aws marketplace

Automation Anywhere AI Agent

Reviews, tips, and advice from real users

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Product Recap

Automation Anywhere AI Agent

Automation Anywhere AI Agent Recap

Automation Anywhere AI Agent is a robust automation tool designed to enhance efficiency and streamline processes through intelligent automation capabilities, making it a reliable choice for enterprises seeking to leverage AI-driven technologies for superior operational outcomes.

As an intelligent agent, Automation Anywhere AI Agent offers businesses a sophisticated platform for automating complex workflows with ease. Its advanced features allow organizations to achieve scale and precision in automation, reducing manual intervention and increasing accuracy. With a focus on adaptive intelligence, the AI Agent can learn and evolve to meet the dynamic requirements of modern enterprises. These attributes contribute to process optimization and strategic agility, essential in today's fast-paced business landscape.

What are the key features of Automation Anywhere AI Agent?

- Intelligent Automation: Adapts to changing data and conditions for optimized performance.
- Scalability: Supports extensive deployment across enterprise-wide environments.
- Machine Learning Integration: Seamlessly incorporates machine learning models for enhanced decision-making.
- Customizable Workflows: Enables tailored processes to fit specific enterprise needs.
- Real-time Analytics: Provides insightful data for performance tracking and process improvement.

What benefits and ROI should users consider?

- Increased Efficiency: Automates repetitive tasks, freeing up human resources.
- Cost Reduction: Minimizes operational costs by reducing reliance on manual processes.
- Improved Accuracy: Reduces errors, leading to better quality outcomes.
- Scalable Solutions: Grows with the business, accommodating expanding operational demands.
- Enhanced Decision-Making: Leverages data-driven insights for strategic planning.

Automation Anywhere AI Agent is implemented across industries such as finance, healthcare, and manufacturing, where it automates compliance checks, patient data management, and supply chain processes. Its adaptability and strategic use of machine learning make it a versatile tool for diverse industry applications, helping businesses remain competitive and responsive to market changes.

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Valuable Features

Excerpts from real customer reviews on PeerSpot:

- "Since all three benefits are achieved—accuracy, efficiency, and cost saving—the business impact and dollar impact is really high."

  Krupesh Shah
  Account Director at a tech vendor with 10,001+ employees

- "I feel Automation Anywhere AI Agent is better than Blue Prism in that specific context."

  KalpeshParikh
  Co Founder at a media company with 10,001+ employees

- "By automating repetitive processes such as data entry, report generation, and transaction processing, I reduced manual effort significantly as tasks that earlier took hours now take minutes, resulting in clear time savings."

  Validated user
  Senior Rpa Consultant at a computer software company with 51-200 employees

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What users had to say about valuable features:

"The best features Automation Anywhere AI Agent offers include the ability to extract data from unstructured data, such as invoice document formats that are not always the same, sometimes being handwritten or perhaps a low-quality scan.

"Automation Anywhere AI Agent positively impacts my organization as it reduces manual effort and delivers output very quickly, allowing me to process documents for their intended purpose very quickly and effectively, cutting down the time significantly.

"It saves me approximately four to five hours per day as I automate repetitive processes.."

Validated user

Senior Rpa Consultant at a computer software company with 51-200 employees

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"Assessing the impact of Automation Anywhere AI Agent on workflow efficiency depends on the type of use case we have, such as compliance-related matters. With agentic AI, we achieve zero error. Otherwise, we calculate the cost and return on investment for that specific area. We also check the accuracy of our output and whether hallucination is present.

"The data extraction feature has helped in processing tasks, but we use our own ingestion model rather than the Automation Anywhere model. We go with Hadoop and a data lake approach, process it internally, and then push the regular data to Automation Anywhere AI Agent.

"The integration capabilities ensure smooth operations. We observe what comes into the pipeline and see the differences. I feel Automation Anywhere AI Agent is better than Blue Prism in that specific context. Generally, we go for Blue Prism in banking use cases, but of late, we are moving to Automation Anywhere AI Agent.."

KalpeshParikh
Co Founder at a media company with 10,001+ employees

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"The best features Automation Anywhere AI Agent offers include OCR and reading the OCR. I personally felt the OCR technology was one of the best features that Automation Anywhere had. At that time, I was also competing with UIPath, and UIPath was struggling with this particular requirement. The top features that stand out include the AI logic and autonomous decisioning. It was not just the data extraction, but the AI agent interpreted the data, decided, and acted upon it based on policies. Reading natural language was another valuable feature that I loved. Users can interact using plain language through chat, email, or ticketing. For example, a user could ask to help with all POs valued more than half a million dollars where approval is pending. AI-driven document processing was definitely valuable, as OCR and semantic understanding were very good. The system was able to handle invoices, contracts, bank statements, and delivery receipts. Self-learning was another thing which I would talk about, as the system was good enough to learn itself and improve the accuracy over time.

The self-learning aspect of Automation Anywhere AI Agent is significant. Nowadays, it is not a big thing because all the AI tools are doing it. However, when I was promoting it or being part of the implementation, what it really meant to me is that it was not unsupervised AI randomly changing behavior. It was guided learning from outcomes into workflows. The system observed how humans resolved exceptions and got better at doing the same next time. When a ticket or case was received and the knowledge facts did not have the response, a human intervened and responded with the right resolution. The system was smart enough to understand the resolution and update the knowledge fact, so the matching logic got smarter without new rules. Exception recommendations became more relevant. The system was also able to understand vendor and counterparty behavior modeling. There are many things, not just one, but a lot of things which can always be talked about.."

Krupesh Shah
Account Director at a tech vendor with 10,001+ employees

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Other Solutions Considered

"Before choosing Automation Anywhere AI Agent, I did not evaluate other options because there are many features and options available to me, and I do not need to choose another AI agent.."

Validated user
Senior Rpa Consultant at a computer software company with 51-200 employees

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"If Automation Anywhere AI Agent does not fit the requirement, we make our own tools. We do not generally do this because the complexity is now greater. We are in the banking area, so we cannot move the data outside the premises. If it does not meet our needs and Blue Prism is not nearby, we make our own features and then provide a Gen AI solution for that if Automation Anywhere AI Agent does not come into the picture. In that case, we have an additional margin. Our competency is only Automation Anywhere AI Agent; we do not have Blue Prism competency in RPA. The companies I have worked for are only using Automation Anywhere AI Agent after initially using Blue Prism. We use only one tool at a time.."

KalpeshParikh
Co Founder at a media company with 10,001+ employees

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ROI

Real user quotes about their ROI:

"I have definitely seen a return on investment with Automation Anywhere AI Agent. By automating repetitive processes such as data entry, report generation, and transaction processing, I reduced manual effort significantly as tasks that earlier took hours now take minutes, resulting in clear time savings.."

Validated user
Senior Rpa Consultant at a computer software company with 51-200 employees

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"I have seen a return on investment with Automation Anywhere AI Agent. The operational cost has reduced by 25 to 40%. The overtime staffing which they used to do has gone down to almost 50%. Invoice processing, which used to take three to five days, is now done within 24 hours. Cost avoidance has gone by 40%. Overall, there are very good numbers to speak about.."

Krupesh Shah
Account Director at a tech vendor with 10,001+ employees

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Use Case

"The primary use cases predominantly involve banking, including check validation, fraud management, and anti-money laundering. We extract these from the core banking system and pull them into the agent, which then provides a response that we return to the system.

"I predominantly try to integrate Automation Anywhere AI Agent with ServiceNow tools and Dynatrace for data tracing. However, the data is not moving correctly onto the integration platform.."

KalpeshParikh
Co Founder at a media company with 10,001+ employees

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"My main use case for Automation Anywhere AI Agent is to extract data from different invoices such as bills of lading, document automation, OCR extraction, and speech-to-text.

"In a recent project, a client sends me documents via their respective email, and I use document automation to extract invoice details such as invoice date, vendor name, amount, currency, PO number, and delivery note. After extracting the data, I receive the values in Excel format.

"Mostly, I use Automation Anywhere AI Agent for document automation where there is a GenAI prompt to extract both unstructured and structured data in a structured format. The GenAI prompt helps me extract only the relevant fields, not other fields.."

Validated user

Senior Rpa Consultant at a computer software company with 51-200 employees

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"The main use case for Automation Anywhere AI Agent in the organizations I work with is bank reconciliation and PO invoicing. The use cases depend on the segment. In one of the use cases, bank reconciliation was implemented, along with awarding POs or creating invoicing and raising it based on the PO that they used to receive from the customer. All of that documentation or work which was bulk in number and very repetitive for the organization normally fell into banking or manufacturing. These were two of the use cases which I have promoted or implemented at multiple places.

For PO invoicing in manufacturing or banking, Automation Anywhere AI Agent was ingesting all invoices from email extracts and reading the line item data using the IQ bot. It was validating this data against the PO and GRN data from the SAP in the organization. It was autonomously resolving common mismatches, such as price variance within the tolerance or missing PO reference, by querying ERP and vendor master data. Exceptions such as quantity mismatch were routed through the automation bot with a recommended action. With respect to bank reconciliation, the agent compared the core banking transactions with the statements from multiple partner banks. It used artificial intelligence to auto-match transactions with date, amount, variations, and narration. The unmatched items were categorized and posted automatically where rules allow.

I worked with a customer called SNS Group, which was my customer. I onboarded them on Salesforce. In both PO invoicing and bank reconciliation, the agent was limited to data capture. It applied policy-based reasoning to manage the tolerance limit and vendor SLAs, aging rules. It was learning from the historical resolutions, such as which vendor usually sends partial invoices and which banks post delayed fees. There are many use cases across industry, but these are two which I was part of the implementation team.."

Krupesh Shah
Account Director at a tech vendor with 10,001+ employees

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

"The initial setup for Automation Anywhere AI Agent is straightforward. We take the low-hanging fruit so it comes very clearly, and then we get approval from all stakeholders and institutionalize it. The initial setup is good, but expansion or scaling becomes a bit difficult or complex. Still, compared to other tools, it is good.."

KalpeshParikh

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Co Founder at a media company with 10,001+ employees

"My experience with pricing, setup cost, and licensing for Automation Anywhere AI Agent indicates that the pricing with Automation Anywhere is not great. UIPath is reasonably better with competitive pricing. There are also a lot of players in India, including Automation Edge, which I think has a bit more competitive pricing. Licenses are usually purchased per bot, per named user, and per AI agent seat depending on usage patterns. However, the cost was not a major issue. The major issue was setup cost. The implementation cost even for a POC was very high, and that was a pain for all the customers.."

Krupesh Shah

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Account Director at a tech vendor with 10,001+ employees

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Customer Service and Support

"I have no experience with customer support for Automation Anywhere AI Agent. Since we ourselves were the implementation partner, I do not remember taking more support from the Automation Anywhere team unless it was regarding the licenses part.."

Krupesh Shah
Account Director at a tech vendor with 10,001+ employees

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"The customer support provided by Automation Anywhere AI Agent is the best, being available 24/7, and they solve problems most of the time with a very high success rate.

"I would rate the customer support of Automation Anywhere AI Agent a 10.."

Validated user
Senior Rpa Consultant at a computer software company with 51-200 employees

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Other Advice

"My advice for others looking into using Automation Anywhere AI Agent is to start with a well-defined, stable process rather than a very complex one, as it works best when the process is standardized and repetitive. It is also important to plan for licensing, infrastructure, and scalability early to avoid cost or performance issues later.

"Sometimes it does not capture what I am trying to extract, such as the date format, and it becomes confused with the date or currency. For example, if the amount is AED and there is something such as a bracket or a line, it may be confused and provide AFD or other incorrect values.

"Overall, Automation Anywhere AI Agent is a strong enterprise RPA platform that delivers good value when implemented correctly, working best for organizations that plan automation strategically and invest in proper governance and training. With continued improvement in AI accuracy and usability, it can become even more competitive. I would rate this review an 8.."

Validated user
Senior Rpa Consultant at a computer software company with 51-200 employees

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"The improvements SNS Group saw included a reduction in manual hours, error rates, and faster invoice processing times due to Automation Anywhere AI Agent. Invoice processing time literally reduced to hours within the same day, which is eight hours. Initially, invoice processing used to take four to five days. After the salary disbursement, vendor payments used to be done in the mid of month and took around four to five days. Now it is within eight to max 24 hours, and the entire invoice processing cycle time is reduced. Bank reconciliation went from T+3 to same day. Initially, it used to take more than three to five days, and now the bank

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reconciliation is completed on the same day. The manual effort reduction was 70%, which is a huge number. Reconciliation was reduced by almost 80%, and invoice processing by almost 70 to 85%. The cost reduction was almost 25 to 30% for SNS Group. With respect to error reduction, since the bots were literally following the policies and learning so quickly, the error reduction was almost 90%, which is a good number.

The pricing with Automation Anywhere is not great. UIPath is reasonably better with competitive pricing. There are also a lot of players in India, including Automation Edge, which I think has a bit more competitive pricing. Licenses are usually purchased per bot, per named user, and per AI agent seat depending on usage patterns. However, the cost was not a major issue. The major issue was setup cost. The implementation cost even for a POC was very high, and that was a pain for all the customers.

I would rate this review as a 7 out of 10.."

Krupesh Shah
Account Director at a tech vendor with 10,001+ employees

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"I do not use the Process Analytics feature.

"I would describe the role of Cognitive Automation skills in managing complex tasks as very good. However, we are not using it now. They are moving more toward Gen AI, and Cognizant is not using much of Cognitive Automation skills anymore.

"I am also dealing with BotFarm by Automation Anywhere AI Agent.

"I would recommend BotFarm for companies in banking, financials, and wealth management, so all in the BFSI sector. Whether small bank or big bank, that is what we do.

"BotFarm is not very popular; the standard Automation Anywhere AI Agent is more widespread.

"I feel that Automation Anywhere AI Agent is the best option on the market when it comes to automation. I would rate this review a 7 out of 10.."

KalpeshParikh
Co Founder at a media company with 10,001+ employees

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Top Industries

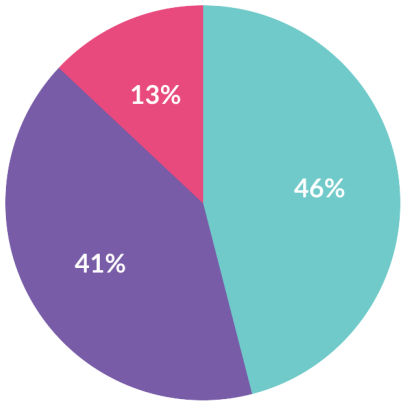
by visitors reading reviews

Construction Company	30%
Outsourcing Company	16%
Manufacturing Company	13%
Comms Service Provider	9%

Company Size

by reviewers

by visitors reading reviews



Large Enterprise Midsize Enterprise Small Business

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