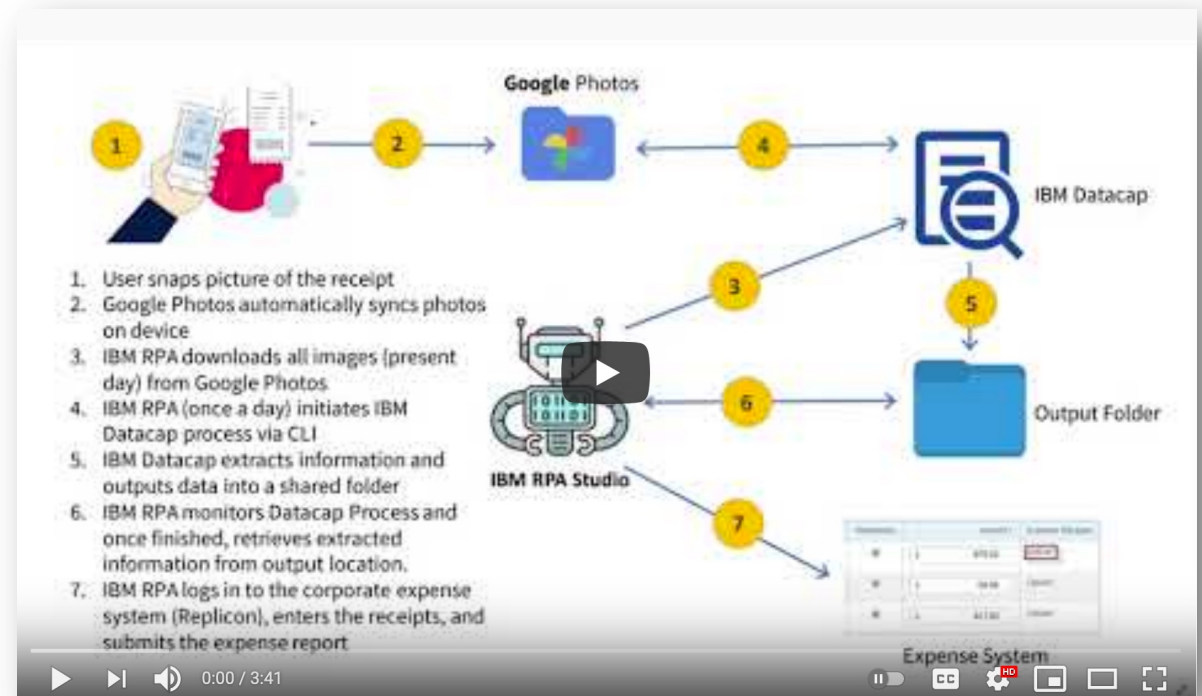
## IBM RPA Bot to Manager Receipts Submission and Expense Reporting

**Design Team:** David Kaufman, Paul Hofle, Nathaniel Watkins, Maksim Chepel, Justin Irazabal, Cedrus Digital

We are so busy providing value for our customers, that we can fall behind on administrative tasks, like submitting receipts for reimbursement. We need a system to automatically submit our expenses for us, so that we can focus on the work that matters.

### Introducing **ReceiptIA!**

It will make sure your expenses are submitted on time and without a hitch, ensuring you are reimbursed sooner.



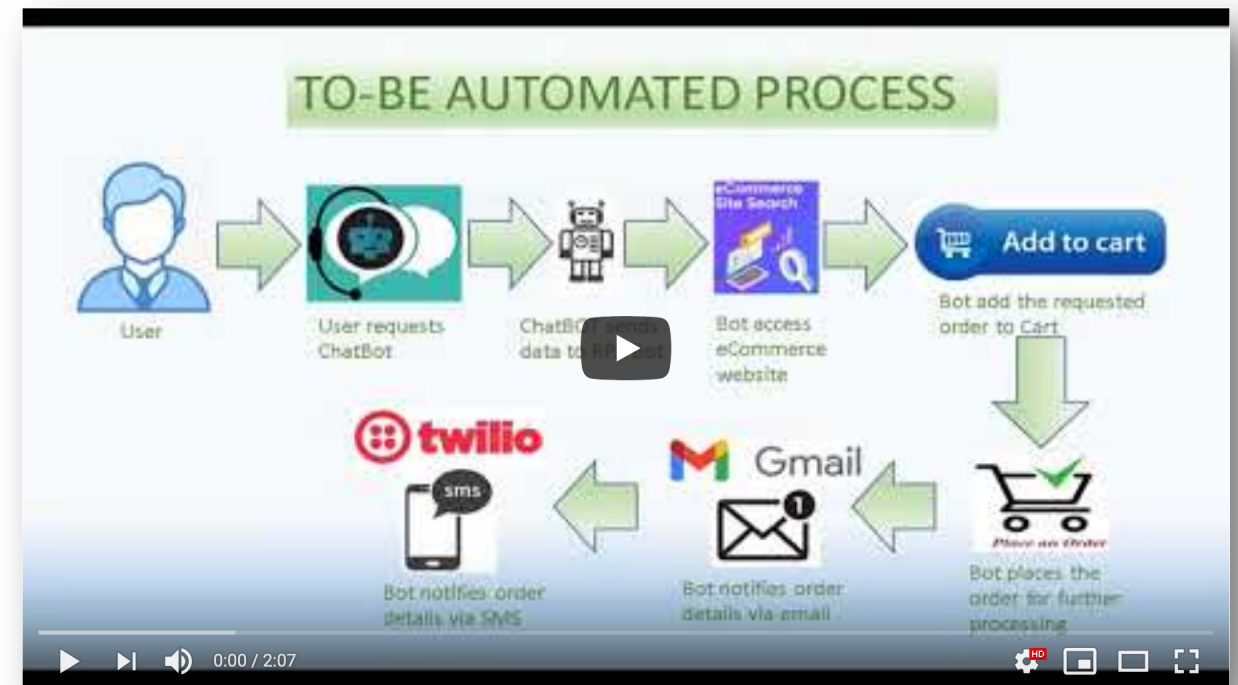
# IBM RPA Solution To Improve My Workplace

## IBM RPA Bot to Automate Online Comparison Shopping

**Designer:** Mayank Maheshwari, CapGemini

Online shoppers like to compare different e-Commerce websites for the best offers and prices.

In this solution, the user requests a Chatbot to place an order from eCommerce website. The Chatbot forwards the request to IBM RPA, which accesses different eCommerce websites and collects the data on available products and prices. The ChatBot presents the options to the user, who makes a decision and authorizes the purchase. IBM RPA adds the requested order to the cart. IBM RPA uses the IMAP Email Server connection to notify the user with product details along with the order number after the order has been placed. In addition, IBM RPA also uses the TWILIO provider to notify the user with the details of the order over SMS.

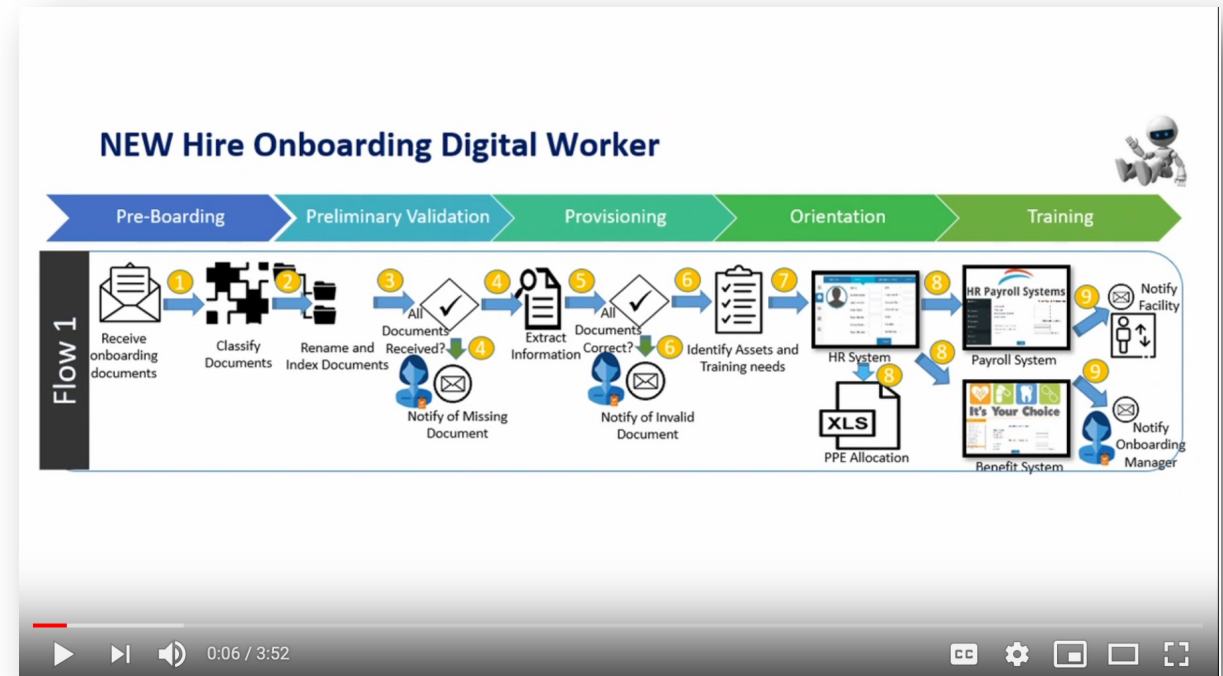


# IBM RPA Solution To Improve My Workplace

## IBM RPA Bot to Automate New Employee Onboarding Process

**Design Team:** Surabhi Baghel, Kartikey Chawla, Ujjawal Mishra, Animesh Jain, Prolifics

COVID-19 has resulted in many companies downsizing to remain viable. As the economy picks up, these companies will need to quickly onboard a new workforce while keeping Social Distancing strategies in place. We created a RPA Solution to automate much of this process. First, a pre-onboarding step asks new employees to submit their documentation over email. A digital worker can validate information in all the documents and update the information accurately in the onboarding system. Once the new employee reports to facility, they can quickly verify all the information in the system and update any data as needed. IBM RPA updates all the business systems – payroll, taxes, pension, benefits - and communicates to the HR manager on progress or exceptions that need to be resolved.

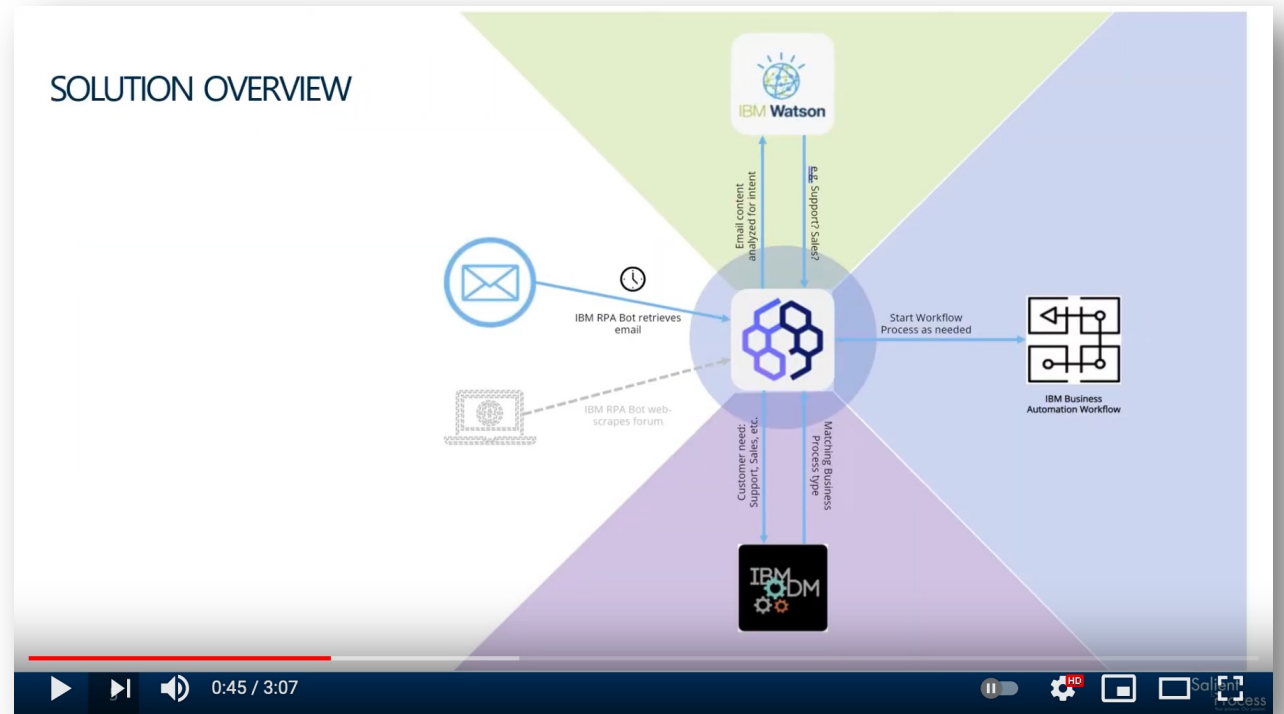


# IBM RPA Solution To Improve My Workplace

## IBM RPA Bot to Manage Customer Retention and Increase Satisfaction

**Design Team:** Pooja Jain, Himanshu Jain, Eric Ducos, DJ Des Jardins, Salient Process

It is challenging to quickly identify customer intent from numerous incoming emails/forums and start the appropriate internal processes for quick managed resolutions. Delays and missed responses lead to lost opportunities both in customer satisfaction and business. They also lead to increased organization disorder and stress in the workplace. Our RPA Bot solution demonstrates a simple but powerful RPA orchestration concept to increase customer satisfaction through unsolicited support, proactive customer need identification, and conversion of requests into sales leads & opportunities.



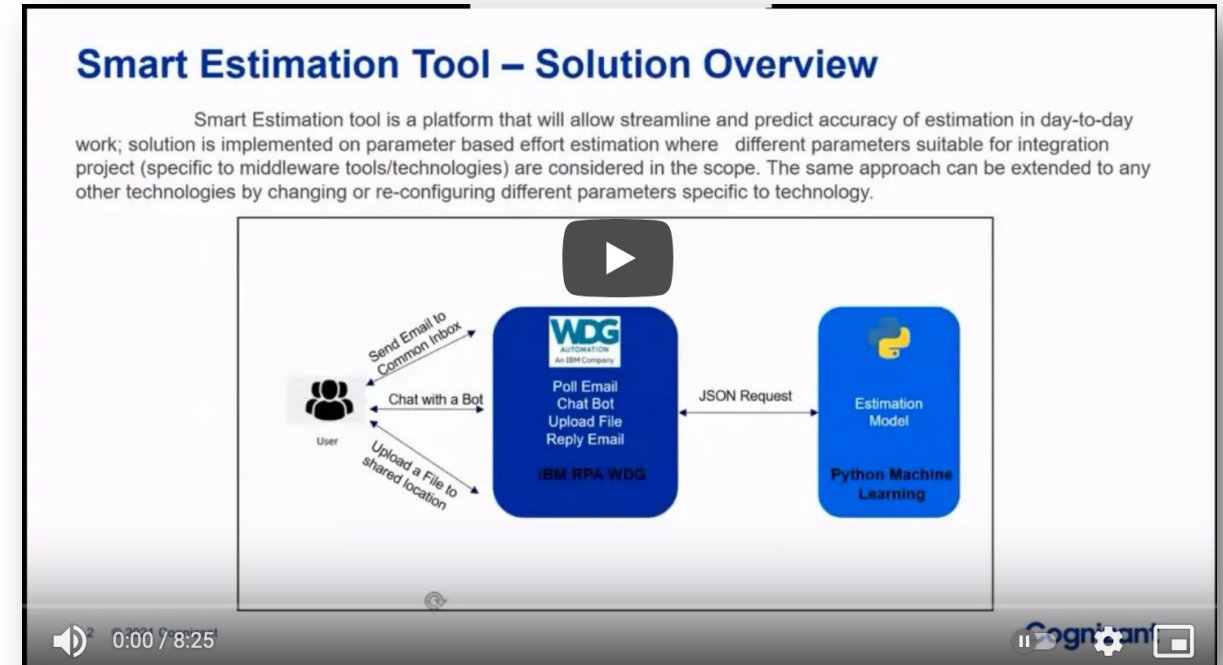


# IBM RPA Solution To Improve My Workplace

## IBM RPA Bot to Automate the Work Estimation Process for IT Projects

**Design Team:** Pintu Kumar Shaw, Subhankar Hore, Ayiswaria Ponnambalam, Sridhar Balakrishnan, Prashant LNU, Cognizant

In IT, a project's success or failure depends on the proper estimation process. We do estimation for a new Request for Proposal (RFP), Change Request, Sprint Planning and other such activities. One of the primary issues with the process is the dependency on Subject Matter Experts (SME) to complete the estimation. Delay in response from an SME leads to delay in planning and the project slows down. Our **Smart Estimation tool** built upon IBM RPA, allows accurate estimations in day-to-day work, without having to wait for SMEs. It includes a Chat Bot to converse with the Business users and Machine Learning model to do the estimations based on past experience. An existing knowledgebase of estimations is utilized to give feedback to the Bot to improve the its estimation prediction.





# Comments



# Best Automation for a Social Challenge

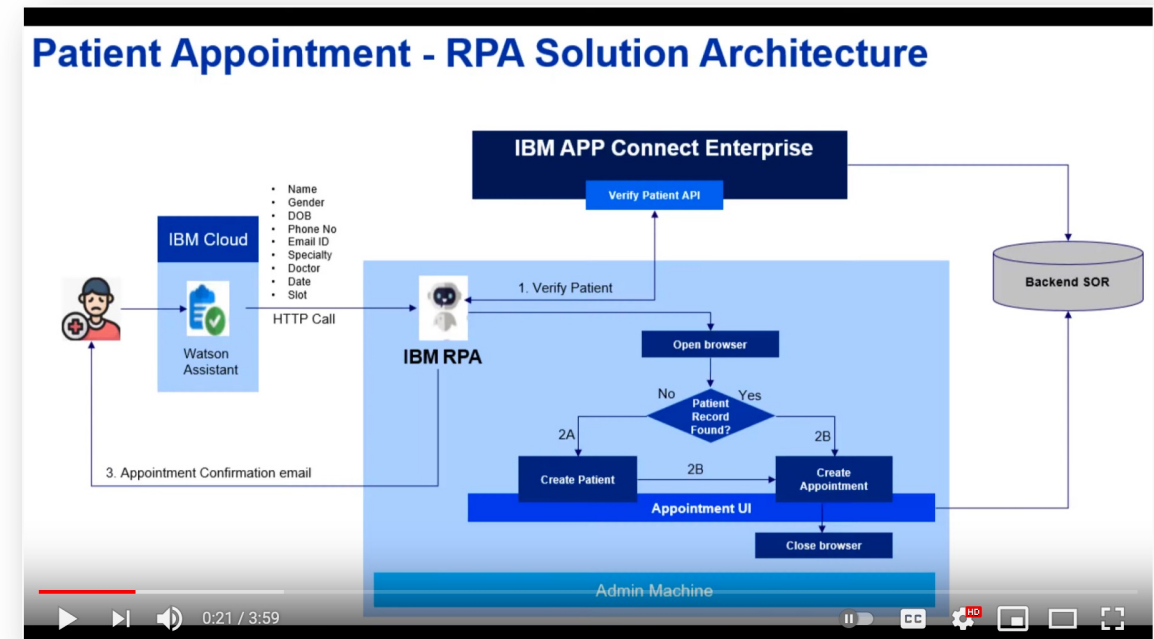
*Bots that automate process for climate issues,  
Covid vaccinations or testing, food bank  
management, health and human services, etc.*

# IBM RPA Solution To Address A Social Challenge

## IBM RPA Bot for Patient Registration - Healthcare

**Design Team:** Somnath Ghosh, Sandipan Chakraborty, Cognizant

Patient registration and appointments is a very cumbersome data process: collect patient data, check practitioner's schedule, provide appointment confirmation. For patients, they must also make repeated calls and connect with healthcare organization admins. RPA robots can automate patient data collection and schedule patient appointments based on diagnosis, doctor availability, location, and other considerations. It can take patient data via Bot inputs, check a valid appointment, and notify the patient whether the doctor is available. In the case that doctor appointments are not available, RPA software can track the doctor's schedule and notify when new appointments become available.



# IBM RPA Solution To Address A Social Challenge

## IBM RPA Bot for Virtual Food Bank Program

**Designer:** Wei Lai, Perficient

Canned food drives may make us feel warm inside, but they don't help as much as we like to think. As much as 50 percent of food provided to needy families goes uneaten, according to Katherina Rosqueta, executive director of the Center for High Impact Philanthropy at the University of Pennsylvania. It's not that families are wasteful, they just may not like the food picked out for them.

**The IBM RPA Survey BOT** automates the processing of Donations of Food Coupons and Receipts with special offers, which can be accessed by those that need them. The Bot also helps the Receivers access the special offers.



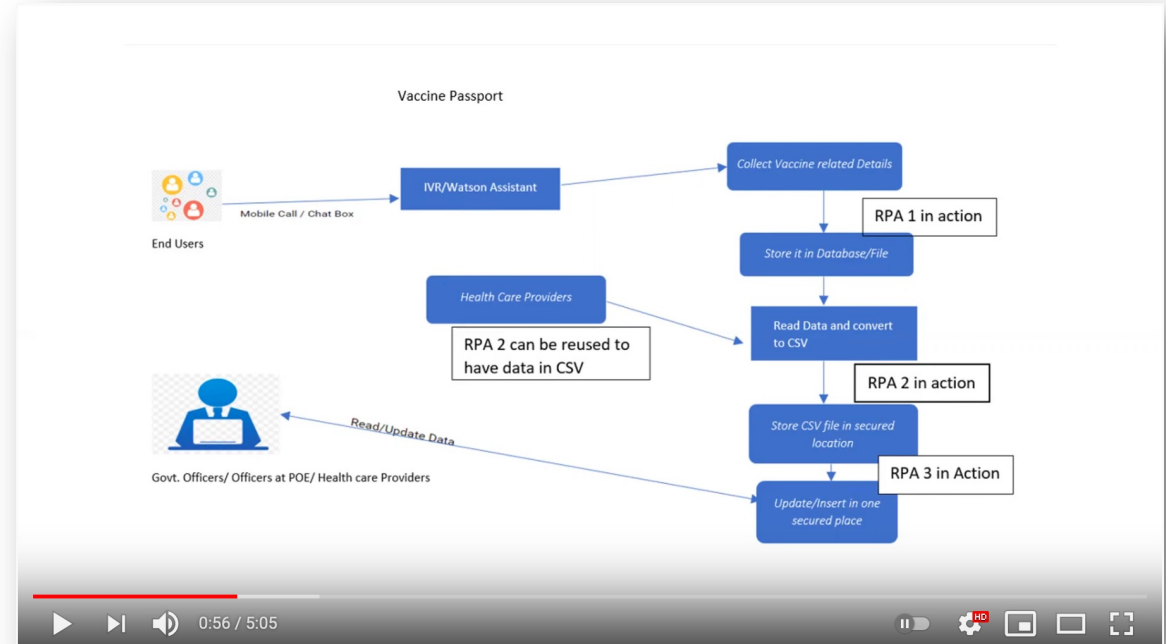
# IBM RPA Solution To Address A Social Challenge

## IBM RPA Bot for Vaccine Passport

**Designer:** Dhanabal Thangavel

Humanity is struggling to emerge from COVID lockdowns. Governments around the world are educating and requesting their citizens to vaccinate. To address this, I am proposing Vaccine Passport to automate Vaccine Distribution.

It's tedious for front-line hospital workers to both vaccinate everyone and track the vaccinated. This solution helps ease the process of registering vaccination details and thus help the govt. officials to report the exact vaccinated numbers and Port of Entry (POE) officers can easily verify through this system and reduce the inconvenience for vaccinated travelers.

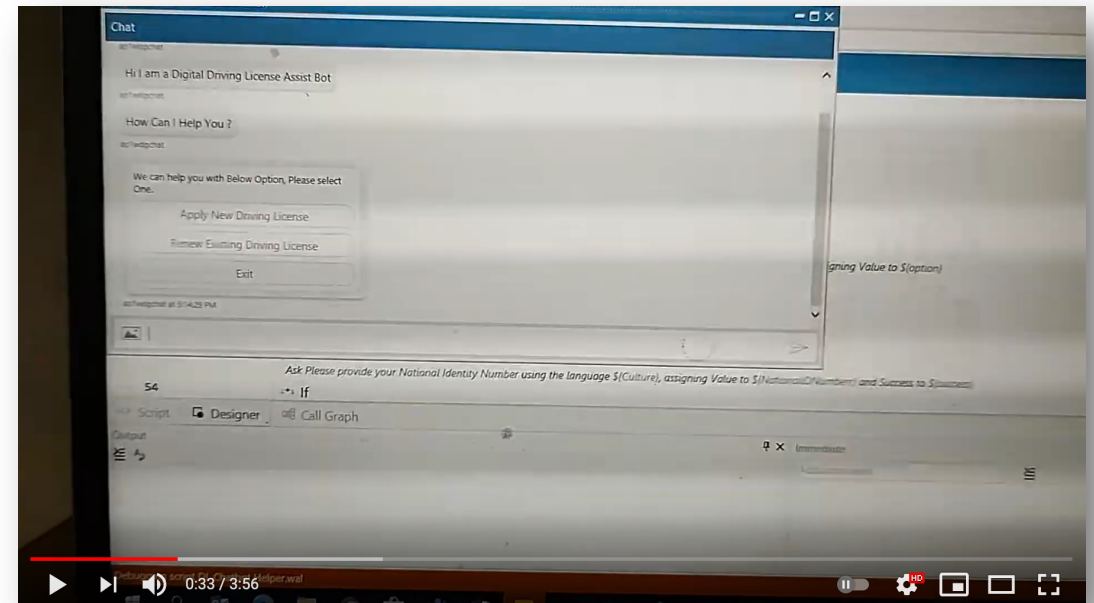


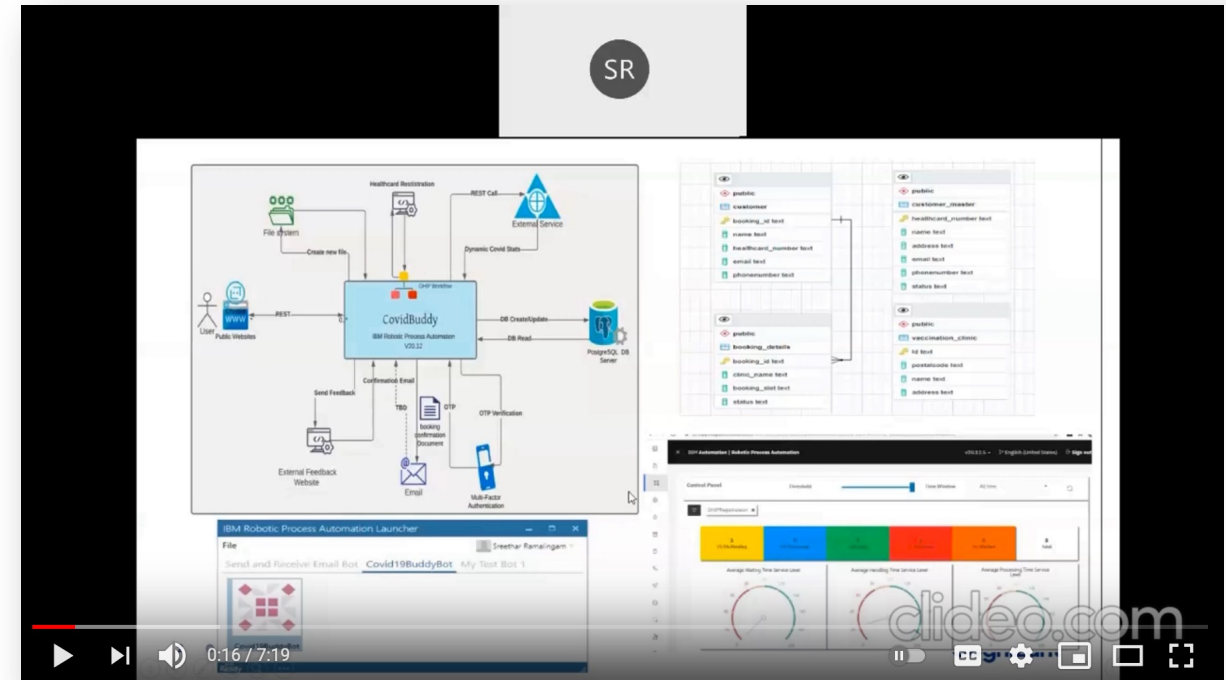
# IBM RPA Solution To Address A Social Challenge

## IBM RPA Bot for Remote Processing of Driver's License

**Design Team:** Premanand Ravikumar, Arul Ajith Singh Saviour, Keerthika Krishnan, Kalyanasundaram Kumarasamy, Rashmi Markapuram, Cognizant

Digital transformation has become the key for processes involving people. Many public services remain manual, for example, applying for a Driver's license. In most countries, the process involves in-person medical, technical and driving assessments. Our IBM RPA Bot application helps people apply and get their license digitally. The Bot begins with a Chatbot for citizens applying for a new license or renewing a license, which uses a National ID number as the primary key throughout the application. The user gets verified by 2-step verifications by providing the national ID number. Once validated, users can upload eye tests, driving test results, etc. or can schedule them. They can schedule a manual test or use a Digital Driving Testing Stimulator. Once the user completes the required steps, the system generate a a digitally-verified Driving license and sends it to the registered email.





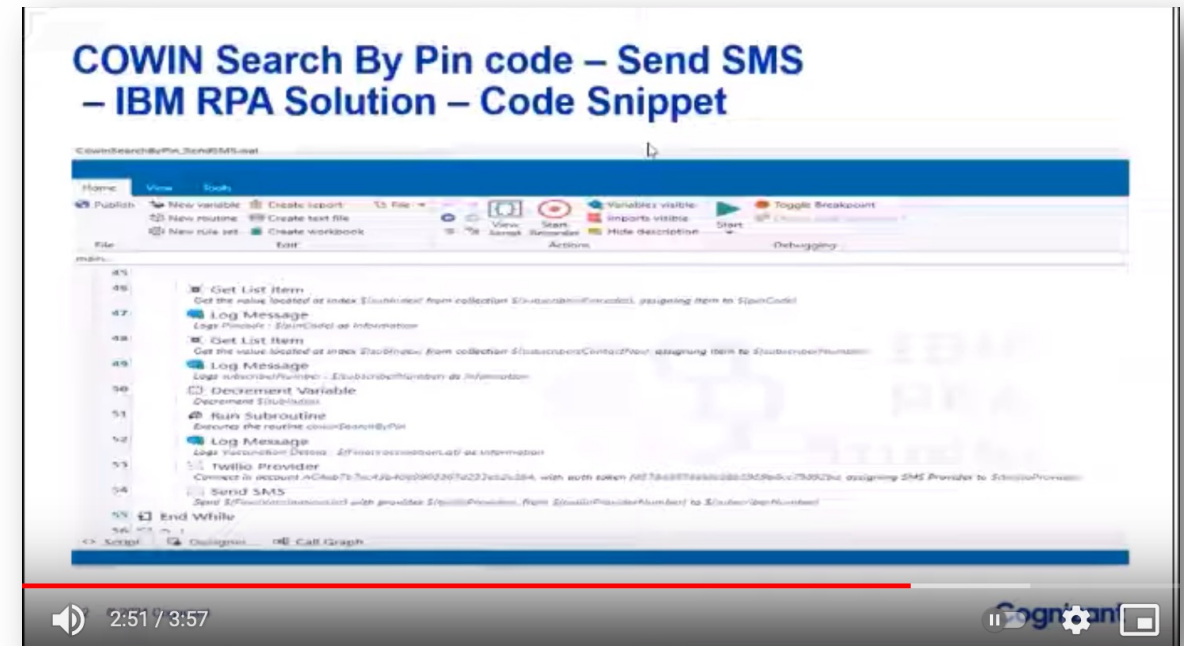


# IBM RPA Solution To Address A Social Challenge

## IBM RPA Bot for Improving India's COWIN Vaccination Platform for the Technically Challenged

**Design Team:**, Brahmajee Ravi Kumar Kothala, Sujit Dutta, Cognizant

The COWIN platform for management of registration, appointment scheduling, managing vaccination and certification has been rolled out by the Ministry of Health and Family Welfare (MoHFW) and it is being used by all participating facilities in India's National Covid-19 Vaccination Program. But not everyone is technically savvy to browse the internet and get vaccination and dose availability details from the COWIN web site using their city pin codes. This Bot helps gather information about vaccine centers, dose availability, and available appointments, to help accelerate the search process.

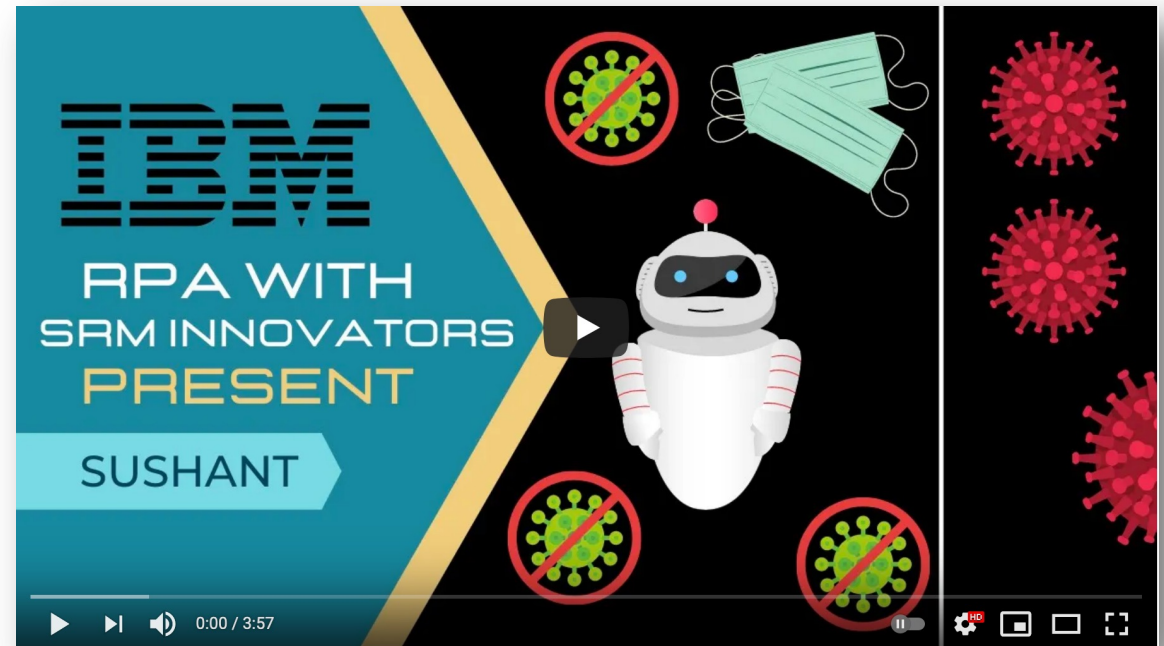


# IBM RPA Solution To Address A Social Challenge

## IBM RPA Bot for Verifying Vaccination Status Before Ticket Purchase

**Design Team:** Srinidhi Pudipeddi, Srinath Narasimhan, Kunal Kankariya, SRM Innovators

The Coronavirus has transformed life radically, but hope is on the horizon with vaccines available. There is currently no effective means to determine an individual's immunization status. We need systems that verify whether people are vaccinated before they book tickets for travel and entertainment. It should be secure from end to end and it should not digitally divide people, which is another challenge. We SRM INNOVATORS along with IBM-RPA presents SUSHANT, an AI-driven bot. This Bot can be a part of ticket-booking websites to determine the vaccine status of ticket buyers and direct non-vaccinated people to a vaccination location.



# Comments



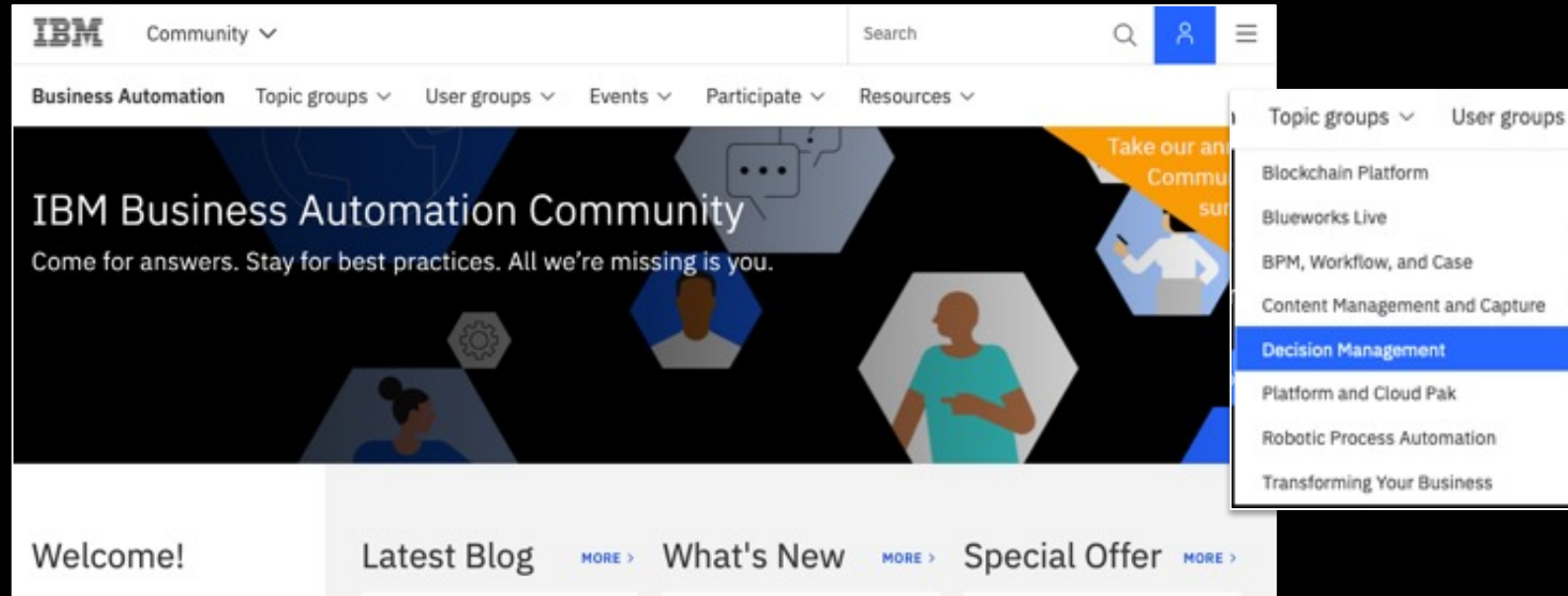
# **Best Workplace Improvement Solution**

*Bots that automate processes within your organization*

# Best Automation for a Social Challenge

*Bots that automate process for climate issues,  
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# Stay Connected with IBM Business Automation Community



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## What Can You do in IBM's Automation Communities?

Interact with peers - stay informed on new products and services - ask for advice and guidance on a project – gain tips and tricks from the developers who wrote the software - meet IBM subject matter experts – join a user group – provide advice to others – learn about upcoming Automation Events