

Attended Automation

Cynthia Yu

Presales



今日议程

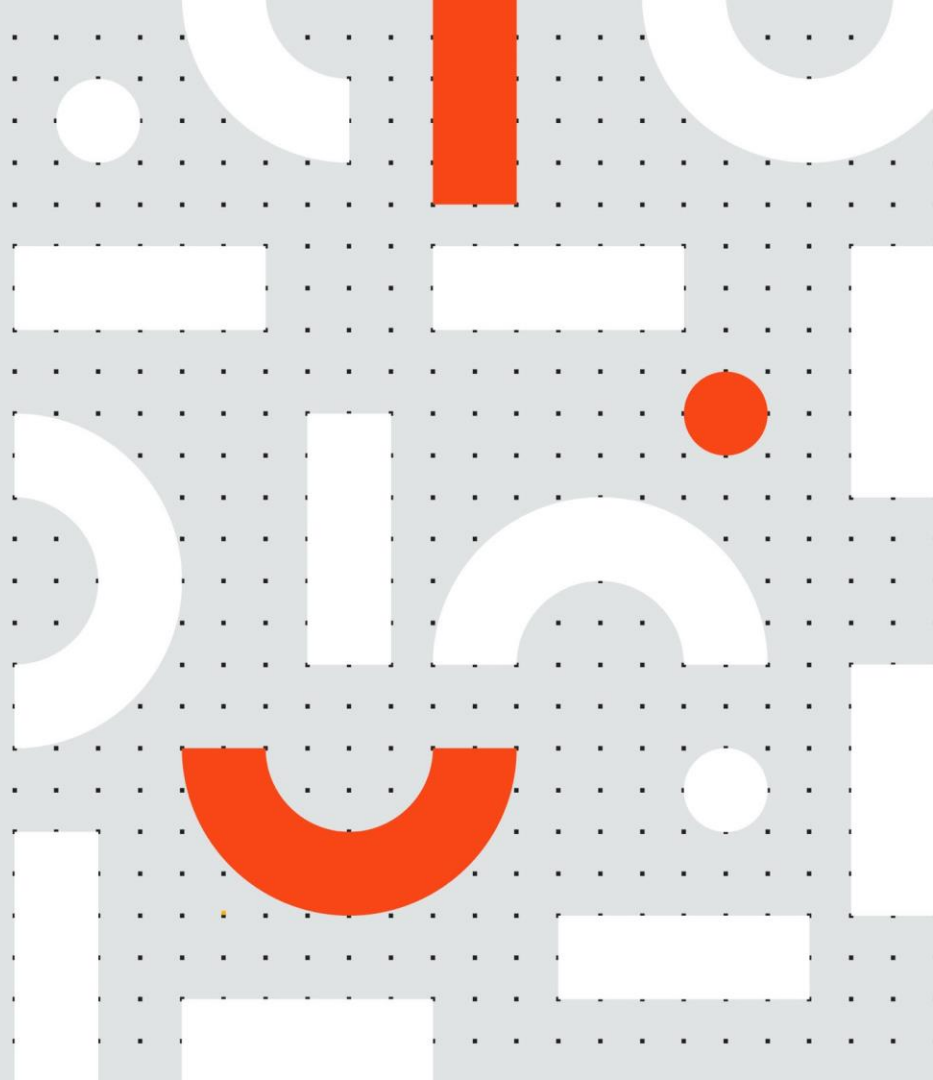
- 简介
- 产品能力
- 场景演示
- Q&A



简介



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有人值守自动化

什么是有人值守自动化?

一种最终用户可以通过快速、简单和用户友好的界面与 RPA 自动化进行交互的方法。

目标

- 人手一台机器人
- 提高核心产品粘性
- 通过易于使用的界面促进用户交互
- 自动化更多需要人工干预的流程

解决什么问题?

- 需要人工验证的过程，如OCR 提取
- 从最终用户的角度触发特定流程的更简单方法
- 使用标注浏览未知工具
- 端到端对整个业务流程的可见性



有人值守（Attended） vs. 无人值守（Unattended）

有人值守

在代理桌面运行

由用户活动触发

使用代理的凭据

实时人机交互

无人值守

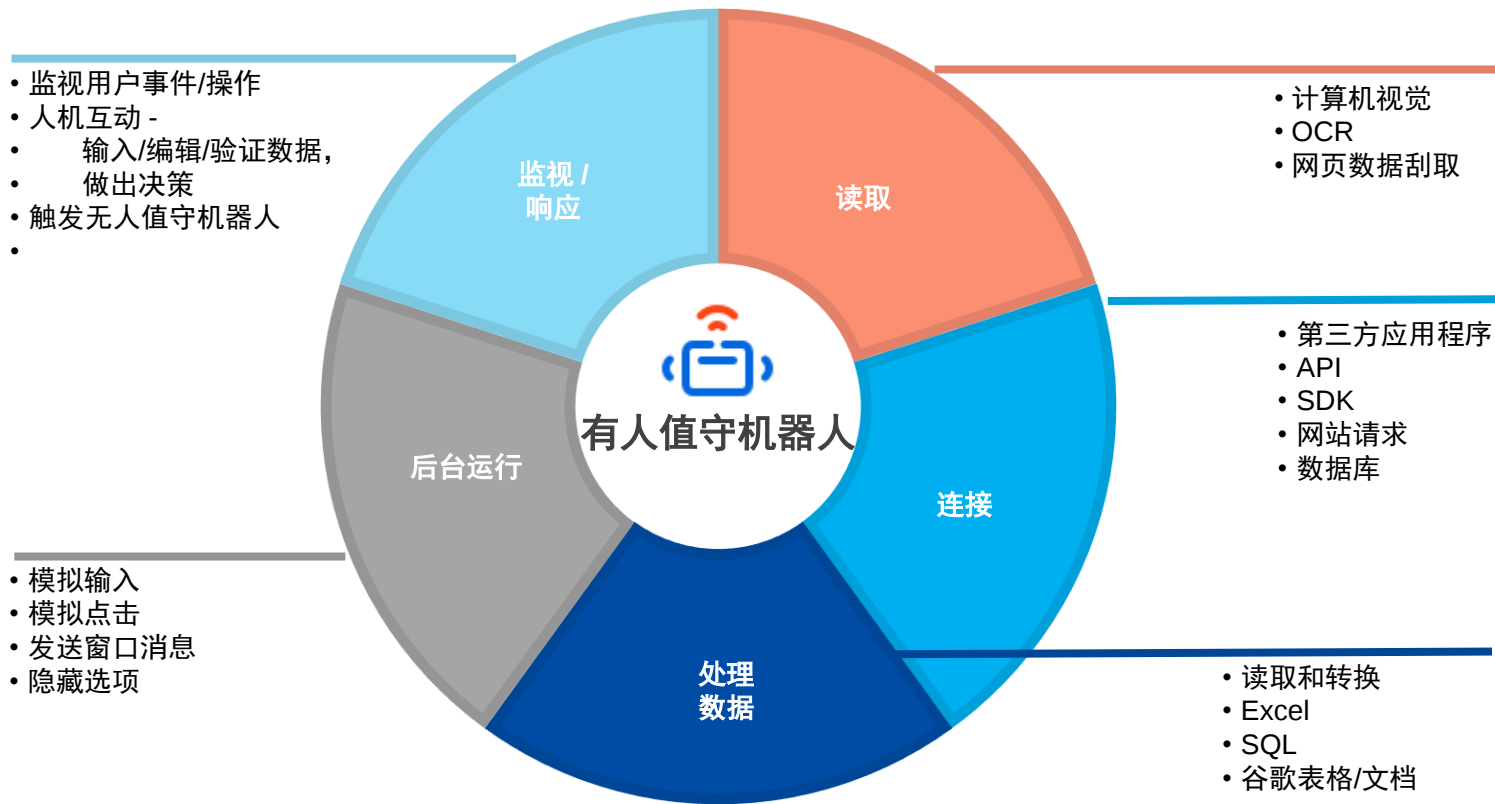
在独立PC机运行

由Orchestrator排程

具有机器人预配凭据

通知人类状态更新

有人值守机器人- 能做什么？



November 27, 2019

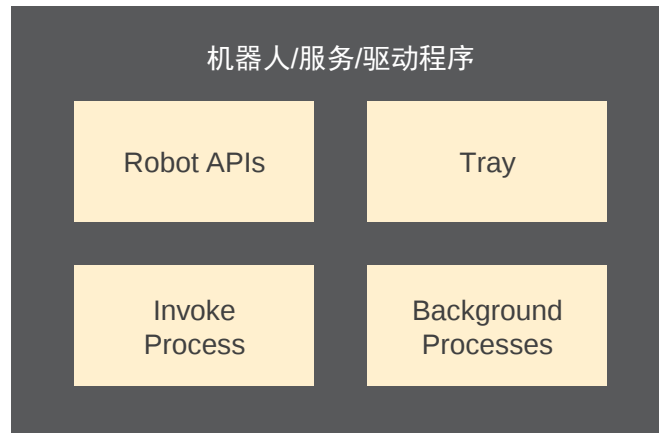
产品功能

有人值守构建基块

用户体验



有人值守
基础模块



有人值守机器人-排程



Schedule Widget



Add an item

Schedule Widget

Add Event

Select Process

Process Name

Repeats: Daily

Every: 1 day(s)

Time: hh:mm

Start date: mm/dd/yyyy

Will run every day at 11:55 AM starting with 08/05/2019

Save Cancel

Schedule Widget

Add Event

Select Process

Process Name

Repeats: Weekly

Every: 2 week(s)

Days of the week: Mon Tue Wed Thu Fri Sat Sun

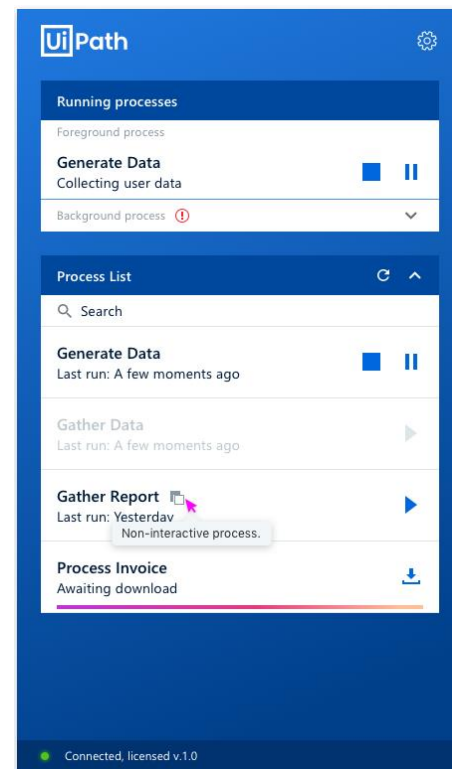
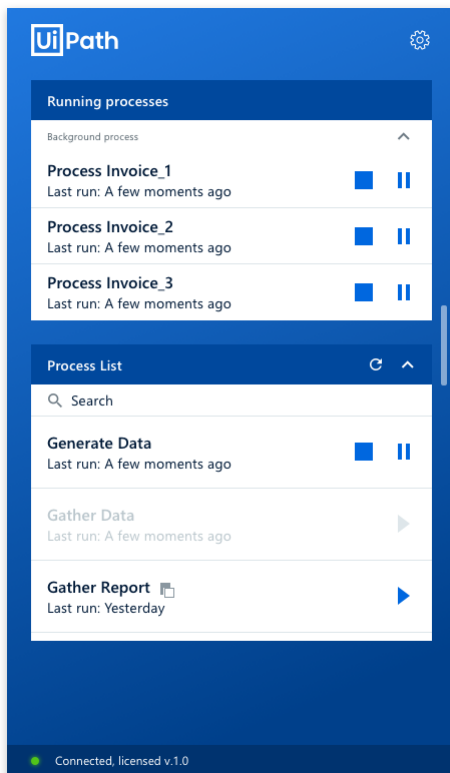
Time: hh:mm

Start date: mm/dd/yyyy

Will run every day at 11:55 AM starting with 08/05/2019

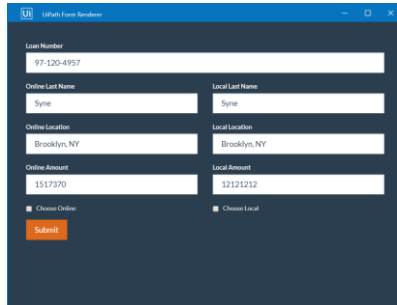
Save Cancel

并发执行



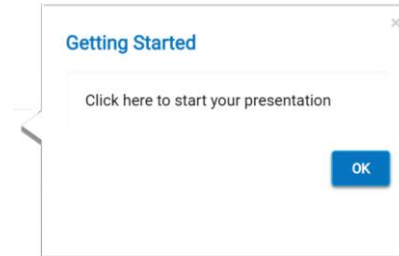
New Activities

Forms

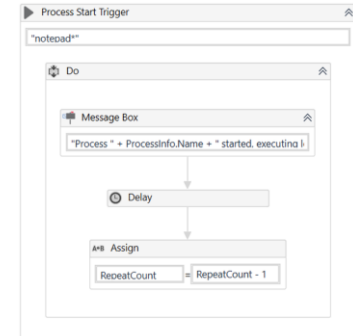


A screenshot of a UiPath form titled "Loan Application". The form has a dark blue header with the UiPath logo. It contains several input fields: "Loan Number" (97-120-4957), "Online Last Name" (Syne), "Local Last Name" (Syne), "Online Location" (Brooklyn, NY), "Local Location" (Brooklyn, NY), "Online Amount" (1517370), and "Local Amount" (12121212). There are two radio buttons: "Choose Online" and "Choose Local". A "Submit" button is at the bottom left.

Callouts

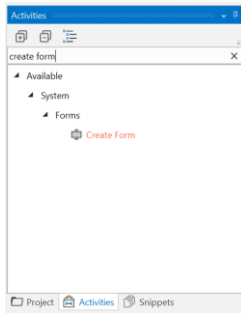


Triggers

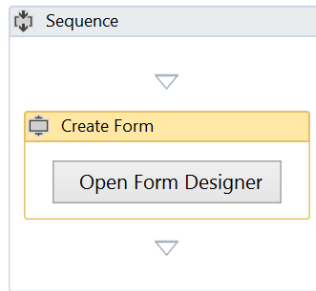


Forms

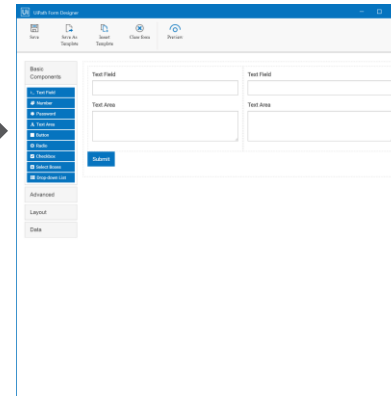
Activity



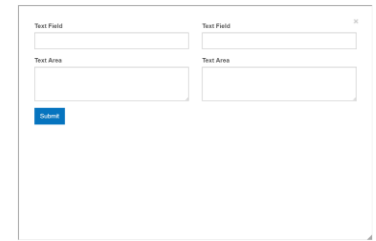
Design-time



Designer



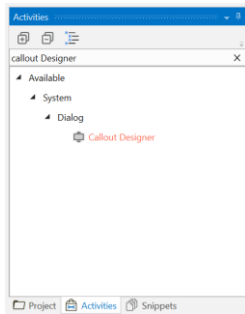
Run-time



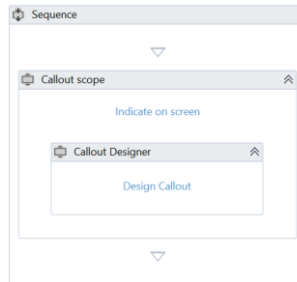
Callouts



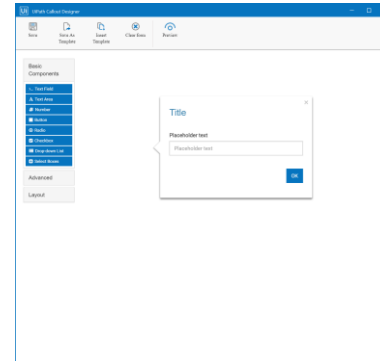
Activity



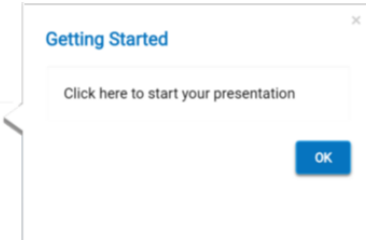
Design-time



Designer



Run-time



Triggers

The screenshot displays the UiPath Studio interface with the 'Monitor Events' activity selected in the 'Main' tab. The 'Activities' pane on the left lists various triggers, with the 'System' category expanded and the 'System Trigger' sub-category highlighted by a red box. The 'Monitor Events' activity is configured with three triggers: 'Click Trigger 'push button Accept'', 'Mouse Trigger', and 'Event Handler'. The 'Mouse Trigger' is also highlighted by a red box. The 'Properties' pane on the right shows the 'Options' section, where 'RepeatForever' is set to 'True', also highlighted by a red box.

Activities

- System
 - Application
 - Process End **Trigger**
 - Process Start **Trigger**
 - File
 - File Change **Trigger**
 - User Events
 - Element **Trigger**
 - Click **Trigger**
 - Key Press **Trigger**
 - Image **Trigger**
 - Click Image **Trigger**
 - System **Trigger**
 - Hotkey **Trigger**
 - Mouse **Trigger**
 - System **Trigger**

Main > Attended Automation > Monitor Events

Monitor Events

- Click Trigger 'push button Accept'
- Mouse Trigger
 - Alt: ☐
 - Ctrl: ☒
 - Shift: ☒
 - Win: ☐
 - Mouse Button: BTN_LEFT
- Event Handler
 - Message Box
 - "监控用户行为启动流程! !"

Properties

UiPath.Core.Activities.MonitorEvents

Common

- ContinueOnError: ☒ Specifies ...
- Display Name: Monitor Events

Misc

- Private: ☐

Options

- RepeatForever: True

Variables Arguments Imports 71.26%

November 27, 2019

场景演示



挑战

许多公司对新员工的培训或因代理商的重组和替换让不同流程的处理变得十分繁琐。

培训师要为新员工提供每个用例的演练是令人厌烦和乏味的任务。新员工需要向培训师学习数周,直到他们遇到每个独特的用例来掌握流程。

每个新员工都要重复培训计划,这会影响有人值守培训的现有人员的工作效率。

解决方案

使用引导前台机器人在每个用例的每个步骤中指导新员工,确保用户不会犯错误或错过任何关键步骤。

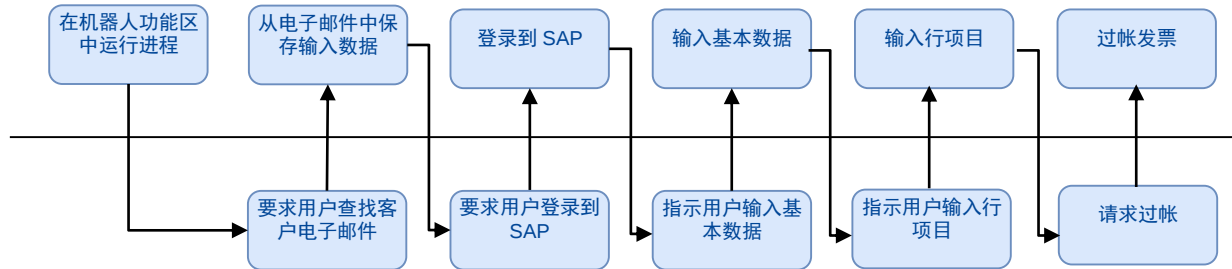
影响

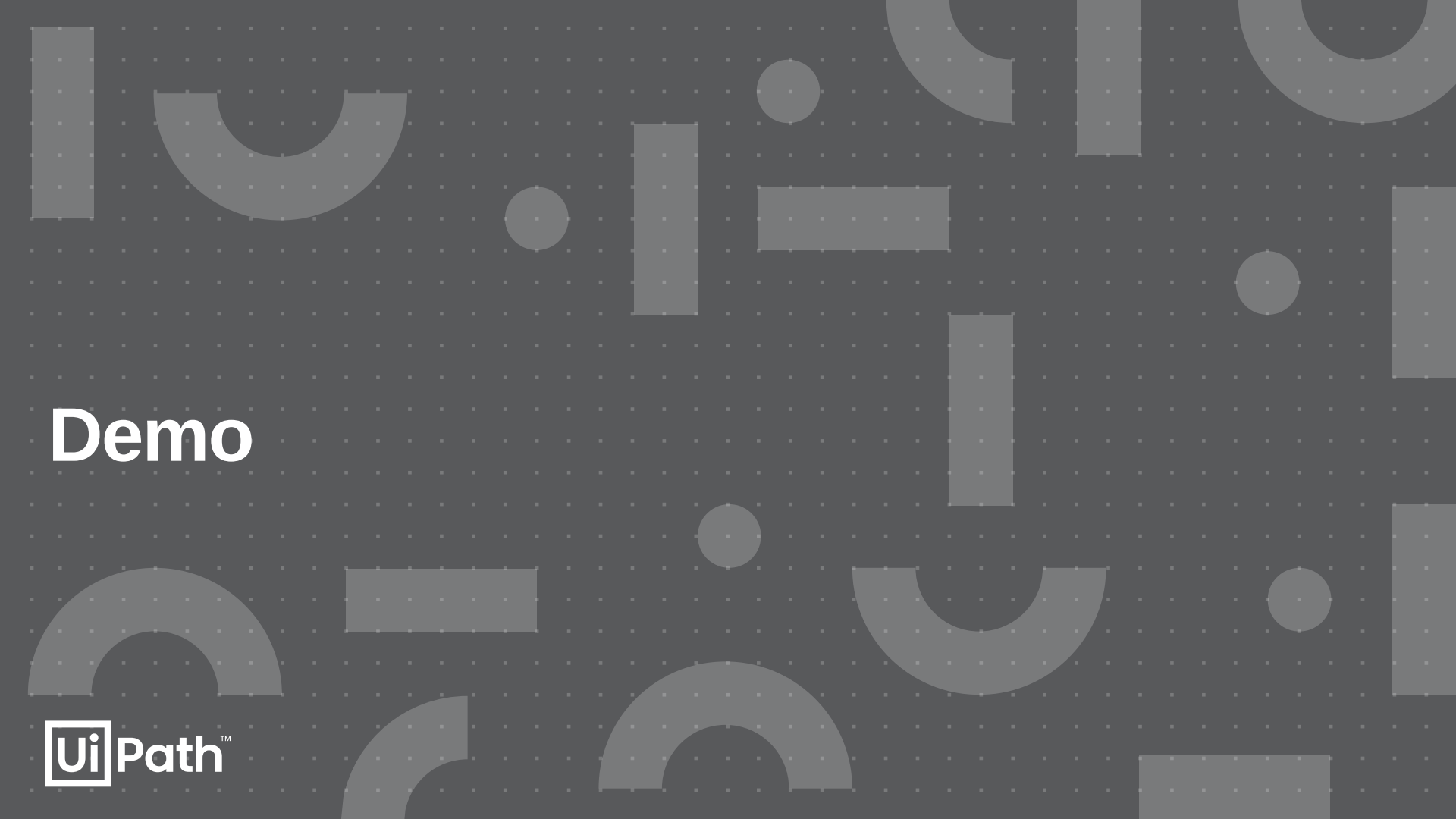
- 缩短培训时间
- 确保一致性,并遵循所有方案的关键步骤
- 消除新员工的错误
- 更快地加入新员工

特征

- 直接从机器人托盘触发的过程
- 消息框,用于指导代理的每一步
- 在每个字段上的标注,以便轻松识别元素
- 输入对话框,了解机器人用例的变化

流程



The background is a dark gray field covered with a fine, white grid of dots. Scattered across this field are various large, light gray geometric shapes, including rectangles, circles, and semi-circles, some of which are partially cut off by the edges of the frame.

Demo



挑战

应付帐款部门每天处理数百张发票。但是由于以下原因,无法实现端到端自动化:

经常发生变化的规则

发票和 ERP 系统的数据不匹配/拼写错误

数据不匹配/拼写错误可能是阻止程序,用于验证不同应用程序之间的相同信息。过程/规则的任何更改都可能导致解决方案中的迭代更改;导致项目范围陷入僵局。

解决方案

自动程序在前台工作,与员工交互,确保在应用程序中输入必要的字段值,以便成功创建发票。如果在任何必需字段中输入任何不正确的值,则立即通知员工,以确保业务合规性。

影响

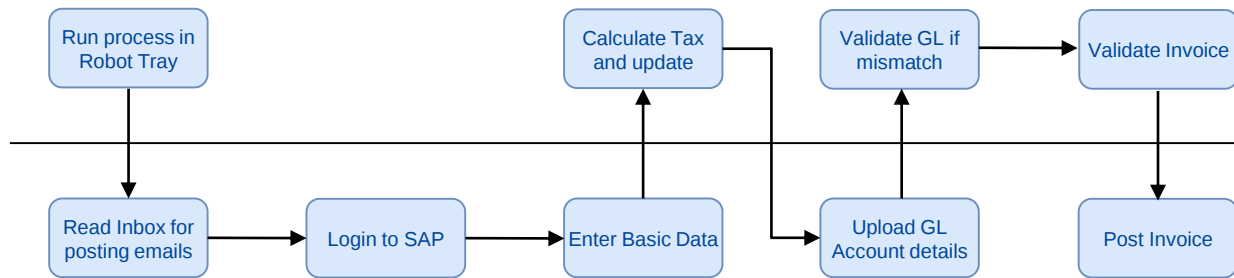
- 使用自动化减少交易的 AHT
- 减少需要人类关注的异常
- 验证信息并遵守业务规则

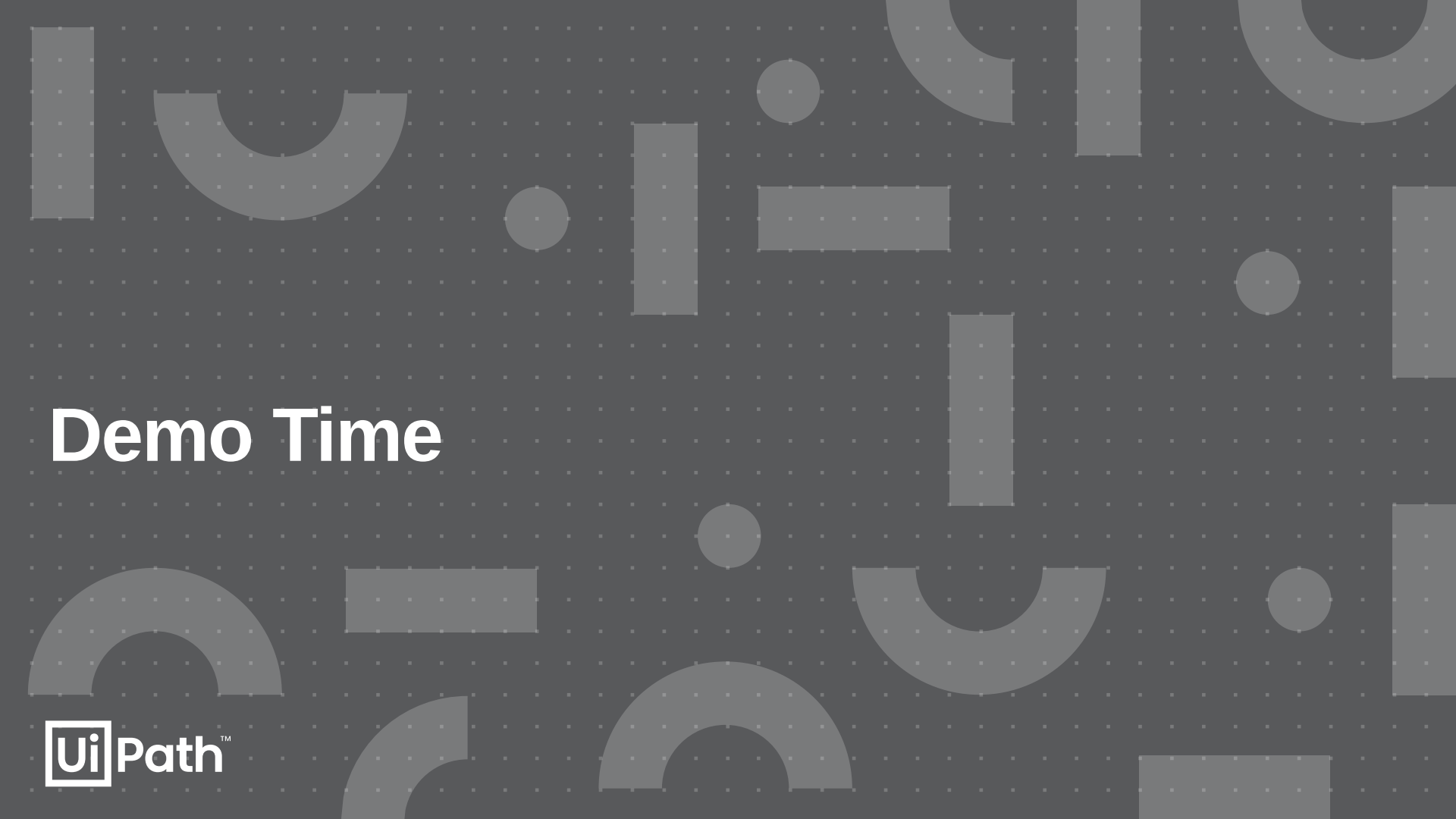
特征

- 直接从机器人托盘触发的过程
- 生成表单以使用"自定义输入"活动显示信息



流程



The background is a dark gray field with a fine grid of white dots. Scattered across this field are various light gray geometric shapes, including rectangles, circles, and semi-circles, some of which are partially cut off by the edges of the frame.

Demo Time

Q & A





调查问卷



公众号

Thank you

