RPA use cases in Government

Cross Government Robotics Centre of Excellence | Cabinet Office | Capgemini

Key RPA Capabilities

UI data entry, rule based & validation	File creation & manipulation	System integration via system UI or APIs	Data import, export & reformatting across multiple systems	Queue processing	Screen scraping
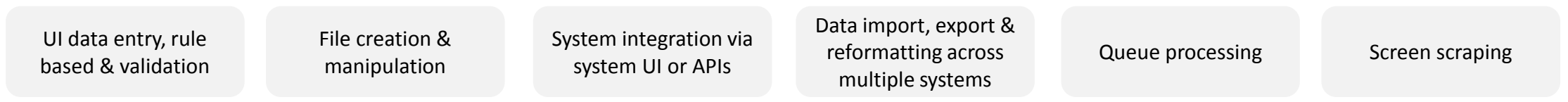
HR, Finance and Service Management

Customer 360	Virtual integration	Virtual customisation of legacy	Attended user augmentation	Reporting	Processing of unstructured data
Generating a dynamic customer profile based on information across systems	Using RPA as a bridge between systems without any back end integration	Using RPA to virtually customise COTS legacy systems	Using RPA to help users do their jobs	Using RPA to generate customised reports	Using RPA to sort & separate unstructured data enabling AI integration

Customer 360
- Single customer view
- Meta search across systems
- Auto processing of queries & applications
- Next best action
- Handling of incoming customer queries (email, letter)
- Exceptions processing (rule based)
- Cross sell and upsell
- ID verification, validation & credit checking

Virtual integration
- Swivel chair data transfer
- Start my day
- Wrap up
- Aligning data across folders / systems
- Integration into legacy services
- Pre-populating data in applications / forms
- Data migration

Virtual customisation of legacy
- Shortcuts
- Customised dashboards
- Customised workflows
- Auto customer fulfilment
- Digital forms integration to back end services
- Virtual API
- Data cleansing
- Transferring data from one system to another
- Service management

Attended user augmentation
- Data validation
- Auto customer prompts and follow-ups
- Customised dashboards
- Auto compliance checking
- Auto data set-up
- Pre-populating forms/ screens
- Knowledge base
- Guided / contextual help
- Training

Reporting
- Reporting – actuals versus forecast
- Monthly preparation of financial pack for business units
- Customised dashboards
- Automated scheduling and retrieval of reports and dashboards
- Reconciliation

Processing of unstructured data
- Processing inbound semi-structured inbound correspondence
- PDF integration to back end services
- OCR of customer documents
- Classification of data based natural language processing (sentiment analysis, syntax analysis, entity recognition and content classification)