UiPath RPA Chatbots

Easily automate conversational processes

Delightful customer and employee experiences require great communication — UiPath combines Robotic Process Automation (RPA) and AI technology in a chatbot interface that connects users with the information and resources they need, using everyday language they're familiar with.

Benefits

Create richer, end-to-end employee and customer experiences by providing an intuitive chatbot interface to engage with robots that simplify access to the information, tools, and resources users need.

Improve the service experience by allowing customers and employees to use natural language in bi-directional conversations with robots.

Automate the fulfillment of requests with a no-code chatbot and an AI-powered RPA platform that connects seamlessly with ERP, CRM, and other enterprise systems.

Give customers the flexibility to use the channel of their choice—including Facebook Messenger, WhatsApp, WeChat, Slack, Microsoft Teams, Skype, Web, SMS and others—to get the information they need.
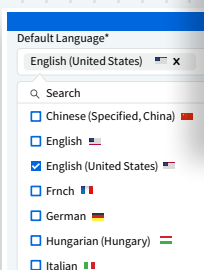
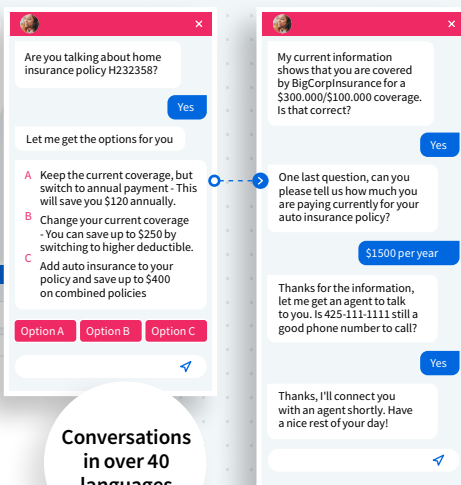Deploy in the cloud, on-premises, or via a hybrid model.

What features are included?

Progress to a zero-touch customer experience

Conversations in over 40 languages

Are you talking about home insurance policy H232358?

Yes

Let me get the options for you

A Keep the current coverage, but switch to annual payment - This will save you $120 annually.

B Change your current coverage - You can save up to $250 by switching to higher deductible.

C Add auto insurance to your policy and save up to $400 on combined policies

Option A Option B Option C

My current information shows that you are covered by BigCorpInsurance for a $300.000/$100.000 coverage. Is that correct?

Yes

One last question, can you please tell us how much you are paying currently for your auto insurance policy?

$1500 per year

Thanks for the information, let me get an agent to talk to you. Is 425-111-1111 still a good phone number to call?

Yes

Thanks, I'll connect you with an agent shortly. Have a nice rest of your day!

Default Language*

English (United States) ×

Search

☐ Chinese (Specified, China)
☐ English
☑ English (United States)
☐ Frnch
☐ German
☐ Hungarian (Hungary)
☐ Italian

300+ pre-built AI conversations

Accelerate your time-to-value with ready-to-use, pre-configured conversations that address the most common business scenarios across multiple industries and roles.

No-code open platform

Give your team the power to create user-friendly conversations in over 40 languages and automate the fulfillment of frequent user requests.

Enterprise-grade security

A full complement of security features protects user privacy and the integrity of enterprise data and applications.

Validation at every level

A scalable platform architecture

An enterprise-class multi-tenant platform supports the deployment of thousands of chatbots to accommodate sudden spikes in service demand, freeing human agents to address more complex issues.

Automate clunky back-office activities

Drag and drop conversational workflows
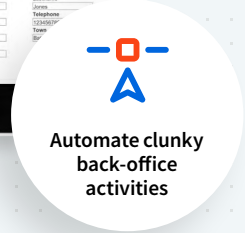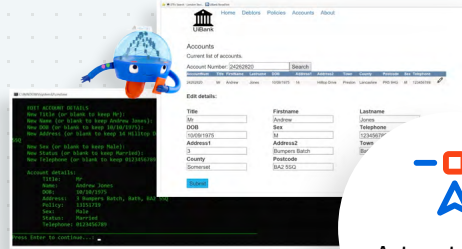
Easy deployment and integration

Take advantage of our partnership with Druid for an out-of-the-box chatbot solution or use the chatbot technology of your choice. Seamlessly connect with any enterprise application to trigger RPA processes from chat and route specific tasks to human agents based on pre-defined rules.
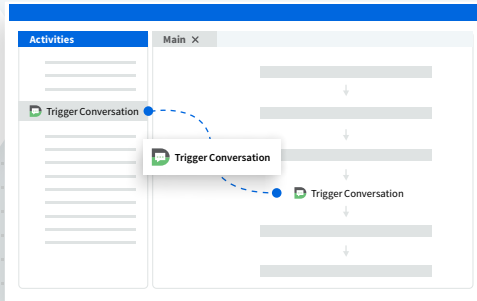
How does it work?

1
Connect

Integrate Druid Chatbots with UiPath RPA Platform and enter the credentials from UiPath Orchestrator

2
Converse

Enter the request in Druid Chatbot in any of the 40+ natural languages using the channel of your choice

3
Automate

Chatbot creates a queue item in Orchestrator based on intent for the robot to execute

4
Fulfill

Robots process the workflow triggered from Orchestrator and provide the user with required info via Chatbot

UiPath™