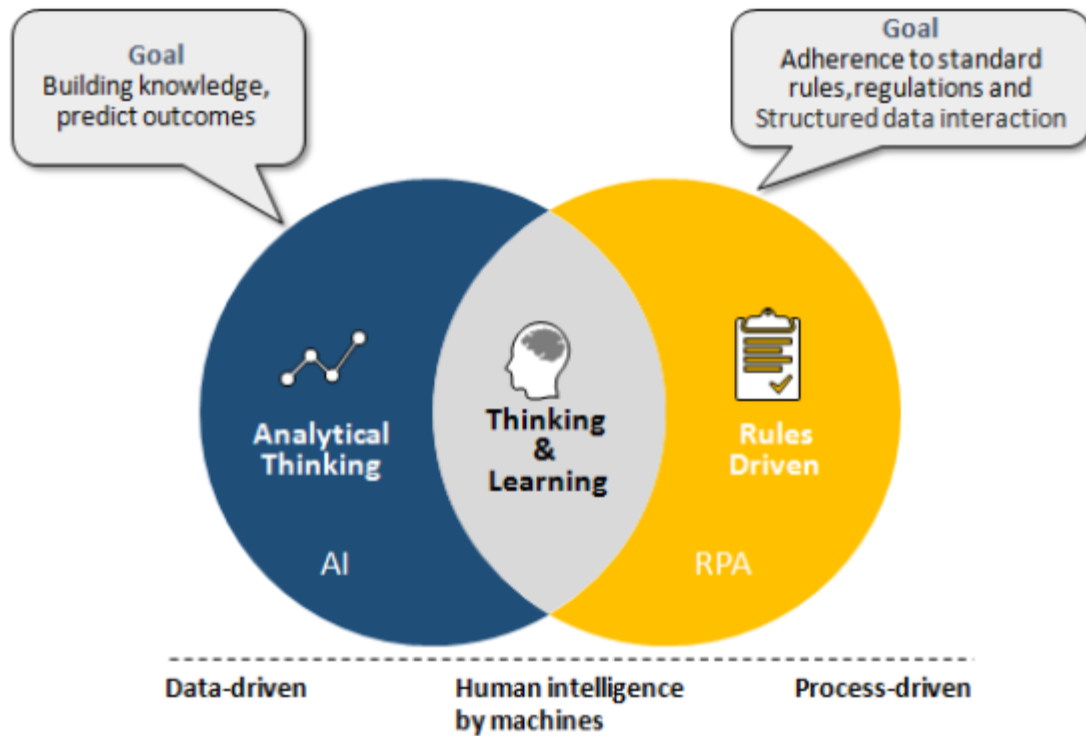


ROBOTIC PROCESS AUTOMATION IN THE EDUCATION INDUSTRY

AILIN SEIT-AMET



INTELLIGENT AUTOMATION - INTERSECTION OF RPA AND AI



Intelligent automation:

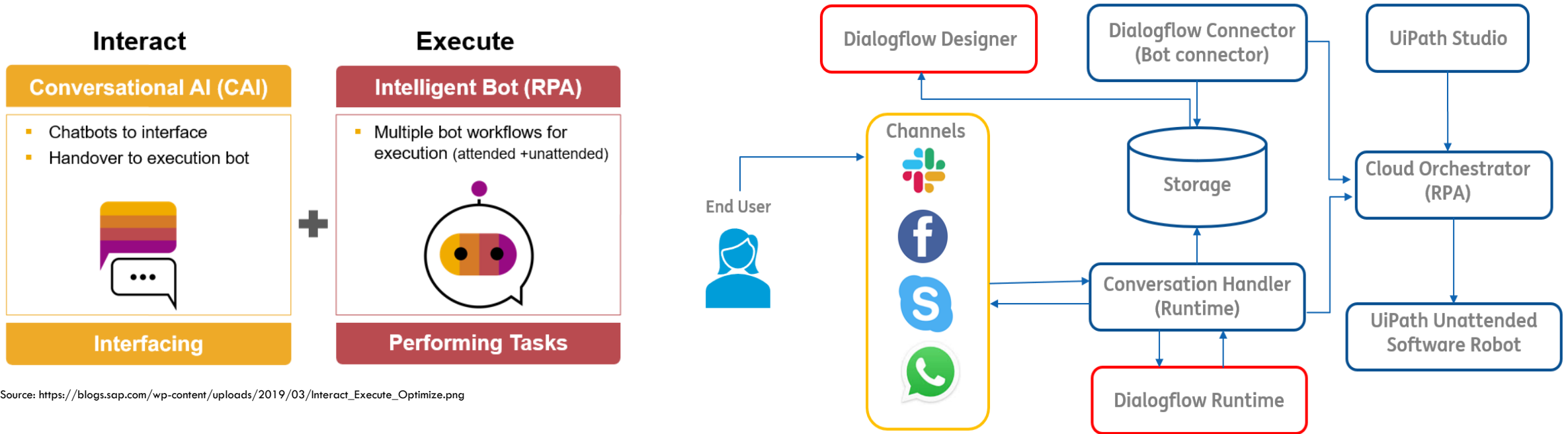
- Recent
- Universal
- Scalable
- Available 24/7
- Reliable
- Accessible
- Mimics human actions and intelligence

Source: https://miro.medium.com/max/1400/1*iffohSqkYD2fCbZ11_Ovvg.png

RPA BOTS AND CHATBOTS COMPARISON

Characteristics	Robotic Process Automation bots	Conversational AI (Chatbots)
Type of business processes to automate	Repeatable Rule-based Predictable	User-centric processes
Approach	Process-centric Bottom-up	Conversation-centric Top-down
Focus	Process automation	Fulfill customer needs
Typical use cases	Back-office Administrative	User-centric Conversation-driven
Inputs	Structured data	Free form Unstructured conversations
Business outcome	Cost savings	Improved engagement

INTEGRATION OF RPA AND CONVERSATIONAL AI



Source: https://blogs.sap.com/wp-content/uploads/2019/03/Interact_Execute_Optimize.png

RPA AND CHATBOTS USE CASES IN EDUCATION

UNESCO Institute for Statistics: There is a massive teacher shortage at primary and secondary levels

By 2030 the countries will have to recruit 69 million new teachers: 24.4 million teachers for primary schools and 44.3 million teachers for secondary schools

Helping Students

Application and administration support

Multi-language capabilities for international students

Connecting with professors, academical staff and tutors

On-campus information and localization of facilities

Reminders about courses and assignments

Helping Academical Staff

Reduce workload by answering standard student questions and provide information to students quickly

Act as a teacher's assistant 24/7

TASK AUTOMATION PROPOSITION

UNIVERSITATEA POLITEHNICA DIN BUCUREȘTI

Domnule Decan,

Subsemnatul(a) _____
student(ă) la facultatea _____,
anul de studiu _____ licență/masterat grupa _____, seria _____,
vă rog să binevoiți a-mi aproba eliberarea unei adeverințe, fiindu-mi necesară la

Vă mulțumesc.

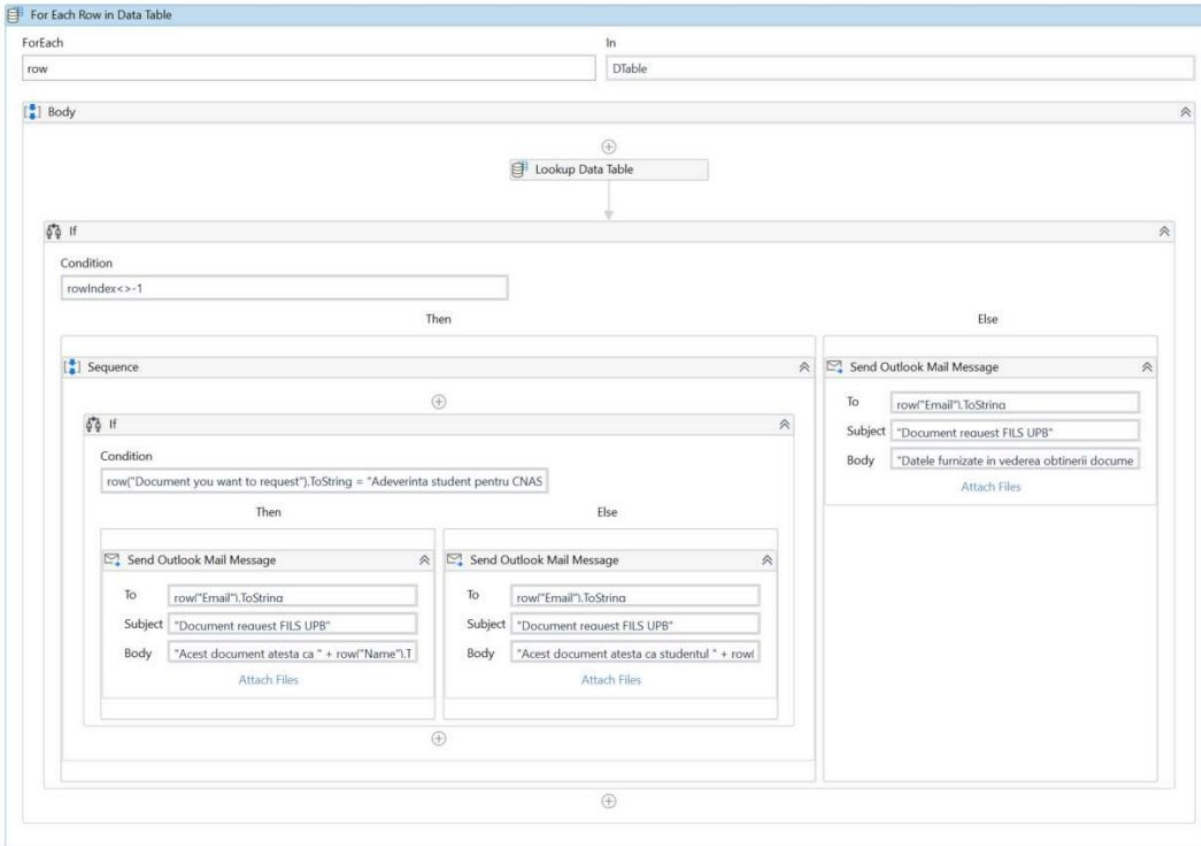
Data,

Semnătura,

Domnului Decan al Facultății _____

1. Go to the secretariat at a certain time
2. Complete the form for requesting a document
3. Come back the next working day at a certain time to pick-up the document

TASK AUTOMATION PROPOSITION



Document request FILS UPB Mesaje primite x



Seit - Amet, A. (Ailin)

22:07 (acum 26 de minute)

către eu ▾

Acest document atesta ca Ionescu Maria este student al Facultatii de Inginerie in Limbi Straine, Universitatea Politehnica din Bucuresti.



Seit - Amet, A. (Ailin)

22:07 (acum 31 de minute)

Datele furnizate in vederea obtinerii documentului nu sunt corecte. Te rugam sa refaci cererea.

Output



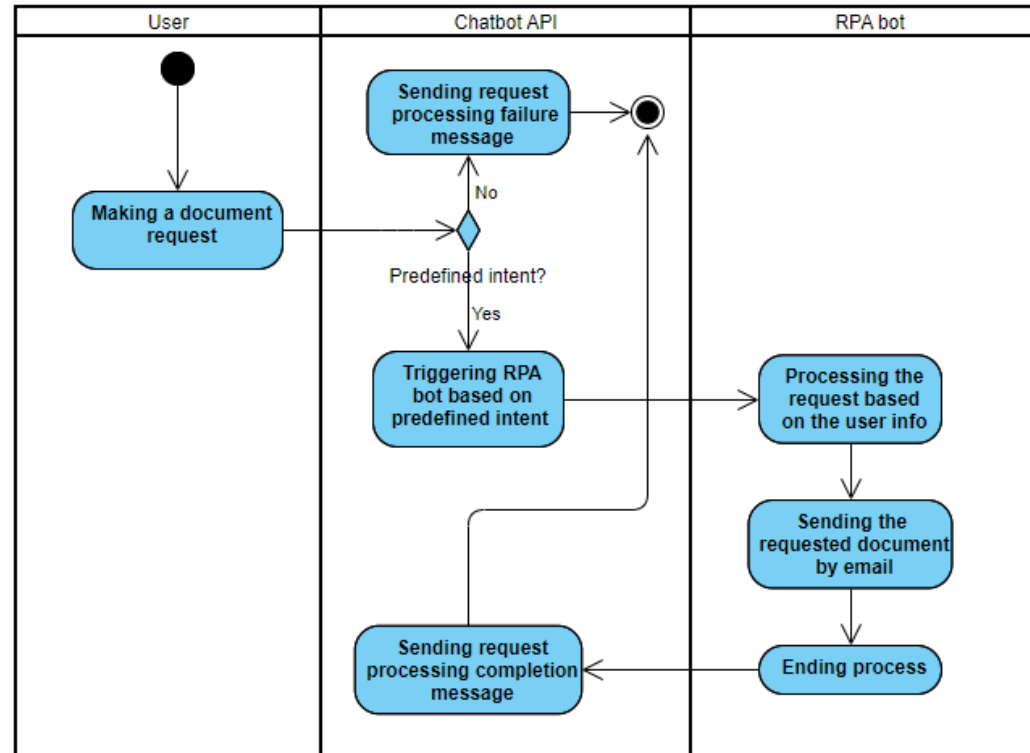
Search

🕒 Debug started for file: Main

🕒 DocumentRequestProcess execution started

🕒 DocumentRequestProcess execution ended in: 00:00:07

TASK AUTOMATION PROPOSITION



CONCLUSION AND FUTURE WORK

- With the help of RPA chatbots, institutions from the educational sector can provide a personalized learning environment for students, and also facilitate the learning material management process and reduce administrative workload.
- Study methodologies to improve the RPA model from Research II
- Implement and improve the RPA-powered chatbot and conduct survey

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