



Overview

The OPX Robotics module is designed to allow you to adopt a Robotic Process Automation (RPA) approach at a pace that suits you. OPX Robotics allows you to automate the right process activities using the right technology at the right time for your organisation.

In OPX, we consider “work” to be a queue from which administrators can get the next piece of work to be done. OPX does not treat the robotic agents any differently from the human agents – both have skills and competencies.

OPX can therefore define your work queues as:

- only handled by human agents
- only handled by robotic agents
- handled by humans and robotic agents
- split using business rules; you may decide, for example, that high value/high complexity demand must be worked by humans, while low value/low complexity demand can be worked by robotic agents

The queues requiring robots are scheduled by the OPX scheduler which can dispatch the cases to as many robotic agents as you care to create and operate.

Robotic Agents

OPX robotic agents are created using off-the-shelf, “record and playback” script solutions. These can be the recommended solutions from CMS such as 4glMagic for Informix, Ranorex or Selenium for web-based applications. They may also be from other industry leaders like UiPath or Blue Prism. You can even “mix and match” the RPA engine for the task in hand. We consider the important part of the work to be the allocation, scheduling and work-tracking rather than the individual robotic script.

Decision Engine

A simple “record and playback” approach is often not enough. For more complex scenarios, OPX Business Rules can be used in conjunction with OPX Robotics to automatically make decisions. For example, automatically paying out claims, or automatically validating incoming requests to deciding if they need human intervention.



Scheduling

The OPX Robotics scheduler continually checks for robotic tasks - from simple scheduled reporting tasks to real-time requirements associated with OPX digital transformation.

For example, you can schedule OPX reports and dashboards to be run at specific times of the day to fit your teams' agile operations, schedules or reporting cycles.

Robots could be scheduled to run out of hours, and when humans are unavailable, or to run alongside their human counterparts.

Bring blending to a new level

OPX provides blending of front and back office activities using the OPX Scriptflow module, but by using OPX Robotics and OPX Business Rules, you can take blending to a whole new level.

You can easily configure the system for work to be handled by front, back or robotic office, enabling the best of all worlds.

