



THE FUTURE OF AUTOMATION IN THE ENTERPRISE IN THE AGE OF GENERATIVE AI

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HOW GENERATIVE AI IS DISRUPTING ROBOTIC PROCESS AUTOMATION

Saving time, reducing errors, increasing efficiency - the benefits of automating business processes are no longer in question. Two-thirds of organizations that have embraced automation say they have experienced every one of these benefits¹ - and 80% of executives now believe automation could be applied to any business decision.²

But how these companies will achieve their automation goals remains unclear. Only a third of organizations have used automation across multiple business processes.³ And Kognitos' proprietary research finds that while 49% of organizations consider process automation important, most still have problems choosing the right approach and solution.

Generative AI provides a compelling solution. It empowers enterprise organizations to unlock faster, easier and more reliable AI. The only question is how business leaders should use it.

This eBook answers that question. Using proprietary and third-party data, we explore the benefits and challenges of using Generative AI to power Enterprise business automation - and provide an actionable plan to choose the perfect customizable solution for your business.



WHAT IS GENERATIVE AI?

Generative AI is a class of artificial intelligence that is used to generate new content. It is already being used to create content like text, digital images or audio. But it is now being used to solve deeper business challenges - taking plain human language instructions, converting them into application code and presenting the output back to the user.

Why is that important?

Traditionally, AI models have required skilled data scientists to build and deploy. AI models are generally built by providing numerous examples as inputs for the model which then seeks to detect patterns from the data provided. By contrast, generative AI models can be developed based on natural language instructions instead of examples.

As a result, generative AI models do not have to be built from scratch. The "generated" output can be reviewed and revised if necessary with additional instructions. These models are also more easily accessible to more people, thus reducing the skills required to harness them to produce business value. And when applied to automation, generative AI can help transform the process from a tool-heavy and IT-heavy approach to a much simpler natural dialog-oriented approach.



5 KEY BENEFITS OF GENERATIVE AI FOR BUSINESS AUTOMATION



Legibility

When building new automations, line-of-business personnel can use Generative AI to produce the automation plan in plain human language. This makes it easier for all stakeholders to understand what is happening - removing technical barriers, reducing the likelihood of miscommunication and ultimately accelerating the process.



Agility

Because the automation plan is more legible, it can also be more easily reviewed and changed. Given the fast-paced nature of modern business, such agility is essential - allowing organizations to adapt their automation to address or incorporate new business logic with ease.





Reduced resolution time

When unexpected system errors or business exceptions occur, the automations need to restart from the very beginning thanks to the conversational exceptional handling capability. Generative AI can help quickly highlight the root cause of the problem. The result? Issues are addressed faster, in real-time, more thoroughly and with no requirement for technical skills.



Lower cost

Traditional AI models were built by data scientists, whose skill set commands a healthy premium, and are implemented by consultants or IT staff. But Generative AI reduces these resource and technical barriers, helping organizations achieve powerful AI at a far lower cost.



Faster implementation

The success rate of traditional AI projects is poor, with just 54% of pilots leading to production.⁴ With Generative AI, many of the technical and planning aspects of these projects are accelerated, enabling faster implementation - and higher success rates.



4 CHALLENGES ENTERPRISES FACE WHEN ADOPTING GENERATIVE AI



Building trust

Introducing new technology to a large organization requires a large amount of trust between stakeholders. Yet while 72% believe Generative AI can play a critical role in building and maintaining stakeholder trust, 45% also believe it could have a negative impact on trust - if the appropriate risk management tools are not implemented.⁵

Giving Generative AI a central role in your robotic process automation sets a high bar for trust. Leaders must therefore focus heavily on building awareness, accountability and faith in the right solution's ability to deliver measurable improvements to their business.



Data protection

Of the 25 countries analyzed by Stanford University, 18 new laws containing mentions of AI were passed in 2021.⁶ Combined with existing - and evolving - general data protection efforts, users of Generative AI must be aware of the legal and ethical implications of what they are doing.

For enterprises, these risks extend to Intellectual Property (IP) and insider knowledge. When employees leave the company, they take information with them - and that means your Generative AI solution must be able to retain that information.





Ensuring reliability

While the initial reception of ChatGPT was awed, many users began to note with increasing alarm the app's propensity to fabricate false claims. Such 'hallucinations' have been seen as a major pitfall of Large Language Models (LLMs), with many fearing they could be weaponized to let loose a deluge of misinformation across the internet.

Reliability concerns are also highly prevalent to enterprises looking to harness the power of Generative AI to automate their business processes. And while 41% of respondents recognise 'explainability' as a risk when adopting AI, just 27% of companies are taking steps to mitigate that risk.⁷



Choosing the right solution

AI is a complex subject, and many executives struggle to navigate the marketplace. Kogitos found that 44% of organizations plan to change their technology assessment and selection process. Because 1 in 5 organizations make mistakes when selecting technology - and those errors impact their bottom-line.

In order to aid with this process, we've produced a list of factors that enterprises should look for in a Generative AI solution.



5 THINGS TO LOOK FOR IN A GENERATIVE AI SOLUTION

1

Plain Human Language

Plain human language, powered by natural language processing (NLP) capabilities, is the language of line-of-business people. Human language technologies therefore bridge the gap between business logic and automation technologies - empowering users and accelerating the process. Leaders understand this value, and 59% now say NLP is important.

However, just 1 in 4 currently have adequate NLP technologies, so procuring them should be a major priority for companies that want to see the benefits of Generative AI in their robotic process automation.

2

Explainability

AI is often considered a 'black box', and trusting it to automate business processes requires a leap of faith. However, many Generative AI solutions offer deep 'explainability', offering detailed explanations of every step in the automation process - with rich reporting and auditing capabilities.

Opting for such a solution will help build trust, reduce risk and ultimately increase the likelihood of a successful implementation.

3

Exception handling capabilities

Traditional AI systems require a lengthy 'discovery' process every time a new business process needs to be automated. But Generative AIs can be built with a rich set of exceptional handling capabilities that accelerate this process and unlock far greater agility for organizations.



4

Enable users to 'undo'

When automation fails or implementation is delayed, the costs can be eye watering. But simply by choosing a Generative AI that allows users to rewind or 'undo' an automation - or ask for a changed plan - these costs can be dramatically reduced.

5

Regular reviews and audits

Generative AI is capable of learning from user interactions, and ultimately becoming an expert in the business. Organizations should ensure that the business process knowledge and exceptions learned by their AI is available for review and audit - and can be changed with ease.

This protects the core intellectual property of the business from being lost when employees leave the organizations with process knowledge in their heads.

This publication is delivered by **Kognitos**, the private and safe Generative AI solution that automates any business process using plain human language.

Kognitos self-learns and adapts to business processes and works as a force-multiplier within business units, enabling them to focus on informed business decisions and supercharging their capabilities to stay ahead with AI.





Kognitos

Generative AI for Automation™

About Kognitos

Kognitos is the private & safe Generative AI to automate any business process in real-time, using plain human language. Robotic process automation and workflows rely on consultants, data scientists, software engineers and IT staff to model and mimic existing business processes. This traditional approach is resource, time and \$ intensive, and does not fully address the major pain points in automation: conversational exception handling and document processing. Kognitos' Generative AI solution, Koncierge, self-learns and adapts to existing business processes and works as a force-multiplier within business units and centers of excellence, enabling the business users to focus on informed business decisions and supercharging their capabilities to stay ahead in the age of AI.

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