

INTELLIGENT AUTOMATION

- homework assignment -

One example of a process that is suitable for intelligent automation is the use of chatbots that can not only respond to simple customer inquiries, but also perform certain tasks such as canceling an order, increasing the quantity of ordered products, changing the delivery date, etc. The above will provide customers with immediate satisfaction with the service, at the same time reducing the heavy burden on customer service employees who can deal with more demanding customer inquiries and requests.

Source: <https://blog.aspiresys.com/robotic-process-automation-rpa/4-real-world-use-cases-of-intelligent-process-automation/>

On your own, find another example of a process that lends itself to intelligent automation, but do not use the source provided in the previous example.

Selected process is: _____

Explain your selection in 5-10 sentences.
