



Unlocking Hyperautomation with conversational RPA

Supported by a shared passion for elevating both the customer and employee experience, the combination of UiPath and boost.ai means combining conversational AI (CAI) with Robotic Process Automation (RPA), integrating the two technologies to automate relevant processes.

By connecting RPA to a multilingual virtual agent that understands dynamic, open-text conversation, end users are offered an accessible bridge to a world of automated processes and self-service. The virtual agent can talk to the end user, collect relevant information and documents, and trigger robots to streamline any process — either as an attended or unattended automation.

1. Integrate the UiPath platform with boost.ai's chat and voicebots
2. Accelerate your automation performance
3. Multiply your self-service potential

The integration can help deliver a personalized, zero-touch customer experience that empowers self-service, with a host of additional benefits:

- 24/7 availability
- Reduced customer effort
- Increased customer satisfaction, loyalty and retention
- Increased service quality, accuracy and consistency
- Freed up employee time for higher value work
- Faster time to value in customer service

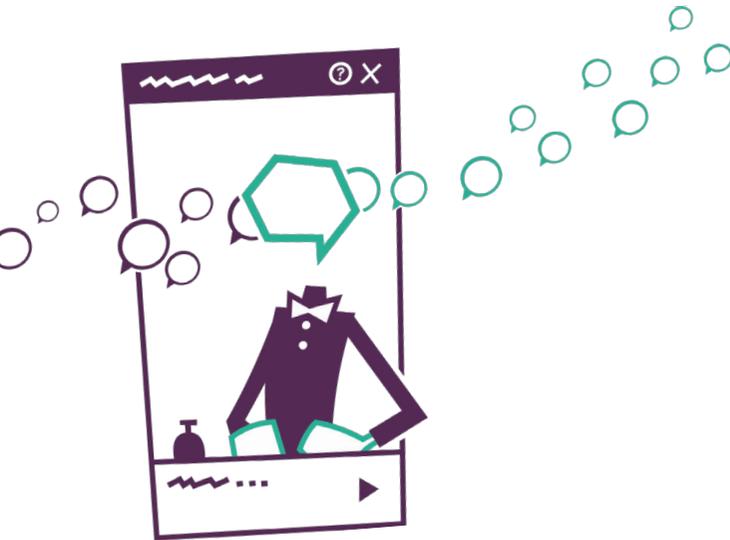
Example Use-cases

- Banking: customers applying for loan forbearance
- Insurance: cancelation of car insurance
- Internal employee support: filling out timesheets or inquiring GDPR information
- And more!



How the integration works

1. Train the virtual agent to understand the desired use-case.
2. The virtual agent will predict the end-user's question, and collect desired information required for the automation process to complete.
3. The collected data is sent from the virtual agent to the appropriate queue within UiPath, using our built-in API Connector.
4. The automation is run from UiPath. The user receives a confirmation, as well as optional response data through the virtual agent.
5. Taking self-service to a whole new level



The Power of RPA

UiPath has a vision to deliver the Fully Automated Enterprise™, one where companies use automation to unlock their greatest potential. UiPath offers an end-to-end platform for automation, combining the leading Robotic Process Automation (RPA) solution with a full suite of capabilities that enable every organization to rapidly scale digital business operations.

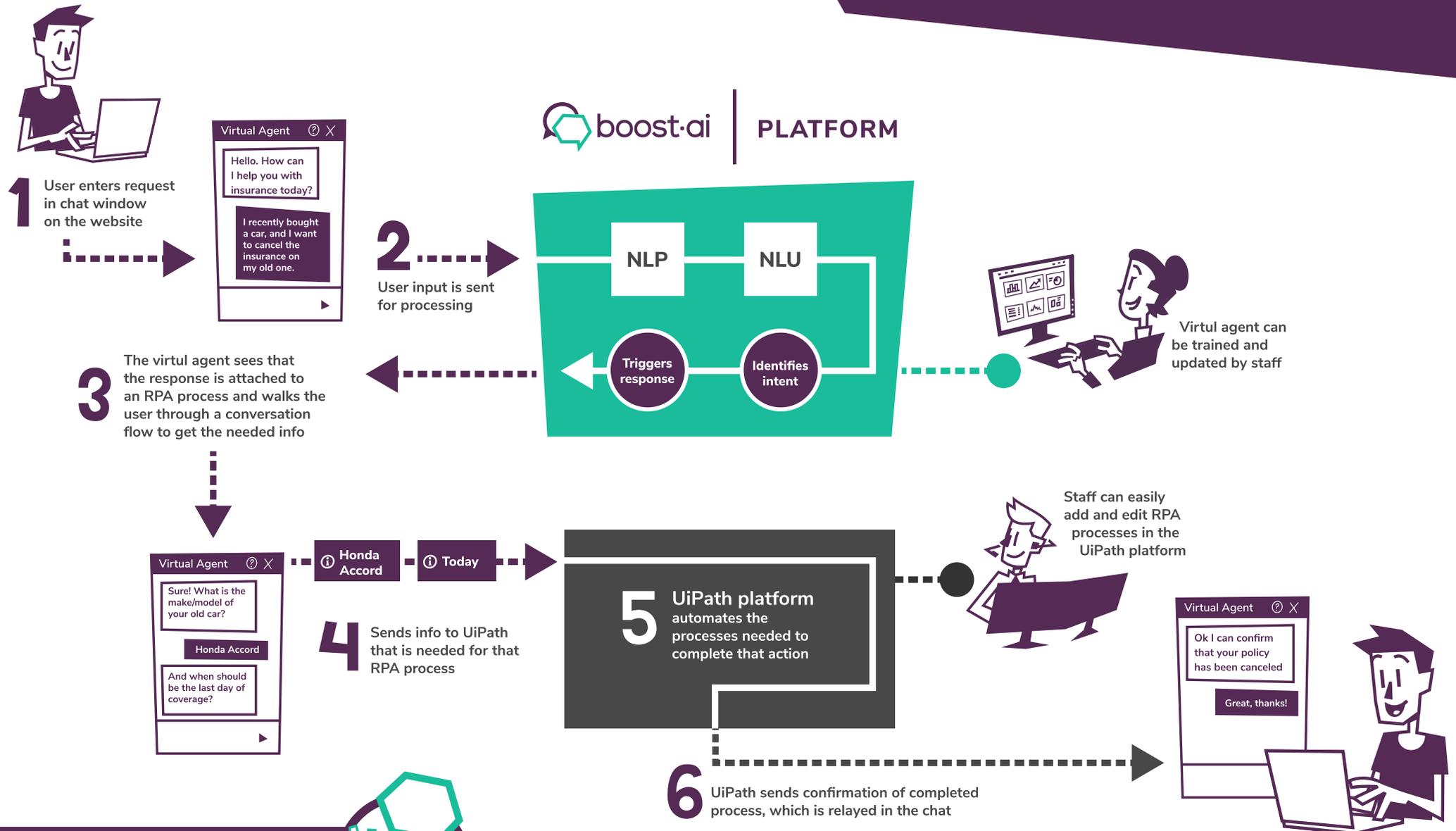
The boost.ai difference

As a UiPath Premier Alliance partner, boost.ai can offer virtual agents that provide instantaneous, always-available assistance via an easy-to-use chat interface. This solution has the ability to integrate with UiPath's core business systems, allowing for an elevated customer experience.

With a shared passion for making powerful technology easy-to-use, non-technical staff can take this combined solution anywhere they want to go - truly putting the "self" in self-service.



Driving self-service with boost.ai and UiPath



Ready to learn more? Visit our website for more information!

