

Blue Prism Cloud Interact: Web Interface for Digital Worker and Human Collaboration

What is Interact?

Blue Prism Cloud Interact (BPC Interact) is a web interface that acts as a bridge between people and digital workers — allowing for both collaboration and interaction. Accessible via a browser on any computer or mobile device, the customizable Interact web interface lets organizations expand the addressable use cases for automation from front- to back-office.

BPC Interact is designed to address any process that requires manual initiation (attended automation), or human intervention (human-in-the-loop). Interact can also be customized to fit the business's branding guidelines and the look/feel of an individual business.

Organizations can also configure Interact to present different options to each user, as well as limit access controls based on their individual role. The result is an interface which is not only unique in style, but also personalized in every instance based upon a role, group, or customer classification.

Key Features & Benefits

Extend your digital workforce and address human-in-the-loop use cases with the following key Interact features and benefits.

- **Service Catalogue:** Interact allows business users to create new forms that trigger a series of automated actions.
 - A ready-to-use form builder can be accessed and customized by simply selecting the relevant pre-set actions that will be carried out by digital workers once the necessary data points have been entered.
 - The form builder allows for immense flexibility within each service category and makes it possible to address a wide range of addressable business process outcomes.
 - The form builder enables icons, drop-down menus and dynamic web forms that are used to gather, or present, the information needed to drive a selected automation.
 - This empowers business users to ask the right questions, validate inputs early, and deliver the right outcomes.
- **Security:** Interact has been built as a robust and secure portal for enterprise grade clients, with end-to-end encryption of process information with additional capabilities to support regulatory requirements.
 - This dedication to customer protection includes: end-to-end encryption; Veracode-assessed; agent-less architecture; ISO27001:2017 certification; and GDPR-compliant data management.
- **No-Code:** Drag-and-Drop form designer so business analysts can create interfaces alongside SMEs.

- **Human-in-the-Loop:** Leverage the decision-making power of your frontline SMEs in real-time which using Interact for process validation and insights.
- **Real-Time Agent-Assistance:** Optimize existing processes by allowing contact agent staff to collect and enter key data from customers once before continuing the discussion. Improves customer experience by removing the need for agents to pause the discussion in order to carry out every step of the needed action manually across multiple screens.

Use Cases

- **U.S. healthcare provider:** Operates a digital workforce in support of their patient registration process. Patients submit information via Interact, triggering digital workers to update information in required systems and prepare medical information so patients arrive ready to be seen for consultations with healthcare professionals.
- **European energy provider:** Deployed a digital workforce to support front- and back-office use cases focused on increasing efficiency and improving customer experience. Interact has been deployed as the contact center interface for energy customers. The organization now has a blend of non-real time processes such as logging client address changes, as well as real-time processes such as account closures – which require credit and bankruptcy checks before the account can be successfully closed.
- **Leading UK recruitment firm/ consultancy:** Deployed Interact as an interface for contractors to input their time sheet information for payment. Once initiated, digital workers drive an efficient end-to-end billing process which minimizes manual work and frees the consultancy's staff for value-add tasks.

About Blue Prism Cloud

Blue Prism Cloud is a turnkey SaaS-based intelligent automation platform that accelerates speed to value and simplifies scaling. It allows companies to access and deploy intelligent digital workers directly from the cloud to accelerate their digital transformation journey and swiftly extend the benefits of automation across the enterprise. By integrating this digital workforce with their teams, companies can accelerate growth and achieve a step change in efficiency.

Blue Prism is the only RPA provider to offer enterprises a comprehensive choice of deployment options, including on-premises, cloud-hosted, hybrid, or SaaS. More than 1,500 global enterprise customers leverage Blue Prism's Digital Workforce, empowering their people to automate billions of transactions while returning hundreds of millions of hours of work back to the business. Visit www.blueprismcloud.com for more information.