

AI-Powered Automation: Reducing Stress by Enhancing Employee Well-Being

Onat Atayer, AI Specialist, Nordics



Business runs on documents and communications

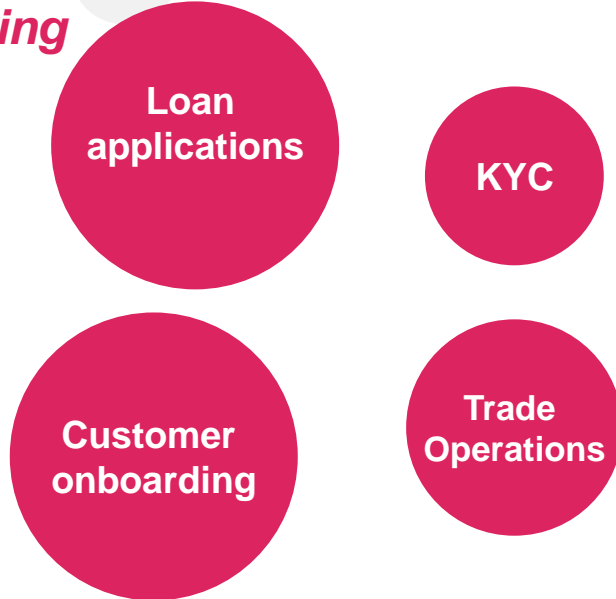
Manufacturing



Functional areas



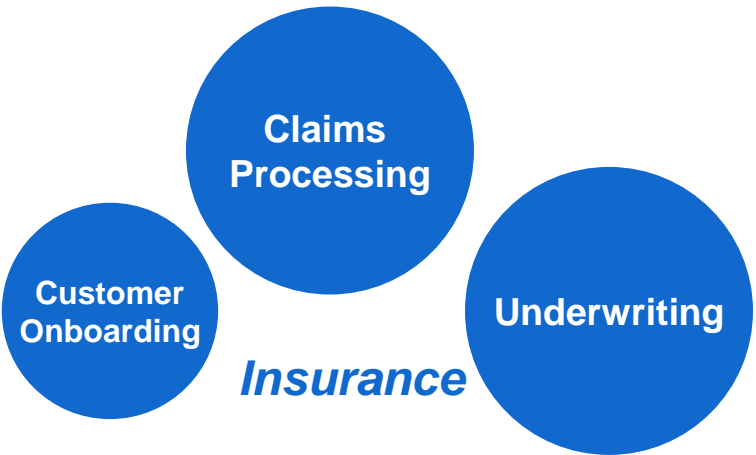
Banking



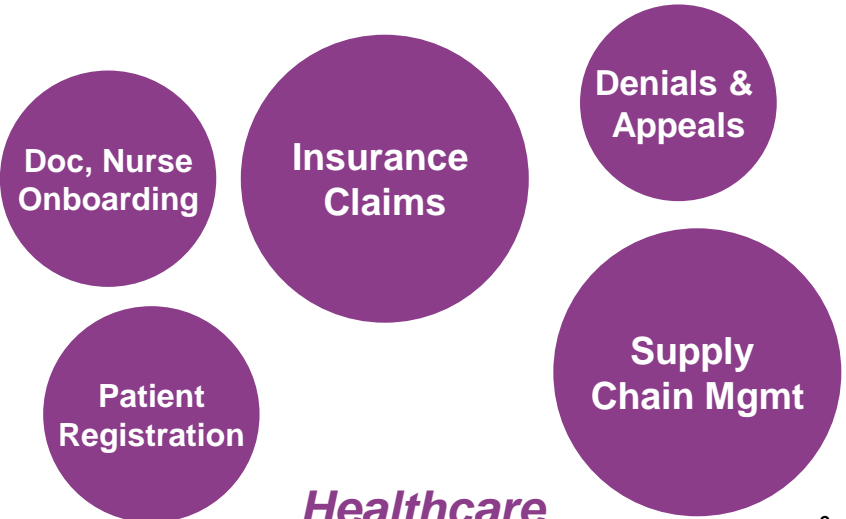
Public



Insurance



Healthcare



Retail



Every Process Starts with a Communication or Document

From an email – to a task – to a query



INVOICE

East Repair Inc.
1912 Harvest Lane
New York, NY 12210

SHIP TO
John Smith
3787 Pineview Drive
Cambridge, MA 12210

INVOICE #
INVOICE DATE
P.O.#
DUE DATE

Pay Stub

Employer Name: ABC Company Address: 3537 Rubylat Road, Grand Rapids, MI 49503

Employee Name: John Smith Employee ID No: ID-2338

PURCHASE ORDER

GoodFirms

<Address>
<Address>
<Contact Number>
<Default Email Address>
<Website URL>

P.O. NUMBER DATE
23781 mm/dd/yyyy

VENDOR CUSTOMER
NAME NAME
<Sales Person> John Smith

UNIT PRICE	QUANTITY	TOTAL
100.00		
15.00		
5.00		
Subtotal		
Tax 6.25%		

Form 1040 Department of the Treasury—Internal Revenue Service (99)
U.S. Individual Income Tax Return 2014 OMB No. 1545-0074 IRS Use Only—Do not write or staple in this space.

For the year Jan. 1–Dec. 31, 2014, or other tax year beginning . . . 2014, ending . . . 20 . . . See separate instructions.

Your first name and initial Last name Your social security number

If a joint return, spouse's first name and initial Last name Spouse's social security number

Home address (number and street). If you have a P.O. box, see instructions. Apt. no. **Make sure the SSN(s) above and on line 6c are correct.**

City, town, or village State Zip code **Presidential Election Campaign**
Foreign country **Check here if you, or your spouse if filing jointly, want \$3 to go to this fund. Checking a box below will not change your tax or refund.** You Spouse

Sign postal code

LICENSE AGREEMENT

This License Agreement (the "Agreement") is made and entered into by and between:

BETWEEN: [YOUR COMPANY NAME] (the "Contractor"), a company organized and existing under the laws of [STATE/PROVINCE], with its head office located at: [YOUR COMPLETE ADDRESS];

AND: [LICENSEE NAME] (the "Licensee"), an individual located at [COMPLETE ADDRESS] of [STATE/PROVINCE];

In consideration of the mutual promises contained in this Agreement, the parties agree as follows:

- GRANT OF LICENSE; DESCRIPTION OF PREMISES:** Licensor grants to licensee a license to occupy and use the following described property located in [DESCRIPTION].
- LIMITATION TO DESCRIBED PURPOSE:** The above-described property may be occupied and used by licensee solely for [SPECIFY PRIMARY PURPOSE(S)] and for incidental purposes related to such purpose during the period beginning [DATE], and continuing until this agreement is terminated as provided in this agreement.
- PERIODIC PAYMENTS:** Licensee shall pay licensor for this license at the rate of [AMOUNT] per [MONTH] payable in advance. The first payment shall be made on the date of the beginning of the period specified above. Subsequent payments shall be made in advance promptly on the [DAY OF EACH MONTH] thereafter during the continuation of this agreement.
- VARIABLE PAYMENTS:** In addition to making the payments provided for in Section Three of this agreement, licensee shall make payments based on the extent of utilization of the above-described property. Such payments shall be at the rate of [SPECIFY]. The first payment under this provision shall cover the period from and including [DATE], to and including [DATE], and shall be due and payable on [DATE]. Subsequent payments shall cover [NUMBER] intervals after [DATE], and each such payment shall be due and payable [NUMBER] days after the expiration of the [TIME] interval to which it is applicable. All payments shall be supported by appropriate statements certified by licensee.

License Agreement Page 1 of 3

i) Years at this Address: 5 j) Tel. No.: 905 123-4567 k) If you live at your primary residence less than 6 months per year, provide the address for your secondary residence.

Address: Street No. & Name City State Zip Code Apt. No.

ANYTOWN, ANYSTATE 23456 City State

l) Years at this Address: 5 m) Occupation: COMPANY PRESIDENT n) Relationship to Proposed Life Insured(s):

ABC COMPANY Name of Employer

OWNER - Complete only if Owner is other than Proposed Life Insured(s)

1. a) Name b) Date of Birth c) Relationship to Proposed Life Insured(s) d) Social Security/Tax ID Number (if applicable)

2. a) Name b) Date of Birth c) Relationship to Proposed Life Insured(s) d) Social Security/Tax ID Number (if applicable)

BENEFICIARY INFORMATION - Subject to change by Owner

5. a) Name: JAMES M. b) Date of Birth: c) Relationship to Proposed Life Insured(s): d) Social Security/Tax ID Number (if applicable)

6. a) Name: b) Date of Birth: c) Relationship to Proposed Life Insured(s): d) Social Security/Tax ID Number (if applicable)

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Date	Description	Amount
mm/dd/yyyy	Petron - CS Station	223.26
mm/dd/yyyy	South Star Drug	113.39
mm/dd/yyyy	Rosewood Condominium	582.96
mm/dd/yyyy	Grab	125.00
mm/dd/yyyy	Amazon	215.00
mm/dd/yyyy	Alba International	656.86
mm/dd/yyyy	Adobe Sales	246.00
mm/dd/yyyy	St. Luke Medical Center	571.10
mm/dd/yyyy	Hotel Sheraton (Las Vegas)	965.00

Past Due Amount: 0.00
Unbilled Installment Amount: 0.00
Unbilled Loan Amount: 0.00
Total Outstanding Balance: 3,898.57

INVOICE

Invoice# 52148
Date 01/02/2020

Price	Qty.	Total
\$50.00	1	\$50.00
\$20.00	3	\$60.00
\$10.00	2	\$20.00
\$90.00	1	\$90.00

4 Vivamus volutpat faucibus Sub Total: \$220.00
Tax: 0.00%

Total: \$220.00

Thank you for your business

Payment Info:
Account #: 1234 5678 9012
A/C Name: COMPANY BANK
Bank Details: Add your bank details.

Terms & Conditions
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Fusce dignissim gravida consectetur.

Authorized Sign

This means a lot of emails & documents!

67% of customer service agents report feeling burned out at work

GALLUP®

40% of customer service agents stated that managing email volumes was the most challenging part of their job



Employees spend up to **25% of their workweek on repetitive tasks** such as data entry and document processing. This repetitiveness can lead to **mental fatigue** and job dissatisfaction.

McKinsey & Company

Employees spend **30-40%** of their time searching for information in documents. This time-consuming process contributes to inefficiencies **and stress, especially when deadlines are tight.**



Employees involved in repetitive document processing tasks were **1.5 times more likely** to experience symptoms of **depression and anxiety.**

Journal of Occupational Health Psychology



Turnover rates as high as 30% directly correlated with **burnout** from managing high volumes of emails.



Using AI and automation to handle routine email queries can lead to a 30% improvement in agent productivity and a 50% reduction in average response times. This reduction in workload helps in significantly **lowering stress levels.**



Companies that **effectively use automation** see a 20% increase in employee retention rates because automation **reduces the stress** associated with managing large volumes of customer emails.

McKinsey & Company

There are 5 required elements for a next-gen Business Automation Platform

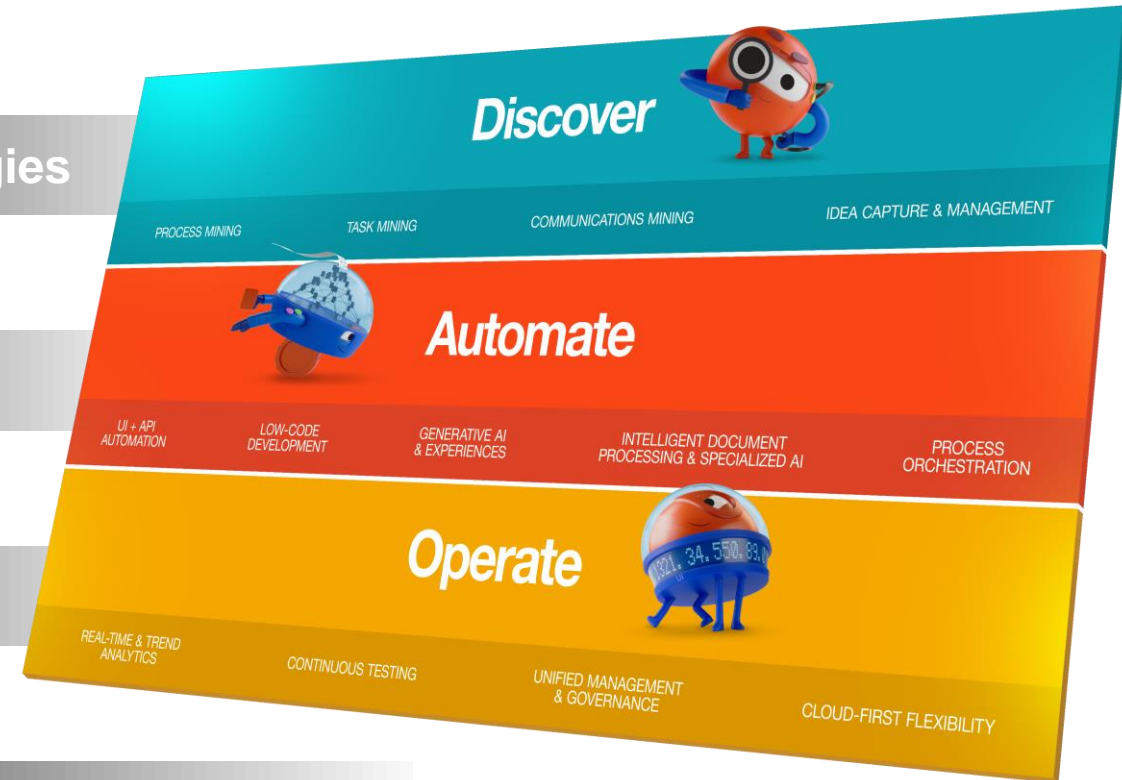
1 End-to-end process automation

2 Seamless orchestration of automation technologies

3 AI-powered automation

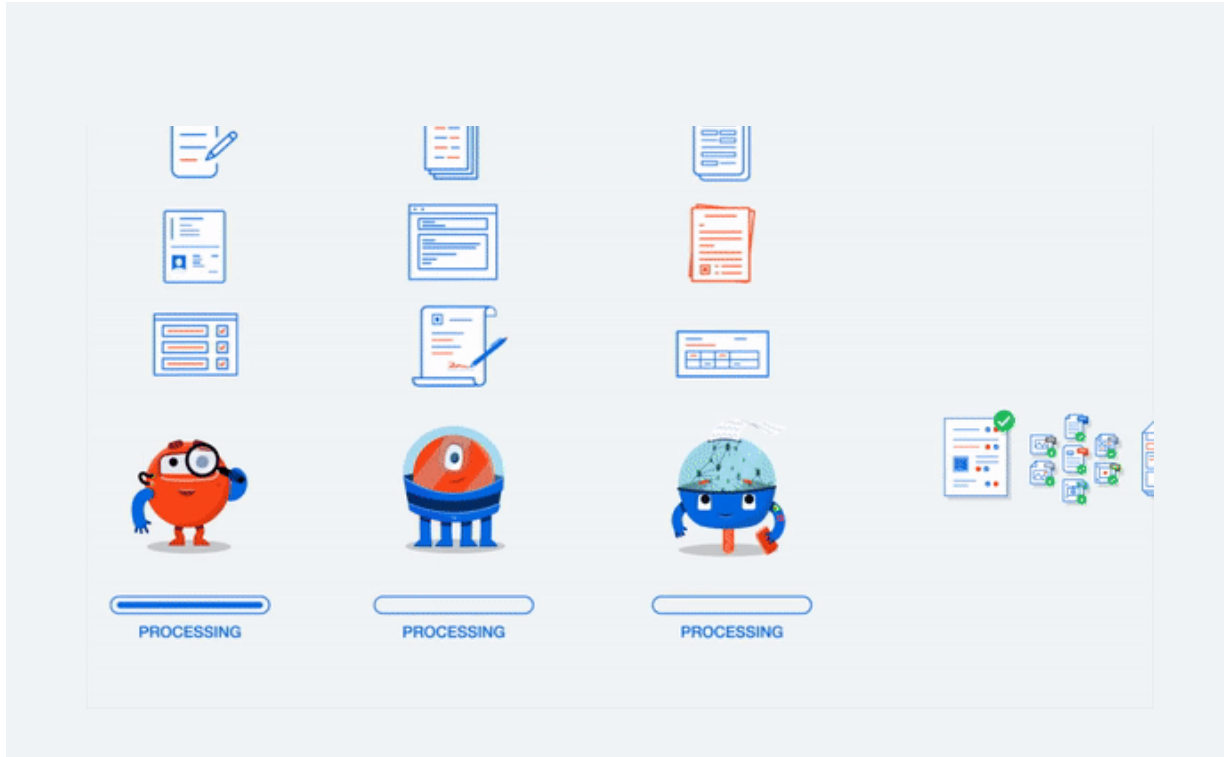
4 Democratization of automation

5 Value-driven automation planning & business observability



Intelligent Document Processing (IDP)

Remove work from paperwork.



IDP combines UiPath Document Understanding and Communications Mining capabilities to help customers automate document and communication processing from end-to-end.

IDP delivers state-of-the-art Specialized and Generative AI for all scenarios across documents and communications.

IDP can analyze and process structured, semi-structured, and unstructured documents at scale.

UiPath™ Document Understanding

UiPath™ Communications Mining

Which documents can be handled by Document Understanding?

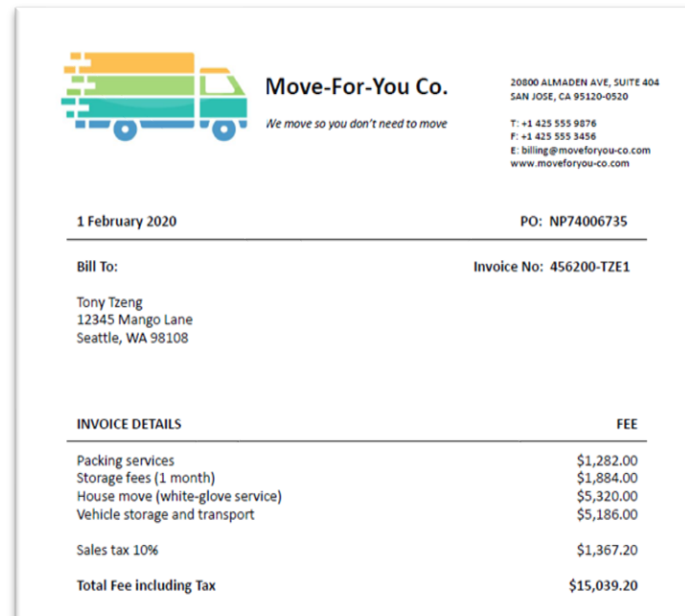
Structured documents

- Like forms, passports, licenses, time sheets
- Fixed in format and can contain handwriting, signatures, checkboxes



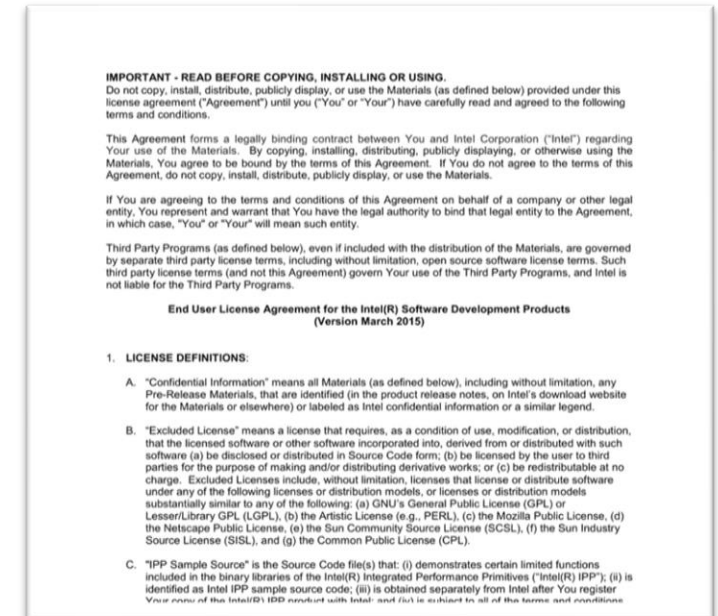
Semi-structured documents

- Like invoices, receipts, purchase orders, medical bills, utility bills
- Containing fixed and variable parts like tables



Unstructured documents

- Like contracts, agreements, emails, scripts, drug prescriptions, news
- No fixed format, free-form sentences/paragraphs



IDP—transform service and operational efficiency



UiPath Business Automation Platform



Your Processes

Your Applications

Your People

Systems of record – ERP, CRM, HCM | Communications and Collaboration | Personal Productivity

70%

reduction in time needed to process invoices

15%

reduced error rate via automated data collection

600%

increase in the volume of claims handled daily

97%

increase in productivity

90%

straight-through processing achieved with IDP

4,500

invoices processed monthly

ThermoFisher
SCIENTIFIC

expion
HEALTH
FORMERLY EXPONENT HEALTH

Canon



<https://www.youtube.com/watch?v=ipiQzq1titA>

<https://www.youtube.com/watch?v=8aJHFKe-Ow0>

UiPath is AI at work ... because with automation it works better

Best-in-class human emulation

End-to-end automation platform

See

Read the screen

Think

Understand and decide what to do

Do

Interact with applications and data



=

Enable AI-powered automation across all knowledge work to accelerate human achievement in an Enterprise

Ačiū !

