

Rpa Ai Summit Intelligent Automation Week 2018

Virtual Humans provides a much-needed definition of what constitutes a 'virtual human' and places virtual humans within the wider context of Artificial Intelligence development. It explores the technical approaches to creating a virtual human, as well as emergent issues such as embodiment, identity, agency and digital immortality, and the resulting ethical challenges. The book presents an overview of current research and practice in this area, and outlines the major challenges faced by today's developers and researchers. The book examines the possibility for using virtual humans in a variety of roles, from personal assistants to teaching, coaching and knowledge management, and the book situates these discussions around familiar applications (e.g. Siri, Cortana, Alexa) and the portrayal of virtual humans within Science Fiction. Features Presents a comprehensive overview of this rapidly developing field Provides an array of relevant, real-life examples from expert practitioners and researchers from around the globe in how to create the avatar body, mind, senses and ability to communicate Intends to be broad in scope yet practical in approach, so that it can serve the needs of several different audiences, including researchers, teachers, developers and anyone with an interest in where these technologies might take us Covers a wide variety of issues which have been neglected in other research texts; for example, definitions and taxonomies, the ethical challenges of virtual humans and issues around digital immortality Includes numerous examples and extensive references

This proceedings volume presents a selection of the best papers from the 14th International Conference on Business Excellence, Business Revolution in the Digital Era (ICBE 2020), held in Bucharest, Romania. The respective papers share the latest findings and perspectives on innovation in a turbulent business environment, and on improvements in economic, societal and technological structures and processes to help reach major sustainability goals.

This volume constitutes the proceedings of the 19th International Conference on Business Process Management, BPM 2021, held in Rome, Italy, in September 2021. The 23 full papers, one keynote paper, and 4 tutorial papers presented in this volume were carefully reviewed and selected from 92 submissions. The papers are organized in topical sections named: foundations, engineering, and management.

HYPERAUTOMATION is a collection of expert essays on low-code development and the future of business process automation. In each chapter, an academic, analyst, implementer, or end-user examines different aspects of low-code and automation in the enterprise, clarifying both value and barriers through personal experiences and insights. With contributions from: Dr. George Westerman, MIT - Neil Ward-Dutton, IDC - Lakshmi N, Tata Consultancy Services - Sidney Fernandes & Alice Wei, University of South Florida - Lisa Heneghan, KPMG - Chris Skinner, FinTech expert - John R. Rymer, Forrester (Emeritus) - Isaac Sacolick, StarCIO - Darren Blake, Bexley Neighbourhood Care - Rob Galbraith, InsureTech expert - Ron Tolido, Capgemini - Michael Beckley, Appian All proceeds from the sale of this book will be donated to Black Girls Code, an organization providing young girls of color opportunities to learn in-demand skills in technology and computer programming.

“A concise, insightful and sophisticated guide to maintaining humane values in an age of new machines.”—The New York Times Book Review “While we need to rewrite the rules of the twenty-first-century economy, Kevin’s book is a great look at how people can do this on a personal level to always put humanity first.”—Andrew Yang You are being automated. After decades of hype and sci-fi fantasies, artificial intelligence is leaping out of research labs and into the center of our lives. Automation doesn’t just threaten our jobs. It shapes our entire human experience, with AI and algorithms influencing the TV shows we watch, the music we listen to, the beliefs we hold, and the relationships we form. And while the age-old debate over whether automation will destroy jobs rages on, an even more important question is being ignored: How can we be happy, successful humans in a world that is increasingly built by and for machines? In *Futureproof: 9 Rules for Humans in the Age of Automation*, New York Times technology columnist Kevin Roose lays out a hopeful, pragmatic vision for how we can thrive in the age of AI and automation. He shares the secrets of people and organizations that have survived previous waves of technological change, and explains what skills are necessary to stay ahead of today’s intelligent machines, with lessons like • Be surprising, social, and scarce. • Resist machine drift. • Leave handprints. • Demote your devices. • Treat AI like a chimp army. Roose rejects the conventional wisdom that in order to succeed in the AI age, we have to become more like machines ourselves—hyper-efficient, data-driven workhorses. Instead, he says, we should focus on being more human, and doing the kinds of creative, inspiring, and meaningful things even the most advanced robots can’t do.

This book is intended to help management and other interested parties such as engineers, to understand the state of the art when it comes to the intersection between AI and Industry 4.0 and get them to realise the huge possibilities which can be unleashed by the intersection of these two fields. We have heard a lot about Industry 4.0, but most of the time, it focuses mainly on automation. In this book, the authors are going a step further by exploring advanced applications of Artificial Intelligence (AI) techniques, ranging from the use of deep learning algorithms in order to make predictions, up to an implementation of a full-blown Digital Triplet system. The scope of the book is to showcase what is currently brewing in the labs with the hope of migrating these technologies towards the factory floors. Chairpersons and CEOs must read these papers if they want to stay at the forefront of the game, ahead of their competition, while also saving huge sums of money in the process.

This three-volume set of books highlights major advances in the development of concepts and techniques in the area of new technologies and architectures of contemporary information systems. Further, it helps readers solve specific research and analytical problems and glean useful knowledge and business value from the data. Each chapter provides an analysis of a specific technical problem, followed by a numerical analysis, simulation and implementation of the solution to the real-life problem. Managing an organisation, especially in today’s rapidly changing circumstances, is a very complex process. Increased competition in the marketplace, especially as a result of the massive and successful entry of foreign businesses into domestic markets, changes in consumer behaviour, and broader access to new technologies and information, calls for organisational restructuring and the introduction and modification of management methods using the latest advances in science. This situation

has prompted many decision-making bodies to introduce computer modelling of organisation management systems. The three books present the peer-reviewed proceedings of the 39th International Conference “Information Systems Architecture and Technology” (ISAT), held on September 16–18, 2018 in Nysa, Poland. The conference was organised by the Computer Science and Management Systems Departments, Faculty of Computer Science and Management, Wroclaw University of Technology and Sciences and University of Applied Sciences in Nysa, Poland. The papers have been grouped into three major parts: Part I—discusses topics including but not limited to Artificial Intelligence Methods, Knowledge Discovery and Data Mining, Big Data, Knowledge Based Management, Internet of Things, Cloud Computing and High Performance Computing, Distributed Computer Systems, Content Delivery Networks, and Service Oriented Computing. Part II—addresses topics including but not limited to System Modelling for Control, Recognition and Decision Support, Mathematical Modelling in Computer System Design, Service Oriented Systems and Cloud Computing, and Complex Process Modelling. Part III—focuses on topics including but not limited to Knowledge Based Management, Modelling of Financial and Investment Decisions, Modelling of Managerial Decisions, Production Systems Management and Maintenance, Risk Management, Small Business Management, and Theories and Models of Innovation.

Artificial Intelligence for Future Generation Robotics offers a vision for potential future robotics applications for AI technologies. Each chapter includes theory and mathematics to stimulate novel research directions based on the state-of-the-art in AI and smart robotics. Organized by application into ten chapters, this book offers a practical tool for researchers and engineers looking for new avenues and use-cases that combine AI with smart robotics. As we witness exponential growth in automation and the rapid advancement of underpinning technologies, such as ubiquitous computing, sensing, intelligent data processing, mobile computing and context aware applications, this book is an ideal resource for future innovation. Brings AI and smart robotics into imaginative, technically-informed dialogue Integrates fundamentals with real-world applications Presents potential applications for AI in smart robotics by use-case Gives detailed theory and mathematical calculations for each application Stimulates new thinking and research in applying AI to robotics

This book comprises select papers from the International Conference on Artificial Intelligence and Sustainable Engineering (AISE 2020). The volume focuses on the recent advancements in artificial intelligence and addresses how it is useful in achieving truly sustainable solutions. The key strands of this book include artificial intelligence in healthcare, IoT for modern life, security and surveillance, big data analytics, machine learning and computing, communication technologies, gesture technology, virtual intelligence, and audio & speech processing. The book addresses sustainability challenges in various computing techniques and opportunities for sustainable engineering based on AI and supporting tools such as engineering design for sustainable development using IoT/AI, smart cities: waste minimization, remanufacturing, reuse and recycling technologies using IoT/AI, industry 4.0, intelligent and smart grid systems, energy conservation using technology, green engineering/technology, robotic process automation (RPA) and water and air quality management. This book can be a valuable resource for academicians, researchers, and professionals working in AI and its applications.

Despite the range of studies into grief and mourning in relation to the digital, research to date largely focuses on the cultural practices and

meanings that are played out in and through digital environments. Digital Afterlife brings together experts from diverse fields who share an interest in Digital Afterlife and the wide-ranging issues that relate to this. The book covers a variety of matters that have been neglected in other research texts, for example: The legal, ethical, and philosophical conundrums of Digital Afterlife The ways digital media are currently being used to expand the possibilities of commemorating the dead and managing the grief of those left behind Our lives are shaped by and shape the creation of our Digital Afterlife as the digital has become a taken for granted aspect of human experience. This book will be of interest to undergraduates from computing, theology, business studies, philosophy, psychology, sociology, and education from all types of institutions. Secondary audiences include researchers and postgraduate researchers with an interest in the digital. At a practical level, the cost of data storage and changing data storage systems mitigate the likelihood of our digital presence existing in perpetuity. Whether we create accidental or intentional digital memories, this has psychological consequences for ourselves and for society. Essentially, the foreverness of forever is in question. Maggi Savin-Baden is Professor of Higher Education Research at the University of Worcester. She has a strong publication record of over 50 research publications and 17 books. Victoria Mason-Robbie is a Chartered Psychologist and an experienced lecturer having worked in the Higher Education sector for over 15 years. Her current research focuses on evaluating web-based avatars, pedagogical agents, and virtual humans.

Artificial Intelligence (AI) fascinates, challenges and disturbs us. There are many voices in society that predict drastic changes that may come as a consequence of AI – a possible apocalypse or Eden on earth. However, only a few people truly understand what AI is, what it can do and what its limitations are. Understanding Artificial Intelligence explains, through a straightforward narrative and amusing illustrations, how AI works. It is written for a non-specialist reader, adult or adolescent, who is interested in AI but is missing the key to understanding how it works. The author demystifies the creation of the so-called "intelligent" machine and explains the different methods that are used in AI. It presents new possibilities offered by algorithms and the difficulties that researchers, engineers and users face when building and using such algorithms. Each chapter allows the reader to discover a new aspect of AI and to become fully aware of the possibilities offered by this rich field.

The Bahamas deserves close consideration for specialty & high value BPO and nearshore service delivery site selection, as well as consideration by remote worker professionals, digital nomads, and lifestyle entrepreneurs. While a niche player, The Bahamas offers significant advantages in the right scenarios. Recent hurricane headlines don't tell the complete story. The Bahamas is a resilient, high income country with first world infrastructure, a dollar economy, and political stability. As important as any other factor, The Bahamas, a sovereign country, is only a 20 minute flight from South Florida cities such as Miami, Fort Lauderdale, and Palm Beach. This book is designed as a concise guide for the executive seeking the ideal site for small, high-value nearshore business, industrial, or travel sector activities.

The work contains selected and thoroughly reviewed research papers of the topics Operations Management, Supply Chain Management, Digitalization, Sustainability, Transportation Management, Process Management, Risk Management, Corporate Social Responsibility and Governance. The papers reflect the current state-of-the-art in logistics and supply chain management and new ideas and technical developments are discussed.

This book is a collection of best-selected research papers presented at the Second World Conference on Internet of Things: Applications & Future (ITAF 2020) organized by Global Knowledge Research Foundation during 16 – 17 December 2020. It includes innovative works from

researchers, leading innovators, business executives and industry professionals to examine the latest advances and applications for commercial and industrial end users across sectors within the emerging Internet of things ecosphere. It shares state-of-the-art as well as emerging topics related to Internet of things such as big data research, emerging services and analytics, Internet of things (IoT) fundamentals, electronic computation and analysis, big data for multi-discipline services, security, privacy and trust, IoT technologies and open and cloud technologies.

The development of technologies and management of operations is key to sustaining the success of manufacturing businesses, and since the late 1970s, the International Conference on Manufacturing Research (ICMR) has been a major annual event for academics and industrialists engaged in manufacturing research. The conference is renowned as a friendly and inclusive platform that brings together a broad community of researchers who share a common goal. This book presents the proceedings of ICMR2021, the 18th International Conference on Manufacturing Research, incorporating the 35th National Conference on Manufacturing Research, and held in Derby, UK, from 7 to 10 September 2021. The theme of the ICMR2021 conference is digital manufacturing. Within the context of Industrial 4.0, ICMR2021 provided a platform for researchers, academics and industrialists to share their vision, knowledge and experience, and to discuss emerging trends and new challenges in the field. The 60 papers included in the book are divided into 10 parts, each covering a different area of manufacturing research. These are: digital manufacturing, smart manufacturing; additive manufacturing; robotics and industrial automation; composite manufacturing; machining processes; product design and development; information and knowledge management; lean and quality management; and decision support and production optimization. The book will be of interest to all those involved in developing and managing new techniques in manufacturing industry.

This book examines real-world implementations of service automation technologies using Robotic Process Automation and Cognitive Automation tools. This newest, detailed research finds that RPA adoptions are accelerating, maturing, and scaling in global enterprise. The research covers multiple industries, applications, and shared services, and uses case studies to establish action principles and how to mitigate automation risks. The book also examines the first enterprise-worthy cognitive automation tools that use machine-learning algorithms to process big data, often in natural language form, and analyses three major detailed cases and the conditions for effective implementation. The book includes interviews with major clients, providers and analysts, and a detailed analysis of the automation and future of work debate. The book provides a compelling and incisive, evidence-based perspective on the direction and management of service automation, taking trends through to 2025. Automation technologies like RPA, CA, and the newest Blockchain technologies are found to transform and elevate human work rather than eliminate it.

Assuming no prior knowledge or technical skills, *Getting Started with Business Analytics: Insightful Decision-Making* explores the contents, capabilities, and applications of business analytics. It bridges the worlds of business and statistics and describes business analytics from a non-commercial standpoint. The authors demystify the main concepts and terminologies and give many examples of real-world applications. The first part of the book introduces business data and recent technologies that have promoted fact-based decision-making. The authors look at how business intelligence differs from business analytics. They also discuss the main components of a business analytics application and the various requirements for integrating business with analytics. The second part presents the technologies underlying business analytics: data mining and data analytics. The book helps you understand the key concepts and ideas behind data mining and shows how data mining has expanded into data analytics when considering new types of data such as network and text data. The third part explores business

analytics in depth, covering customer, social, and operational analytics. Each chapter in this part incorporates hands-on projects based on publicly available data. Helping you make sound decisions based on hard data, this self-contained guide provides an integrated framework for data mining in business analytics. It takes you on a journey through this data-rich world, showing you how to deploy business analytics solutions in your organization.

This book gathers selected research papers presented at the International Conference on Communication and Intelligent Systems (ICCIS 2020), organized jointly by Birla Institute of Applied Sciences, Uttarakhand, and Soft Computing Research Society during 26-27 December 2020. This book presents a collection of state-of-the-art research work involving cutting-edge technologies for communication and intelligent systems. Over the past few years, advances in artificial intelligence and machine learning have sparked new research efforts around the globe, which explore novel ways of developing intelligent systems and smart communication technologies. The book presents single- and multi-disciplinary research on these themes in order to make the latest results available in a single, readily accessible source.

Transforming Management Using Artificial Intelligence Techniques redefines management practices using artificial intelligence (AI) by providing a new approach. It offers a detailed, well-illustrated treatment of each topic with examples and case studies, and brings the exciting field to life by presenting a substantial and robust introduction to AI in a clear and concise manner. It provides a deeper understanding of how the relevant aspects of AI impact each other's efficacy for better output. It's a reliable and accessible one-step resource that introduces AI; presents a full examination of applications; provides an understanding of the foundations; examines education powered by AI, entertainment, home and service robots, healthcare re-imagined, predictive policing, space exploration; and so much more, all within the realm of AI. This book will feature: Uncovering new and innovative features of AI and how it can help in raising economic efficiency at both micro- and macro levels Both the literature and practical aspects of AI and its uses This book summarizing key concepts at the end of each chapter to assist reader comprehension Case studies of tried and tested approaches to resolutions of typical problems Ideal for both teaching and general-knowledge purposes. This book will also simply provide the topic of AI for the readers, aspiring researchers and practitioners involved in management and computer science, so they can obtain a high-level of understanding of AI and managerial applications.

This book constitutes revised selected papers from the 12th international Global Sourcing Workshop 2018, held in La Thuile, Italy, in February 2018. The 9 contributions included were carefully reviewed and selected from 40 submissions. The book offers a review of the key topics in sourcing of services, populated with practical frameworks that serve as a tool kit to students and managers. The range of topics covered in this book is wide and diverse, offering micro and macro perspectives on successful sourcing of services. Case studies from various organizations, industries and countries are used extensively throughout the book, giving it a unique position within the current literature offering.

His book constitutes the proceedings of the Blockchain and RPA Forum, held as part of the 19th International Conference on Business Process Management, BPM 2021, which took place during September 6-10, 2021, in Rome, Italy. The Blockchain Forum and the RPA Forum have in common that they are centered around an emerging and exciting technology. The blockchain is a sophisticated distributed ledger technology, while RPA software allows for mimicking human, repetitive actions. Each of these have the potential to fundamentally change how business processes are being orchestrated and executed in practice. The 8 papers presented in this volume were carefully reviewed and selected from a total of 14 submissions.

This is the first book of its kind to build on the framework of Directional Change. The concept of Directional Change opens a whole new area

of research. – From the Foreword by Dr Richard Olsen, Founder and CEO of Lykke, Co-founder of OANDA and pioneer in high-frequency finance and fintech A creative start at a novel and difficult problem for investors large and small. – Professor M. A. H. Dempster, University of Cambridge and Cambridge Systems Associates Limited Financial markets technology and the practice of trading are in a state of constant change. A book that details a completely new concept in trading, however, is very rare. This is one such book, and the authors should be applauded for producing this exciting new work. The concept and framework of Directional Change in prices is an area of research with much promise! – Dr David Norman, Founder of TTC Institute and author This book shows how AI could be a game-changer in finance. – Dr Amadeo Alentorn, Head of Research/Fund Manager at Merian Global Investors Based on interdisciplinary research into "Directional Change", a new data-driven approach to financial data analysis, Detecting Regime Change in Computational Finance: Data Science, Machine Learning and Algorithmic Trading applies machine learning to financial market monitoring and algorithmic trading. Directional Change is a new way of summarising price changes in the market. Instead of sampling prices at fixed intervals (such as daily closing in time series), it samples prices when the market changes direction ("zigzags"). By sampling data in a different way, this book lays out concepts which enable the extraction of information that other market participants may not be able to see. The book includes a Foreword by Richard Olsen and explores the following topics: Data science: as an alternative to time series, price movements in a market can be summarised as directional changes Machine learning for regime change detection: historical regime changes in a market can be discovered by a Hidden Markov Model Regime characterisation: normal and abnormal regimes in historical data can be characterised using indicators defined under Directional Change Market Monitoring: by using historical characteristics of normal and abnormal regimes, one can monitor the market to detect whether the market regime has changed Algorithmic trading: regime tracking information can help us to design trading algorithms It will be of great interest to researchers in computational finance, machine learning and data science. About the Authors Jun Chen received his PhD in computational finance from the Centre for Computational Finance and Economic Agents, University of Essex in 2019. Edward P K Tsang is an Emeritus Professor at the University of Essex, where he co-founded the Centre for Computational Finance and Economic Agents in 2002. From the global automation leaders at Accenture—the first-ever comprehensive blueprint for how to use and scale AI-powered intelligent automation in the enterprise to gain competitive advantage through faster speed to market, improved product quality, higher efficiency, and an elevated customer experience. Many companies were already implementing limited levels of automation when the pandemic hit. But the need to rapidly change business processes and how organizations work resulted in the compression of a decade's worth of digital transformation into a matter of months. Technology suddenly became the essential element for rapid organizational change and the creation of 360-degree value benefiting all stakeholders. Businesses are faced with the imperative to embrace that change or risk being left behind. In The Automation Advantage, global enterprise technology and automation veterans Bhaskar Ghosh, Rajendra Prasad, and Gayathri Pallail give business leaders and managers the action plan they need to execute a strategic agenda that enables them to quickly and confidently scale their automation and AI initiatives. This practical and highly accessible implementation guide answers leaders' burning questions, such as: How do I identify and prioritize automation opportunities? How do I assess my legacy systems and data issues? How do I derive full value out of my technology investments and automation efforts? How can I inspire my employees to embrace change and the new opportunities presented by automation? The Automation Advantage goes beyond optimizing process to using AI to transform almost any business activity in any industry to make it faster, more streamlined, cost efficient, and customer-focused—vastly improving overall productivity and performance. Featuring case studies of successful automation solutions, this indispensable road map includes guiding principles for

technology, governance, culture, and leadership change. It offers a human-centric approach to AI and automation that leads to sustainable transformation and measurable business results.

Machine learning and artificial intelligence are already widely applied to facilitate our daily lives, as well as scientific research, but with the world currently facing a global COVID-19 pandemic, their capacity to provide an important tool to support those searching for a way to combat the novel corona virus has never been more important. This book presents the proceedings of the International Conference on Machine Learning and Intelligent Systems (MLIS 2020), which was due to be held in Seoul, Korea, from 25-28 October 2020, but which was delivered as an online conference on the same dates due to COVID-19 restrictions. MLIS 2020 was the latest in a series of annual conferences that aim to provide a platform for exchanging knowledge about the most recent scientific and technological advances in the field of machine learning and intelligent systems. The annual conference also strengthens links within the scientific community in related research areas. The book contains 53 papers, selected from more than 160 submissions and presented at MLIS 2020. Selection was based on the results of review and scored on: originality, scientific/practical significance, compelling logical reasoning and language. Topics covered include: data mining, image processing, neural networks, human health, natural language processing, video processing, computational intelligence, expert systems, human-computer interaction, deep learning, and robotics. Offering a current overview of research and developments in machine learning and artificial intelligence, the book will be of interest to all those working in the field.

President Putin's explicit declaration that the country that makes progress in artificial intelligence will rule the world has launched a new race for dominance. In this era of cognitive competition and total automation, every country understands that it must rapidly adopt AI or go bust. To stay competitive a country must have a strategy. But how should a government proceed? What areas it must focus on? Where should it even start? This book provides answers to these important, yet pertinent, questions and more. Presenting the viewpoints of global experts and thought leaders on key issues relating to AI and government policies, this book directs us to the future.

TESTIMONIALS "One of the most important books of our times!" – Bernard Marr "An essential reading for anybody who cares about the future of work" – Arianna Huffington "This insightful and practical guidebook is instrumental for success in the Fourth Industrial Revolution" – Klaus Schwab, founder of the World Economic Forum "An insightful exploration of Intelligent Automation" – Dr. Kai-Fu Lee, Author of NYT Bestseller "AI Superpowers" "This field guide is essential reading" – Gartner "Masterful insight, this book is more relevant than ever" – HFS "This book needed to be written" – Forrester ABOUT THE BOOK This is the first book on Intelligent Automation (IA). Also called Hyperautomation, it is one of the most recent trends in the field of artificial intelligence. IA is a cutting-edge combination of methods and technologies, involving people, organizations, machine learning, low-code platforms, robotic process automation (RPA), and more. This book is for everyone – whether you are an experienced practitioner, new to the topic, or simply interested in what the future holds for enterprises, work, life, and society as a whole. Key content of the book: > What is Intelligent Automation (IA)? Why has the use of IA been expanding so rapidly? What are the benefits it unleashes for employees, companies, customers, and society? > How have leading organizations been able to harness the full potential of IA, at scale, and generate massive efficiency gains in the range of 20 to 60%? > How can IA save 10+ million lives per year, triple our global budget for education, eliminate hunger, help protect our planet, or increase the resilience of society to pandemics and crises? What you will get from this book: > Get the lessons learned from 100+ IA transformation successes (and failures) > Benefit from the largest publicly available library of 500+ IA use cases by industry and by business function > Gain access to insights garnered from 200+ IA industry experts Read more about this book: www.intelligentautomationbook.com and get it on Amazon:

<https://www.amazon.fr/dp/B08KFLY51Y> WHY THIS BOOK? While many books have been published on AI, machine learning, or robotics, a comprehensive reference guidebook had never yet been written on the topic of IA. Also, it seemed essential to us to work towards establishing IA as a field, with its own frameworks, use cases, methods, and critical success factors. ABOUT THE AUTHORS Pascal Bornet is a recognized global expert, thought leader, and pioneer in the field of intelligent automation (IA). He founded and led the IA practices for McKinsey & Company and Ernst & Young (EY), where he drove hundreds of IA transformations across industries. Bornet is a member of the Forbes Technology Council, and he was awarded Global Top Voice in Technology 2019. Ian Barkin is Chief Strategy & Marketing Officer at SYKES. He is a globally recognized thought leader and veteran in the IA space. Barkin co-founded Symphony Ventures, a pure-play IA consulting company providing cutting-edge services across all sectors. In 2018, the company was acquired for US\$69 million by SYKES, a NASDAQ-listed global leader. Dr. Jochen Wirtz is Vice-Dean MBA Programmes at the National University of Singapore Business School, and Professor of Marketing. He is a well-known and highly acclaimed author with more than 20 books published, including "Services Marketing - People, Technology, Strategy". His research has been published in over 100 academic journal articles, and he received over 40 awards. Using a combination of theoretical discussion and real-world case studies, this book focuses on current and future use of RAISA technologies in the tourism economy, including examples from the hotel, restaurant, travel agency, museum, and events industries.

This book brings together experts from research and practice. It includes the design of innovative Robot Process Automation (RPA) concepts, the discussion of related research fields (e.g., Artificial Intelligence, AI), the evaluation of existing software products, and findings from real-life implementation projects. Similar to the substitution of physical work in manufacturing (blue collar automation), Robotic Process Automation tries to substitute intellectual work in office and administration processes with software robots (white-collar automation). The starting point for the development of RPA was the observation that – despite the use of process-oriented enterprise systems (such as ERP, CRM and BPM systems) – additional manual activities are still indispensable today. In the RPA approach, these manual activities are learned and automated by software robots, either by defining rules or by observing manual activities. RPA is related to business process management, machine learning, and artificial intelligence. Tools for RPA originated from dedicated stand-alone software. Today, RPA functionalities are also integrated into elaborated process management suites. From a conceptual perspective, RPA can be structured into input components (sensors in the wide sense), an intelligence center, and output components (actuators in the wide sense). From a strategic perspective, the impact of RPA can be related to the support of existing tasks, the complete substitution of human activities, and the innovation of processes as well as business models. At present, high expectations are related to the use of RPA in the improvement of software-supported business processes. Manual activities are learned and automated by software robots that interact with existing applications via the presentation layer. In combination with artificial intelligence (AI) as well as innovative interfaces (e. g., voice recognition) RPA creates a novel level of automation for office and administration processes. Its benefit potential reaches a return on investment (ROI) up-to 800% that is documented in various case studies.

From tech giants to plucky startups, the world is full of companies boasting that they are on their way to replacing human interpreters, but are they right? Interpreters vs Machines offers a solid introduction to recent theory and research on human and machine interpreting, and then invites the reader to explore the future of interpreting. With a foreword by Dr Henry Liu, the 13th International Federation of Translators (FIT) President, and written by consultant interpreter and researcher Jonathan Downie, this book offers a unique combination of research and practical insight into the field of interpreting. Written in an innovative, accessible style with humorous touches and real-life case studies, this

book is structured around the metaphor of playing and winning a computer game. It takes interpreters of all experience levels on a journey to better understand their own work, learn how computers attempt to interpret and explore possible futures for human interpreters. With five levels and split into 14 chapters, Interpreters vs Machines is key reading for all professional interpreters as well as students and researchers of Interpreting and Translation Studies, and those with an interest in machine interpreting.

This book presents best selected papers presented at the First Global Conference on Artificial Intelligence and Applications (GCAIA 2020), organized by the University of Engineering & Management, Jaipur, India, during 8-10 September 2020. The proceeding will be targeting the current research works in the domain of intelligent systems and artificial intelligence.

Robotic Process Automation (RPA) has grown from a relatively obscure technology that few recognised to significantly disrupting the workforce in just a few short years. Analysts predict the growth will continue exponentially. But what is the truth? How do you distinguish between the hype and the myths that now surround this topic? Whether it's Bill Gates suggesting RPA should be taxed, or predictions of massive job losses, there is a lot of confusion about what RPA really is and what impact it will have. Whatever industry sector you find yourself in, no matter how large or small, you will find that RPA will become the backbone of your future workforce if you are to continue to meet the changing customer demands. There is a need to act quickly and transform your business now or risk being disrupted by those who have already set out on their automation journey. But then we find that between 30%-50% of automation pilots fail! Statements made by vendors how easy it is to implement RPA are somewhat overstated. However, there are some basic lessons learned that can help you find the right path for your organisation. In this book, I will explain the different types of Robotic Process Automation and how to align your business needs to the solutions available and then start and scale your automation journey. This is not a sheep-dip approach but a carefully considered approach that helps you to align your specific business needs to the right solution and the right business model. Implementing RPA is not easy, but neither should it be too difficult if you follow a well-considered approach.

Do you want to make your products successful? Need to adapt to an ever-changing marketplace? Want to learn about how to make your products successful? Need to re-invent the way you develop products? This is the first book that focuses on product owners in all industries for all teams, beyond the Scrum framework: Stop wasting time and money on features that customers do not want Deliver value to your customers through valuable features Start getting satisfied and engaged customers Create SMART product teams that care about customers Create an agile product culture in your organization Using their experiences Joanna Tivig and Peter Monkhouse outline the skills, behaviors, and solutions for the new generation of product owners who care about customers, by creating products that deliver value. These product owners are focused on ACHIEVE: Agility in business Crashing the challenges Honing the team Iterating and adapting Effective ownership Value delivery Excellence Ready to learn how to join Gen P, the new generation of project owners? Scroll up and add this book to your cart. This book examines the extensive changes in markets, technologies and value chains that telecommunication companies are currently confronted with. It analyzes the crossroads they have reached and the choices that now need to be made – to be a bit pipe or a trendsetter of digitalization. Based on an analysis of the key challenges for telcos, the book derives future market scenarios and puts forward recommendations for how they can successfully position themselves. It proposes a framework based on seven “levers,” which addresses concrete measures in each step of the value chain, ranging from technology, IT and processes, to innovation, marketing and sales issues. The book discusses the current

challenges and provides both general recommendations and concrete solutions. Respected experts illustrate innovative strategic and technical trends and provide insights gained in real-life transformation projects. Recent developments in the areas of regulation, product development, competition between over-the-top (OTT) providers and telcos, as well as technical innovations like 5G, SDN/NFV, LEO satellites and MEC are discussed. Accordingly, practitioners, managers and researchers alike will benefit from the book's wealth of examples and up-to-date insights.

INTELLIGENT AUTOMATION Learn how to harness Artificial Intelligence to boost business & make our world more human
Pascal Bornet

Learn about Robotic Processing Automation (RPA) and how to build bots using UiPath. This book uses hands-on examples to explain the basics of UiPath and then walks you through real-world prototypes for testing your knowledge. Organizations around the world are implementing RPA in some capacity, and there is a shortage of RPA developers in the market. Analysts predict that the RPA market size will be worth \$4 Billion by 2025. With UiPath as one of the three major players in the RPA market, professionals and students can use this book to get ahead of the curve. This book helps you kick-start your automation journey with a special focus on one of the most popular RPA tools: UiPath. Robotic Process Automation using UiPath explains in detail the various features and functionalities of the RPA platform including development, debugging, and error handling. What You'll Learn Create robots from scratch, using one of the market leaders in RPA Develop automation apps and deploy them to all the computers in your department Build, test and perform enterprise automation tasks with UiPath Understand the key building blocks and components of UiPath Apply UiPath programming techniques to deploy robot configurations Review email Automation Automate Excel and PDF interactions Who This Book Is For RPA developers and business users alike, bringing the power and skill set of automation to anyone interested in citizen-led development, specifically UiPath StudioX. The simple exercises and no-code platform require no prior programming or RPA knowledge to follow along with this beginner's guide.

If you watched Super Bowl LIII in 2019, you saw no fewer than 10 commercials featuring robots. They were eating hot dogs at baseball games and crashing down roadways, shiny heads glinting in the sun. But these aren't the robots that will take the most jobs. Software running in obscure data centers that no one will ever see will replace or transform the jobs of cubicle workers, coordinators, and even knowledge workers. This book tells you about them, what jobs they'll take and when, and what we can do about it. Interviews with everyday workers bring the unvarnished reality of advancing automation, with all its ragged edges, to life. An actionable future-of-work model can prepare businesses, governments, and individuals for a rapidly changing workplace.

This book highlights recent research on intelligent systems and nature-inspired computing. It presents 130 selected

papers from the 19th International Conference on Intelligent Systems Design and Applications (ISDA 2020), which was held online. The ISDA is a premier conference in the field of computational intelligence, and the latest installment brought together researchers, engineers and practitioners whose work involves intelligent systems and their applications in industry. Including contributions by authors from 40 countries, the book offers a valuable reference guide for all researchers, students and practitioners in the fields of Computer Science and Engineering.

How to Optimize Human-Machine Work Combinations Your organization has made the decision to adopt automation and artificial intelligence technologies. Now, you face difficult and stubborn questions about how to implement that decision: How, when, and where should we apply automation in our organization? Is it a stark choice between humans versus machines? How do we stay on top of these technological trends as work and automation continue to evolve? Work and human capital experts Ravin Jesuthasan and John Boudreau present leaders with a new set of tools to answer these daunting questions. Transcending the endless debate about humans being replaced by machines, Jesuthasan and Boudreau show how smart leaders instead are optimizing human-automation combinations that are not only more efficient but also generate higher returns on improved performance. Based on groundbreaking primary research, *Reinventing Jobs* provides an original, structured approach of four distinct steps--deconstruct, optimize, automate, and reconfigure--to help leaders reinvent how work gets bundled into jobs and create optimal human-machine combinations. Jesuthasan and Boudreau show leaders how to continuously reexamine what a job really is, and they provide the tools for identifying the pivotal performance value of tasks within jobs and how these tasks should be reconstructed into new, more optimal combinations. With numerous examples and practical advice for applying the four-step process, *Reinventing Jobs* gives leaders a more precise, planful, and actionable way to decide how, when, and where to apply and optimize work automation.

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