ConciergeU Brings Drag & Drop AI Integration to Blue Prism Platform with the Productivity Solution Report *AI*de

Blue Prism's Technology Alliance Program (TAP) partnership with ConciergeU adds a drag & drop AI solution to Blue Prism Robotic Process Automation (RPA) to boost productivity. The integration of ConciergeU's conversational AI Kuzen brings a conversation layer, API integrations, and other features, to Blue Prism Intelligent Automation, giving enterprises the ability to seamlessly integrate productivity solutions to existing processes.

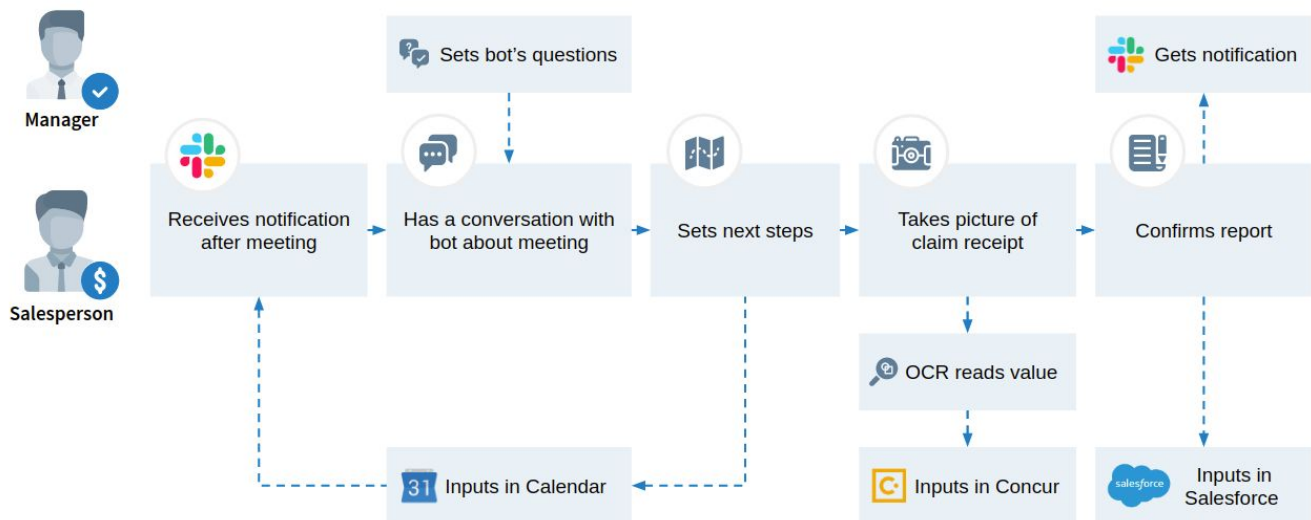## Cut Meeting Reports Down To What Really Matters

As enterprises there is a constant push towards maintaining competitiveness by increasing productivity and reducing costs. But while for many of their areas searching for cost reductions can easily bring the expected outcome, implementing it on processes involving people can often backfire in the way of reduced compliance. Therefore solutions targeting this area should pay special attention to the user experience of employees. Report *AI*de, a solution that combines ConciergeU's conversational AI and Blue Prism RPA focused on automating administration around meeting reports, does exactly that.

Standardly, when salespeople need to report about meetings with clients, they need to access software from their desktop computer, often dealing with a clunky UI. For other steps relating to it (task management, checking calendar, claiming expenses…) there tends to be other software involved, making the whole process slow and uncomfortable. With Report *AI*de, salespeople can access and input all the relevant information from their existing business chat application (standardly Slack). It then automates most of the processes and for the remainder asks only what is relevant - mimicking the way they'd interact with their superior or an assistant.

How it works

With over 100 customers in 3 years, ConciergeU is establishing itself as a key player in the conversational AI market. The origin of their mission was the labour environment in Japan - with a decreasing population it was clear that productivity was becoming a must. ConciergeU's first product was designed to help customer support to automate the most common queries. From there they focused on increasing user friendliness and adding API integrations to various SaaS applications. Now with KUZEN they bring change to enterprises by automating processes while at the same time increasing employee engagement.

As the pioneer of the most robust, secure, and highly scalable Digital Workforce, Blue Prism's focus is on delivering an agile workforce that follows rules-based business processes and interacts with systems in the same way human users do – and that complements both traditional and leading edge IT solutions such as business process management (BPM), OCR, AI, machine learning, and front- and back-office productivity tools.

Manager

Salesperson

Sets bot's questions

Gets notification

Receives notification after meeting → Has a conversation with bot about meeting → Sets next steps → Takes picture of claim receipt → Confirms report

OCR reads value

31 Inputs in Calendar ← Inputs in Concur

Inputs in Salesforce

The Bottom Line

- Higher report compliance
- More quality reports
- Less time spent on report administration (= more time for high value tasks)

Summary

The Blue Prism/ConciergeU integration Report *AI*de gives enterprises easy access to "drag-and-drop" artificial intelligence for **human related optimization and productivity – all while building a digital worker's workflow within Blue Prism**. ConciergeU's ability to interact with different software and provide a human touch through a conversation layer – plus Blue Prism RPA – lets organizations easily automate the content intelligence process from end-to-end, and facilitate a deeper dive into the data extraction process. ConciergeU uses AI technologies to take in documents; parse, classify, and understand meaning or sentiment; and then pass on specific enterprise-driven actions to Blue Prism Digital Workers.

About Blue Prism

As the pioneer, innovator and market leader in Robotic Process Automation, Blue Prism (AIM: PRSM) delivers the world's most successful Digital Workforce. Blue Prism provides a scalable and robust execution platform for best-of-breed AI and cognitive technologies and has emerged as the trusted and secure RPA platform of choice for the *Fortune 500*. For more information, visit www.blueprism.com.

About ConciergeU

With over 100 customers in 3 years, ConciergeU is establishing itself as a key player in the conversational AI market. ConciergeU provides complex yet intuitive drag & drop AI solutions for marketing, customer support, and internal support and automation through their service Kuzen. Visit https://www.kuzen.io/ to find out more.