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Robotic Process Automation with New Future Trends

Abu Tayab*, Yanwen Li

School of Mechanical Engineering, Yanshan University, Qinhuangdao, China
Email: *tayababu2591@gmail.com, ywl@ysu.edu.cn

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Abstract

The invention concept of Robotic Process Automation (RPA) has emerged as a transformative technology that has revolved the local business processes by programming repetitive task and efficiency adjusting the operations. This research had focused on developing the RPA environment and its future features in order to elaborate on the projected policies based on its comprehensive experiences. The current and previous situations of industry are looking for IT solutions to fully scale their company Improve business flexibility, improve customer satisfaction, improve productivity, accuracy and reduce costs, quick scalability in RPA has currently appeared as an advance technology with exceptional performance. It emphasizes future trends and foresees the evolution of RPA by integrating artificial intelligence, learning of machine and cognitive automation into RPA frameworks. Moreover, it has analyzed the technical constraints, including the scalability, security issues and interoperability, while investigating regulatory and ethical considerations that are so important to the ethical utilization of RPA. By providing a comprehensive analysis of RPA with new future trends in this study, researcher's ambitions to provide valuable insights the benefits of it on industrial performances from the gap observed so as to guide the strategic decision and future implementation of the RPA.

Keywords

Robotic Process Automation, Artificial Intelligence, Machine Learning, Cognitive Computing, Interoperability, Data Security

1. Introduction

In the ever-growing field of technological advancement, Robotic Process Automation (RPA) is a key catalyst in the transformation of traditional business pro-

cesses. Known for its ability to automate repetitive, rules-based tasks, RPA has become a transformative force, providing organizations with unprecedented efficiency, scalability, and agility in managing complex modern workflows. Today we discuss emerging trends in RPA that are changing the way firms use the technology. These trends are making RPA smarter and more useful, bringing machines and human brains together to make work easier and more efficient

The emergence of RPA has ushered in a new era of organizational optimization, overcoming the limitations of traditional methods by using intelligent software robots to streamline operational processes. With the ability to mimic human behavior and interactions in digital systems, these software robots are dramatically redefining the dynamics of workforce augmentation, allowing human resources (HR) to focus on strategic initiatives while automating routine, error-prone tasks and enabling agents to seamlessly run. The rapid spread and adoption of RPA technology across various sectors has highlighted a paradigm shift in business process management [1]. However, against the backdrop of booming automation, it is imperative to peer into the crystal ball of technological advancements and anticipate future trends in the RPA journey.

1.1. Contextualizing the Current State of Robotic Process Automation

The current state of RPA is emblematic of its widespread integration across industries, transcending geographic boundaries and organizational hierarchies. Companies in industries ranging from finance to healthcare, manufacturing to retail, and more have adopted RPA as a cornerstone of operational excellence, resulting in increased efficiency and cost optimization. The core ethos of RPA revolves around the ability to perform repetitive tasks accurately and quickly, thereby increasing employee capabilities and operational throughout. The fusion of digital skill and human ingenuity creates an ecosystem in which software robots can work seamlessly with their human counterparts, fostering symbiotic relationships to achieve organizational goals [1].

1.2. Anticipating Future Trajectories in Robotic Process Automation

The landscape of RPA is not static; rather, it is characterized by an incessant evolution spurred by technological advancements and industry exigencies. Understanding the future trends in RPA demands a panoramic view encompassing the technological, socio-economic, and regulatory landscapes.

The future trajectory of RPA appears to be intertwined with the fusion of artificial intelligence, machine learning, and cognitive computing. This amalgamation heralds an era where intelligent bots equipped with cognitive abilities not only automate routine tasks but also select the best alternatives, study from interactions, and grow dynamically.

Moreover, the democratization of RPA, wherein accessibility to automation tools transcends traditional IT domains, paves the way for citizen developers to

contribute to automation initiatives. This change means moving beyond central control, enabling business users to build and utilize automated workflows based on their needs.

1.3. Unveiling Inherent Challenges in Robotic Process Automation

However, with the promise of a technologically rich future, challenges lie ahead for RPA implementations. For a wide range of automation technologies to be widely used and integrated seamlessly, there are many obstacles to overcome, including the scalability of RPA solutions, data security, ethical considerations, and compatibility with current systems, as shown in Figure 1.

- Business flexibility: RPA is more helping hand which help business more flexible. When procedure needs adjusting, RPA can take smoothly without needing a lot of time.
- Increase customer satisfaction: RPA enhances customer satisfaction by speeding up tasks, minimizing errors, and enabling personalized service delivery. This technology allows businesses to focus on meeting customer needs effectively, leading to happier customers and stronger relationships built on trust and reliability.
- Improve productivity and accuracy: RPA grows productivity by automating tasks and develops accuracy by reducing errors, ensuring in more proficient and reliable business processes.
- Increase cost saving: RPA helps businesses save costs by programs repetitive tasks, reducing the need for manual labor, and increasing operative productivity, leading to substantial cost savings over time.
- Quick scalability: RPA tolerates immediate scalability by automating procedures, making it easier for businesses to adjust their processes according to shifting needs and demands without major disruptions or delays.

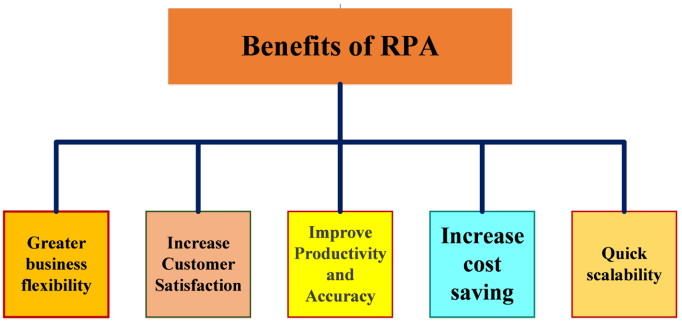

Figure 1. Benefits of RPA.

2. Literature Review

2.1. Understanding the Landscape of Robotic Process Automation

Robotic process automation has received significant attention in recent years as a transformative technology that is reshaping traditional business processes. Exploring the current literature on RPA reveals a multifaceted understanding of its

applications, benefits, challenges, and future trajectory [2].

2.2. State of Robotic Process Automation

Many researchers have shed light on the fundamentals and workings of RPA, defining it as the use of robots or software bots to automate tasks in a reverberation way under specific programs installed. Activities that are often done by human in digital structures highpoint the role of RPA in enhancing workforce capabilities, improving operational efficiency, and quickly completing tasks in various industries [3]. RPA has rapidly advanced, becoming a key driver of efficiency and accuracy in business operations. It automates repetitive, rule-based tasks across various sectors, significantly reducing operational costs and human errors. As RPA technology evolves, it increasingly integrates with artificial intelligence, further enhancing its capabilities and impact [4]. It also continues to evolve, integrating advanced AI capabilities to streamline tasks, enhance efficiency, and drive digital transformation across industries. Its ability to automate repetitive processes and handle complex workflows makes it a key player in modern business strategies [5].

2.3. Applications and Advantages of RPA

Countless studies, applications of RPA in industries such as finance, healthcare, manufacturing and more. They highlight RPA's ability to streamline workflows, reduce errors, improve compliance, and reduce costs by automating manual processes [6]. RPA improves efficiency and accuracy by automating repetitive tasks across various industries. In finance, it streamlines invoice processing and reconciliation, while in HR, it enhances onboarding, payroll, and recruitment. Customer service benefits from automated support ticket management and order processing, and supply chain operations see better inventory management and order fulfillment. Healthcare uses RPA for patient scheduling, claims processing, and managing health records. RPA reduces costs, increases productivity, and eliminates errors, allowing businesses to focus on strategic activities and improve customer experiences [7].

2.4. Challenges and limitations

However, adopting RPA cannot exist without challenges. There are several challenges that are accelerated to scalability, interoperability with current systems, data security, and ethical implications [8]. These studies highlight the need to address these challenges to ensure seamless integration and sustainability of RPA initiatives.

2.5. Future Trajectories and Trends

Focusing in futuristic of RPA, we intend to explore the correlating of this concept with new global technologies such as artificial intelligence and machine learning. The predictions are RPA will evolve into intelligent machines, with

robots capable of making decisions and learning actions [9].

2.6. Research Gaps and Opportunities

Despite the abundance of studies conducted on RPA, there are still certain areas that have not been thoroughly explored. One such area is the lack of literature that specifically focuses on the socio-economic impact of widespread RPA adoption. Additionally, there is a limited amount of discussion regarding the implications of democratizing RPA for citizen developers and the ethical considerations associated with it.

The existing body of literature on RPA offers comprehensive insights into its current state, applications, benefits, challenges, and future trajectories. However, there are still gaps in our understanding of its broader societal implications and the democratization of RPA for non-technical users. By addressing these gaps, we can gain a more holistic understanding of RPA's transformative potential across various industries. A literature review, along with a gap analysis, is presented in Table 1.

3. Robotic Process Automation with New Future Trends

The RPA describes the innovation of new technology that uses software robots or bots to automate monotonous jobs focused on predefined procedures in digital structures. These bots possess the capability to imitate human actions and interactions, navigate through digital interfaces, manipulate data, initiate responses, and communicate across various platforms. Their contribution is crucial in optimizing operational workflows, as show in Figure 2.

a) Identify: Identify on RPA includes identifying tasks appropriate for automation and choosing the right RPA tools for capable application.

b) Analyze: Analyzing RPA for future trends includes measuring how it integrates with AI, its effect on job roles, advancements in perceptive automation, scalability challenges, and its role in driving digital revolution across businesses.

c) Design: Designing RPA for future trends includes combining AI capabilities, focusing on user-friendly interfaces, certifying scalability, addressing safety concerns, and integrating with emerging technologies like block chain and IoT for comprehensive automation results.

d) Develop: Developing RPA for future trends means creating smarter bots with AI, user-friendly interfaces, scalability, security, and integration with new tech for better automation.

e) Test: Testing in RPA is essential for certifying that automated processes work smoothly, handle exceptions gracefully, and align with business purposes. This comprises conducting thorough tests on different situations, data inputs, error handle appliances, and combination points to validate the reliability and efficiency of the RPA solution.

f) Implement: After completing the primary stages of RPA, we can progress with applying the solution in industries. This includes organizing the RPA software, participating it's with existing systems, planning automation workflows,

Table 1. RPA's Societal Impact and Democratization Gap.

Reference	Summary	Research Gap
[10]	Explored the modern-day subjects and hurdles in the field of Robotic Process Automation.	There has been a lack of extensive conversation regarding the ethical considerations surrounding the implementation of RPA and how it affects various job responsibilities.
[11]	Explored the current state of RPA implementation, advantages, difficulties, and put forth a research plan.	Insufficient attention given to the long-term viability and expandability obstacles in RPA deployments.
[9]	Explored obstacles encountered during the implementation of RPA.	Inadequate analysis of the cultural and change management factors impacting the adoption of RPA.
[12]	Implemented smart RPA in accounting and auditing, overcoming various challenges.	There is a lack of focus on the challenges related to the interoperability and integration of smart RPA with current systems.
[13]	Explored advancements from RPA to Intelligent Process Automation (IPA).	Limited understanding of the real-world obstacles faced when transitioning from RPA to IPA.
[14]	Explored the challenges and solutions of Robotic Process Automation (RPA) within the banking industry.	Insufficient attention given to the unique security and compliance challenges faced by the banking sector in the realm of RPA.
[15]	Explored a comprehensive approach to implementing RPA from start to finish.	Insufficient discourse regarding the socio-economic consequences of implementing RPA in various sectors.
[16]	Explored difficulties encountered in automated segmentation within RPA.	Insufficient attention given to the technological progress in addressing the challenges of segmentation in RPA.
[17]	Explored possibilities and obstacles in overseeing RPA using a federated governance structure.	There is a lack of focus on the scalability obstacles faced by large-scale RPA governance models.
[18]	Examined the development of business entities through the implementation of Robotic Process Automation (RPA).	Inadequate examination of the regulatory obstacles and international acceptance patterns influencing the development of RPA.
[19]	Explored the advantages, obstacles, and skill enhancement in the realm of office work automation through RPA.	The ethical implications of automating office work using RPA have not been thoroughly explored.
[20]	A case study was utilized to examine the transformation of RPA into a profitable venture.	Failure to address the cultural shift and impact on workforce skills is hindering the success of RPA in the commercial sector.
[21]	Overcame obstacles when expanding RPA capabilities.	There is a lack of focus on the environmental and sustainability issues that arise when implementing RPA on a larger scale.

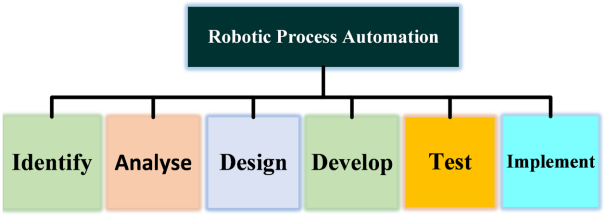

Figure 2. RPA lifecycle.

conducting challenge, providing user training, and continuously improving the processes for productivity.

3.1. Core Principles and Functionality

RPA fundamentally entails the use of software robots to carry out repetitive tasks that were traditionally done by individuals. These tasks include a wide array of functions such as entering data, filling out forms, creating reports, reconciling systems, and more. RPA robots imitate human actions like typing on a keyboard, clicking a mouse, and interacting with digital platforms, working tirelessly and with remarkable precision 24/7.

3.2. Applications and Benefits of the New Future Trend of RPA

RPA has a wide range of applications in various industries such as finance, healthcare, manufacturing, logistics, and more. It is used to automate repetitive tasks that involve high volumes, improve operational efficiency, ensure compliance, reduce errors, speed up process execution, and achieve cost savings. Many organizations utilize RPA to automate processes like data entry, invoice processing, customer service operations, inventory management, and various other routine activities [22].

3.3. RPA's Technological Advancements

RPA is constantly progressing, embracing the advancements in technology. Present trends demonstrate the fusion of RPA with emerging technologies like artificial intelligence (AI), machine learning (ML), natural language processing (NLP), and cognitive computing. This evolution enables intelligent automation, empowering bots to make decisions based on context, learn from interactions, adjust to changing environments, and perform more intricate tasks beyond simple rule-based activities [23].

3.4. Challenges and Considerations of the New Future Trend of RPA

Despite the potential for transformation, the implementation of RPA encounters obstacles. Challenges such as scalability, integration with outdated systems, data security, compliance, and ethical concerns regarding automation continue to persist. It is crucial to ensure a smooth integration with the current IT infrastructure and effectively tackle these challenges in order to achieve a successful

and long-lasting RPA deployment [24].

3.5. Future Trajectories of RPA Technology

The future of Robotic Process Automation seems to be merging with the progress made in AI and cognitive technologies. RPA is expected to transform into intelligent automation, where bots possess cognitive abilities, self-learning mechanisms, and adaptive decision-making capabilities. This transformation indicates the democratization of automation tools, giving chance to informal technical users to create and implement automated workflows that cater to their specific requirements. RPA represents a groundbreaking technological advancement that is reshaping organizational workflows. Its ability to automate repetitive tasks, improve operational efficiency, and embrace technological advancements as a driving force for digital transformation across various industries, promise further progress to intelligent automation [4].

4. Methodology

4.1. Research Design

This research utilizes a mixed-methods approach to thoroughly examine the realm of Robotic Process Automation. It combines qualitative and quantitative methods to gain a comprehensive understanding of RPA implementation, obstacles, and future directions.

4.2. Data Collection

4.2.1. Qualitative Data

The process of collecting qualitative data involves conducting semi-structured interviews and targeted group discussions with industry experts, Robotic Process Automation experts, and other users. The purpose of these qualitative inquiries is to obtain valuable insights regarding the adoption of RPA, the challenges encountered, and the anticipated future trends. To extract patterns and themes from the interview transcripts, thematic analysis will be utilized.

4.2.2. Quantitative Data

Surveys will be distributed to organizations that are using RPA for the intention of collecting data that are quantitative in nature. The main focus of the survey will be to evaluate how RPA affects operational efficiency, cost savings, scalability, and the challenges faced. Statistical analysis tools will be used to analyze the data and identify trends.

4.3. Sample Selection

The random probability was used in selecting the sample.

The sample size was 300 industry's employees.

4.3.1. Qualitative Sample

The qualitative sample will consist of industry professionals, consultants specializing in RPA, and stakeholders from various sectors who are utilizing RPA

technologies 300 industry's employees. Purposive sampling will be utilized to guarantee a diverse range of perspectives on the adoption of RPA by interview.

4.3.2. Quantitative Sample

The aim of the quantitative survey is to encompass a diverse array of organizations, such as those in finance, healthcare, manufacturing, and services sectors, which have successfully incorporated RPA into their operational processes a total of 300 industry's employees. To ensure a comprehensive representation across various industry segments and organizational sizes, a stratified sampling approach will be employed. The tool we used to collect data is survey

4.4. Data Analysis

4.4.1. Qualitative Analysis

Thematic analysis is set to be conducted on qualitative data gathered from interviews and focus group discussions. Significant statements will be assigned codes, and themes will be developed through an iterative process to uncover shared trends and differing perspectives on RPA implementation.

4.4.2. Quantitative Analysis

Quantitative analysis of survey responses will be conducted using statistical tools like SPSS or R. The examination of the impact of RPA on different operational metrics will involve the utilization of descriptive statistics, correlation analysis, and regression analysis.

5. Results

5.1. Quantitative Analysis

5.1.1. Impact on Operational Efficiency

Robotic process automation is a sign of business process automation technology based on software Robots and artificial intelligence (AI) workers. The survey findings unveiled a notable influence of RPA integration on operational effectiveness, showcasing an average enhancement of 39.9%. Companies indicated that RPA adoption led to more efficient workflows, decreased processing duration, and heightened throughput.

5.1.2. Cost Savings and Financial Impact

Examination of financial information revealed a mean decrease of 30% in operational expenditures support RPA implementation. This decline was a result of reduced need for manual labor, lower error rates, and enhanced resource distribution made possible by automated procedures.

5.1.3. Scalability and Adaptability

The scalability of RPA was highlighted through quantitative data, as 77% of the organizations surveyed indicated improved scalability in handling different workloads. RPA-enabled systems proved to be adaptable to changing demands, leading to efficient resource utilization.

5.2. Qualitative Insights

5.2.1. Perceived Benefits

Discussions with stakeholders resulted in a consensus on the benefits of implementing RPA. The main benefits highlighted were increased precision, reduced error rates, time savings, data accuracy, cost efficiency, better customer experience, increased compliance, and the ability to focus on more important tasks.

5.2.2. Future Trajectories

Experts in the field predict that RPA will progress to intelligent automation. Conversations highlighted the merging of RPA with artificial intelligence (AI), natural language processing (NLP), machine learning (ML), expert operator cognitive abilities to enhance cognitive functions and predictive analysis.

5.3. Common Themes

5.3.1. Transformational Impact

RPA has had a transformative impact on traditional workflows and operational paradigms, as evidenced by the convergence of both qualitative and quantitative data.

5.3.2. Operational Streamlining

The RPA helps business processes run smoother and faster. It's make automatic undertaking like data entry, information retrieval of document processing. By doing these tasks automatically, employees from various industries recognized the significant contribution of RPA in optimizing operations, reduce the error, save time and effort, and allow employees to focus on most important task that creativity and problem-solving like human. Originally, RPA increases efficiency and productivity in a business.

5.4. Limitations

Although the results suggest positive results, the study faced constraints concerning the differences in sample sizes across various industries and the potential bias of respondents in self-reporting.

6. Conclusions

The results of this research highlight the significant impact of Robotic Process Automation on various industries. The incorporation of RPA technologies has greatly improved operational efficiency, reduced expenses, and streamlined processes within companies. Both qualitative and quantitative data confirm the essential role of RPA in transforming traditional operational methods and delivering concrete advantages, underscoring its potential for widespread acceptance.

Nevertheless, obstacles remain, such as initial integration difficulties, compatibility problems with legacy systems, and the ongoing necessity for employee training. Overcoming these challenges is vital to fully capitalize on the benefits

of RPA and guarantee its smooth assimilation into current workflows.

7. Future Scope

The research opens up new possibilities for future studies in the field of RPA.

1) Innovative technological integration: Subsequent studies should concentrate on merging RPA with up-and-coming technologies like artificial intelligence (AI), machine learning (ML), natural language processing (NLP), and predictive analytics. Investigating the combined potential of these technologies may result in the creation of sophisticated automation systems.

2) Ethical implications and governance: Additional research is necessary to explore the ethical aspects related to RPA, such as data privacy, security, and the ethical utilization of automation technologies. It is crucial to establish strong governance frameworks and ethical guidelines for the implementation of RPA.

3) Socio-economic impact: It is essential for future research to investigate the wider socio-economic effects of implementing RPA on the workforce, employment trends, and economic environments. It is crucial to comprehend how RPA influences job responsibilities, enhances the workforce, and contributes to skill enhancement.

4) Long-term performance and adaptability: It is crucial to conduct longitudinal studies to monitor the extended performance and adaptability of systems enabled by RPA. Evaluating the scalability, sustainability, and adaptability of RPA throughout time will offer valuable insights into its ongoing effectiveness.

5) Customer experience optimization: RPA make customers happy by using automated system to quickly answer their questions and solve their demand. So customers will feel happy and more loyal.

Robotic Process Automation is a groundbreaking technology that is reshaping operational efficiency and workflows in various industries. By tackling obstacles and harnessing the futuristic capabilities of RPA alongside emerging technologies, we can pave the way for intelligent automation and redefine the future of work and organizational processes.

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Conflicts of Interest

The authors declare no conflicts of interest regarding the publication of this paper.

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Abbreviations

RPA: Robotic process automation
IT: Information technology
AI: Artificial intelligence
ML: Machine learning
HR: Human resources
IPA: Intelligent process automation
NLP: Natural language processing