

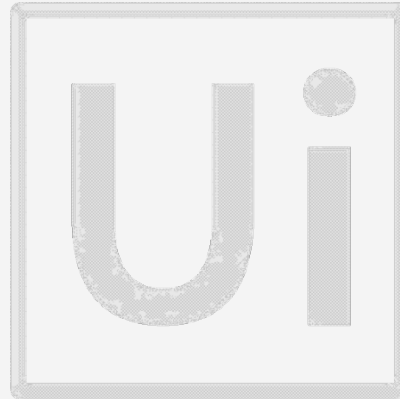
Choose your robot: Front Office or Back Office Robot?

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FRONT OFFICE ROBOT

- **Definition:** The Front Office Robot (FOR) is a robot that works side by side with the human agents and assists them to automatically complete the processes.
- **General use:** in manual, repetitive, highly rule based activities containing decision points that require human intervention (either due to pure judgmental calls required or due to high complexity and high volatility of process inputs).
- **Best fit for:** Service Desks, Helpdesks and Call Centers.
- **Communication with Server:** bi-directional.
 - *Robot to Server:* execution logs, automated process upload.
 - *Server to Robot:* automated process version deployment only.
- **Features:**
 - release management (automatic update/rollback)
 - agent assisted mode
 - centralized logging, reporting and auditing tools.

FOR works from the same desktop as the human user. Can be triggered only from the local machine, manually, by a human action, and cannot be controlled remotely (run, scheduled).



BACK OFFICE ROBOT

- **Definition:** The Back Office Robot (BOR) is a robot that works in an unattended manner, independent of any human interaction.
- **General use:** in manual, repetitive, highly rule based back office activities not requiring any human intervention.
- **Best fit for:** any type of back office activity prone to automation.
- **Communication with Server:** bi-directional.
 - *Robot to Server:* execution logs, automated process upload, robot status
 - *Server to Robot:* automated process version deployment, start or reset processes.
- **Features:**
 - release management (automatic update/rollback)
 - centralized logging, reporting, auditing and monitoring tools.
 - remote control
 - centralized scheduling
 - queue/robot workload management.
 - assets management

Unlike FOR, BOR can be triggered remotely, directly from the server.