End-to-end intelligent automation

In an increasingly connected world, automation capabilities allow organizations to do more with less across their business.

We’ve made important strides with process automation, but the patchwork nature of these efforts is holding back our ability to scale automation across the enterprise. More explicitly, we recognize that the current focus on automation is too narrow if we want to achieve the true benefits of intelligence. It is time to rethink automation.

To realize the promise of automation, organizations must:

- Integrate bots, services, and apps that solve common tasks.
- Automate processes and exchange data with legacy systems.
- Boost business productivity by making automation accessible, and reusable, to everyone in their organization.
- Securely integrate AI models with low-code approaches.

There’s a better way

To make work better, automate it better.

RPA

Robotic process automation (RPA) is the process of automating processes that can be repeatable, allowing the worker to correct any errors as needed. This approach achieves many benefits of automation while allowing for human intervention when human intelligence or business experience is required.

There are two types of RPA:

- **Attended RPA** runs on a worker’s PC to automate cumbersome or repetitive processes, allowing the worker to correct any errors as needed. This approach achieves many benefits of automation while allowing for human intervention when human intelligence or business experience is required.
- **Unattended RPA** runs with no user logged in. Workflows trigger in the background based on events that happen, and then run at any time in the cloud. It is used to automate high-volume, repetitive tasks without lifting a finger.

AI

AI is the ability to understand unstructured inputs, such as text and voice. Neural networks are the building blocks that allow AI models to perform tasks like image recognition and speech-to-text. There’s a better way to harness AI’s power.

Together in the cloud

Bridging DPA, RPA, and AI in a single, low-code SaaS offering in the cloud makes it possible to:

- **Automate processes and exchange data with legacy systems** that are still essential in many organizations.
- **Integrate bots, services, and apps that solve common tasks.**

It’s time to rethink automation. Power Automate, now with RPA, can help your business achieve more.

Power Automate is part of the Microsoft Power Platform, a set of low-code solutions that empower businesses to build, deploy, and scale modern business solutions across their organization.

Key components of intelligent automation

- **DPA** automatic workflows across the variety of Microsoft cloud services that workers every day. The AI-based bot can be configured to work in new applications and remote, on-premise software systems that support API-based workflows by recording and playing back human-driven interactions with software systems that don’t support API-based automation.
- **RPA** allows organizations to automate mundane or repetitive processes, performing other common tasks.
- **AI** and bots can work together: AI can provide suggestions or anticipate the need for human intervention, allowing the worker to correct any errors as needed. This approach achieves many benefits of automation while allowing for human intervention when human intelligence or business experience is required.

The low-code revolution

Power Automate is part of the Microsoft Power Platform, a set of low-code solutions that empower businesses to build, deploy, and scale modern business solutions across their organization.

**Power Automate**

- **Boost business productivity** by allowing the ability to automate business processes.
- **Power Apps** turn business solutions into apps that solve business challenges.
- **Power BI** delivers the confidence business owners need by providing data-driven insights into marketplace trends.
- **Power Virtual Agents** chatbots to engage customers and partners with or without coding.

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60% of field representatives base at least 60% of their activities on automation.