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UiPath Brings Conversational AI Capabilities to Industry's First Hyperautomation Platform

Offers always-on, scalable, and best-in-class conversational capabilities combined with RPA on the most popular global messaging channels including WhatsApp, Facebook Messenger, Slack, WeChat, Web, and SMS Text

NEW YORK--(BUSINESS WIRE)-- UiPath, the leading enterprise Robotic Process Automation (RPA) software company, today announced it has added conversational AI capabilities to the industry's first end-to-end hyperautomation platform. With out-of-the-box conversational capabilities for UiPath Robots, industry-tailored chatbots, and new automation capabilities that engage employees more productively, UiPath is making it easier than ever for enterprises to offer always-on, scalable, best-in-class global support experiences that give customers access to support whenever they need it on the most popular global messaging channels.

Messaging apps have become a preferred platform for personal engagement, with over 41 million messages sent per minute. In fact,68% of consumers say that messaging is the most convenient way to stay connected with businesses, and more than 50% of customers say that they are more likely to purchase from a business that they can connect with via chat. In response, businesses are aligning their customer engagement strategies to not only meet customers where they already are, but also gratify those customers by fulfilling their end-to-end service needs. However, without the right tools to handle these additional engagements, support teams may become overwhelmed.

As the COVID-19 pandemic continues to impact business operations, organizations around the world are facing extreme challenges, including the increased need in customer support. For example, OTP Bank Romania is using an automation solution that integrates the capabilities of both Druid chatbots and UiPath's software robots to process requests to postpone bank loan installments. The integration allowed the bank to cut down the processing time of a single request from 10 minutes to 20 seconds, and cope with a 125% increase in the number of calls received by call center agents, enabling it to process three times more deferral requests with the same number of people in the back office.

"UiPath's conversational AI capabilities expand the reach of traditional chatbot platforms into enterprise applications for gathering real-time knowledge and fulfilling tasks," said Param Kahlon, Chief Product Officer at UiPath. "As next-generation apps continue to be more conversationally focused, we are focused on helping to bridge the connection between chatbots and legacy enterprise apps."

By combining conversational AI with the UiPath Hyperautomation Platform, enterprises can

achieve end-to-end automation for customers and employees. More specifically, they can:

- *Converse with UiPath Robots*: By teaching robots to talk with chatbots using seamless bidirectional communication, robots and humans are encouraged to interact using natural language to process service requests. This also means that RPA processes can be triggered directly from a chat, which in turn increases operational efficiency.

- *Easily bring AI into customer support*: Leverage the UiPath Platform and no-code authoring chatbot platforms across all industries – such as healthcare, retail, and insurance – to automate customer request fulfillment involving modern or legacy systems with cloud, hybrid and on-premises deployment options. Now enterprises can delight customers by fulfilling their requests end-to-end with integrated AI chatbots.

- *Engage employees more productively*: With AI-powered chatbots and the UiPath Platform, routine queries are handled over messaging channels freeing human agents to spend more time on complex and higher-value inquiries. Not only are agents' workloads reduced by customer-facing bots who handle repeated questions over messaging channels, but agents are further supported by bots after escalation. Bots look through connected systems and deliver relevant information to the agent's fingertips, preventing employees from constantly switching between different applications.

To support customers who want a conversational AI solution to complement their RPA deployments, UiPath has partnered with Druid to resell the Druid Chatbots Platform. Druid is an AI-driven, no-code chatbot authoring platform that has a robust integration with the UiPath Platform. With powerful natural language processing technology to interpret and provide information contextually, Druid supports over 40 languages, countless internal and external channels, and offers more than 300 pre-built conversational AI templates covering business scenarios across multiple industries and roles. With its open platform, UiPath is also integrated with several other chatbot solutions to provide direct integrations to the UiPath Platform.

"It only seems natural for instant chat and RPA to come together in contributing toward the customer self-service and employee productivity revolution," said Liviu Dragan, CEO at Druid. "By integrating with UiPath, we are elevating the end user experience and alleviating the burden experienced by the human workforce brought on by repetitive-driven tasks."

About UiPath

UiPath is leading the 'automation first' era – championing a robot for every person and enabling robots to learn new skills through AI and machine learning. Through free and open training, UiPath is led by a commitment to bring digital era skills to millions of people around the world, thereby improving business productivity and efficiency, employee engagement and customer experience.

The company's hyperautomation platform combines the #1 Robotic Process Automation (RPA) solution with a full suite of capabilities that enable every organization to scale digital business operations at unprecedented speed. The company has already automated millions of repetitive, mind-numbing tasks for businesses and government organizations all over the world including approximately 50% of the Fortune 500.

UiPath was recently recognized as the top company on Deloitte's 2019 Technology Fast 500, a ranking of the fastest public and private technology companies in North America, and #3 on the 2019 Forbes Cloud 100.

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