



## Intelligent Automation for Managers - Quiz

1. What are the key benefits of intelligent automation?

No benefits at all

**Reduced expense, increased efficiency, and enhanced customer satisfaction**

Increased expense, reduced efficiency, and decreased customer satisfaction

2. What is the first step in designing an intelligent automation strategy?

Selecting the appropriate technology stack

**Identifying potential use cases for automation**

Developing a governance model

3. What is the key consideration when managing intelligent automation initiatives?

Providing inadequate resources

**Defining clear roles and responsibilities**

Ignoring stakeholder input

4. Which of the following is not a step in developing an intelligent automation strategy?

Engaging stakeholders from different functions

Allocating adequate resources

**Implementing the intelligent automation solution immediately without testing**



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5. What is a key consideration when assessing the impact of intelligent automation implementation on employees?

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Providing no communication or support to employees

Maximizing job displacement

**Helping employees adapt to new roles or responsibilities**

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6. What is a key step in managing intelligent automation initiatives?

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Ignoring employee feedback and concerns

Defining KPIs that have no relation to the organization's goals and objectives

**Continuously monitoring and evaluating the performance of the IA solution**

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