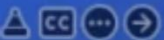


IBM Automation

AI-powered Automation



IBM

AI-powered Automation

Improve business performance by making all information-centric jobs more productive

Discover how your processes run

Collect, organize, and classify vast amounts of data

Decide what and how to automate

Identify and prioritize where automation can boost performance

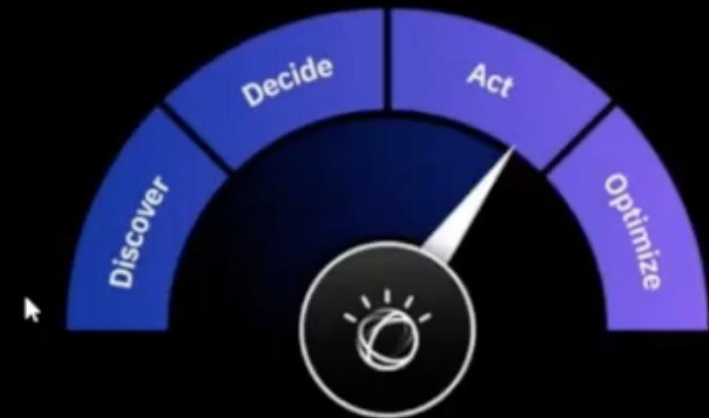
Act across business and IT

Empower employees with intelligence to achieve desired outcomes

Optimize for continuous improvement

Capitalize on insights to proactively improve workflows

Automation framework



Hybrid cloud platform

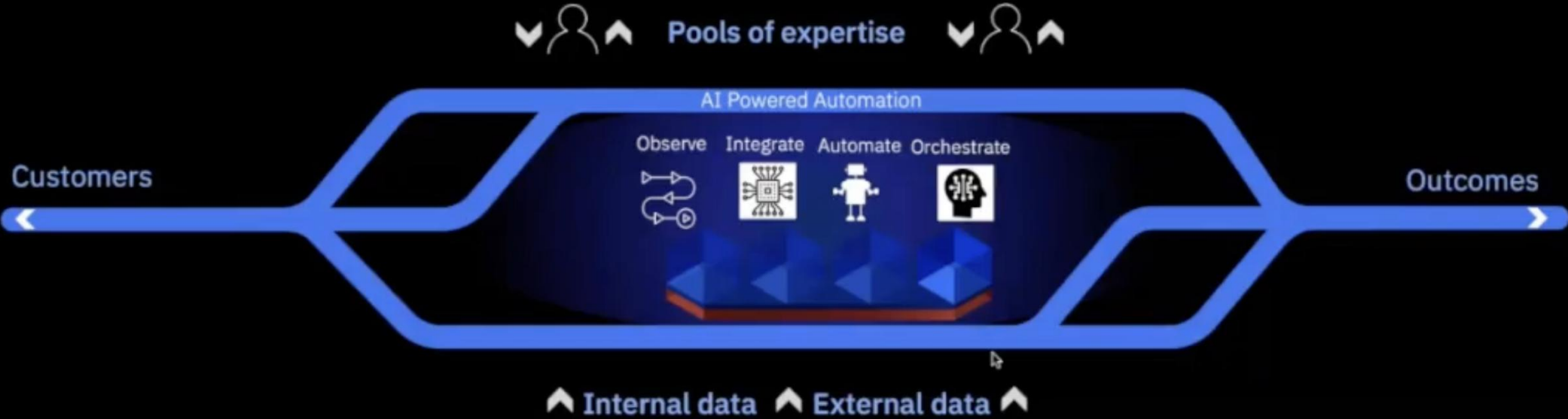


AI-powered Automation – Underpinning tech

Increase the confidence and speed in how decisions are made

Empower people to do higher-value work

Create more meaningful experiences for customers and employees



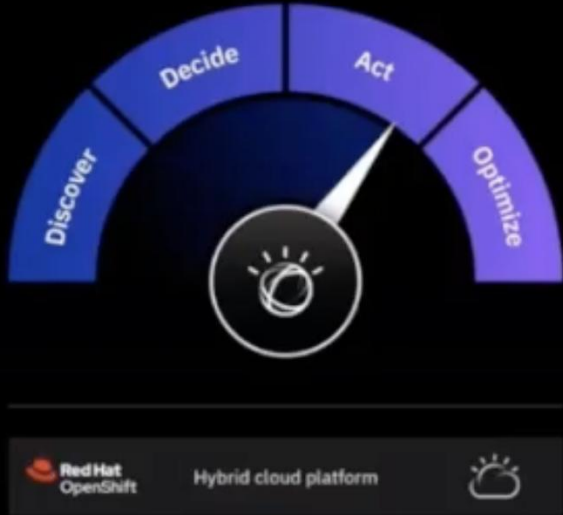
Automation become intelligent by embedding AI across exponential technologies

AI-powered Automation

The Right Scale Deployment

Digital Workforce

Orchestrated Processes



IBM Automation



THE GREAT DIGITAL SHIFT

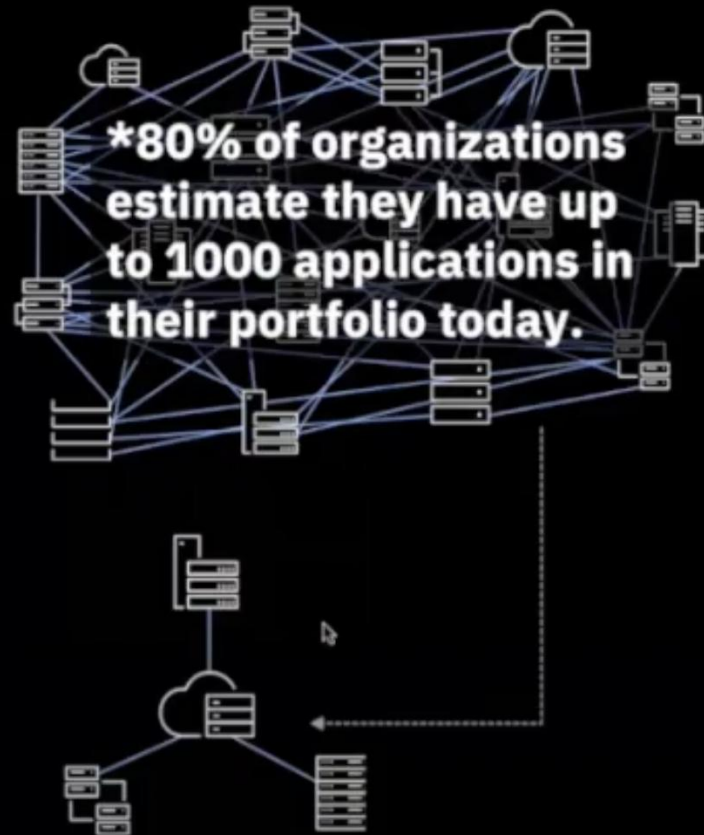
10 years of digitization in under one year



% of business channels replaced by digital

McKinsey & Company

GROWING COMPLEXITY



*80% of organizations estimate they have up to 1000 applications in their portfolio today.

*IDC, Worldwide Application Services, 2021, Doc # US47588016, April 2021

ATTRITION & SKILL GAPS

4.3 million people quit jobs in August — about 2.9 percent of the workforce, a pandemic-era record.

- The Washington Post, 2021

1 in 3 workers are now considering leaving their job.

- MagnifyMoney Report, 2021

Knowledge workers want to spend time doing this...



Building relationships with customers



Brainstorming new ideas



Learning new skills



Collaborating with teammates



Strategy and planning

... just to name a few...

And less time on the low value, busy work.



Copy & pasting or editing data in spreadsheets



Clicking from system to system



Scheduling meetings



Chasing after work and people

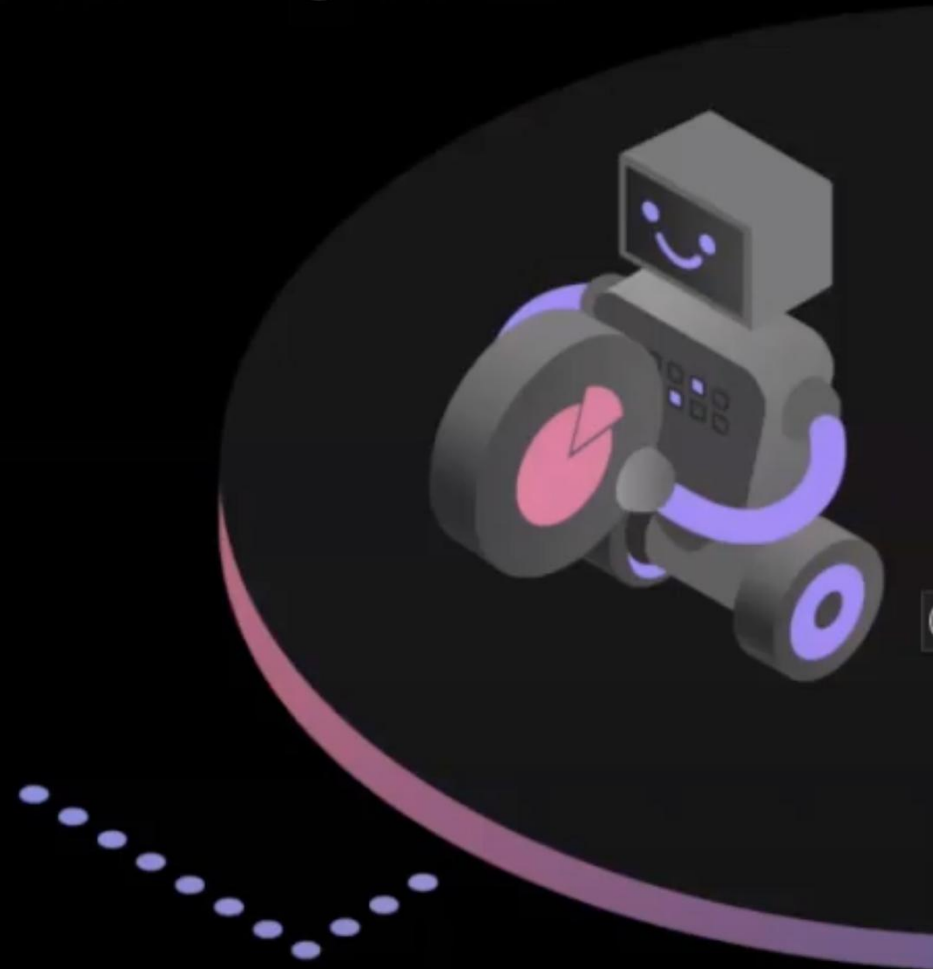


Bottlenecks forcing tight deadlines

What is a **Digital Employee**?

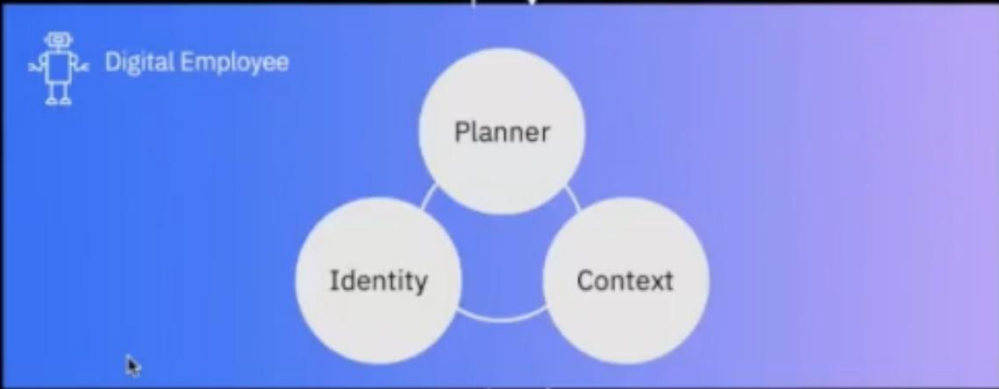
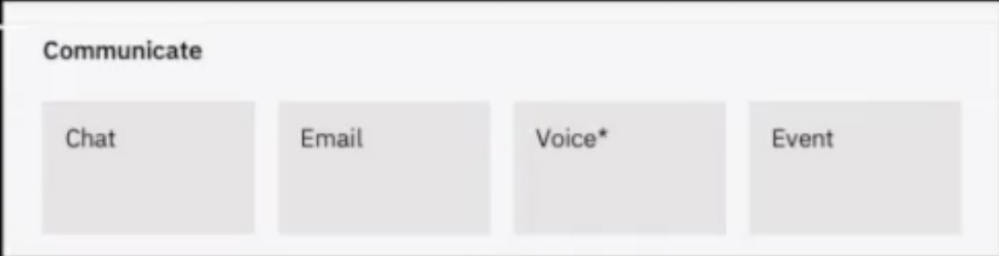
Everyone gets their own digital employee they can command, train, and delegate work to

- A digital employee helps you perform work faster – with a set of **automation Skills** that you give it
- You **interact with it** and command it using chat in the tools you use today (Slack and Teams)
- It **uses AI** to plan how to best combine its skills to complete a task for you
- It has identity and access credentials, and **performs work for you directly in the business tools** you use
- It **has a memory** and can remember past interactions to accomplish more complex tasks over multiple interactions



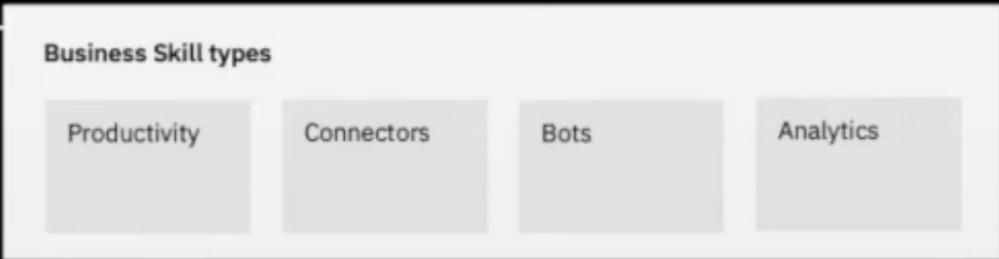
What is a Digital Employee?

Interacts via natural language or autonomous events



- Mix-and-match skills on the fly to achieve desired outcome
- Secure access through business or user credentials
- Maintains memory over multiple interactions to complete complex work

Labor-centric and system-centric skills to service all automation needs



Search IBM Test

Watson Orchestrate

Watson Orchestrate •

This is the very beginning of your direct message history with @Watson Orchestrate

Carol Jones 6:43PM
Hi!

Watson Orchestrate 6:43PM
Hi there.

Message Watson Orchestrate

Watson Orchestrate
watsonorchestrate@acmecorp.com

Team
Carol Jones Debbie Crocker Brad Erwin

Core skills

Email	Calendar	Watch	Content
Natural Language Query	Data visualization	Approval Workstreams	Checklist Workstreams

Watches

No watches created yet.

Search IBM Text

Watson Orchestrator

	count	closeMonth	avg value
0	24	January	25.00
1	16	February	27.50
2	16	March	27.50
3	24	May	28.00
4	32	June	18.75
5	24	July	26.67
6	24	August	28.33
7	16	October	25.00
8	16	November	22.50
9	16	December	28.00

[10 rows x 3 columns]

Carol Jones 6:43PM
Show this in a bar graph.

Watson Orchestrator 6:43PM
Can do!



Bar plot of avg value vs. closemonth

closemonth	avg value
January	25.00
February	27.50
March	27.50
April	20.00
May	18.75
June	28.00
July	26.67
August	28.33
September	22.50
October	25.00
November	22.50
December	28.00

Carol Jones 6:43PM
Can you email this bar graph to me?

Watson Orchestrator 6:43PM
Yes, I just sent the email.

Message Watson Orchestrator

Watson Orchestrator
watsonorchestrator@acmecorp.com

Team
Carol Jones, Debbie Crocker, Brad Erwin

Core skills

Email	Calendar	Watch	Content
Natural Language Query	Data visualization	Approval Workstreams	Checklist Workstreams

Automation skills

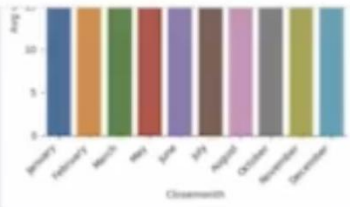
Automation Decision Services Discount ruleset	Business Automation Insights Salesforce data	Business Automation Content Analyzer Sales document processor	Salesforce Apply discount
Salesforce Edit opportunity	Salesforce Create quote		

Watches

"Watch all opportunities in Salesforce and message me when any opportunity moves to proposal stage."

Search IBM Text

Watson Orchestrate




Carol Jones 6:43PM
Can you email this bar graph to me?

Watson Orchestrate 6:43PM
Yes, I just sent the email.

Carol Jones 6:43PM
Create a quote in Salesforce for opportunity #98754 and use this document for the products

ACMECorp_ECM_Pricing.pdf
562 KB PDF



Watson Orchestrate 6:43PM
Here's the quote: FutureCorpquote.pdf

Carol Jones 6:50PM
What's the highest discount I'm allowed to apply for this opportunity?

Watson Orchestrate 6:50PM
This opportunity is allowed a 35% discount off the book price based on company policy. Since that's higher than 25%, our sales policies would require a special approval for that discount.

Apply a 28% discount and submit the quote to Susan Guzman for approval.

Carol's message

"What's the highest discount I'm allowed to apply for this opportunity?"

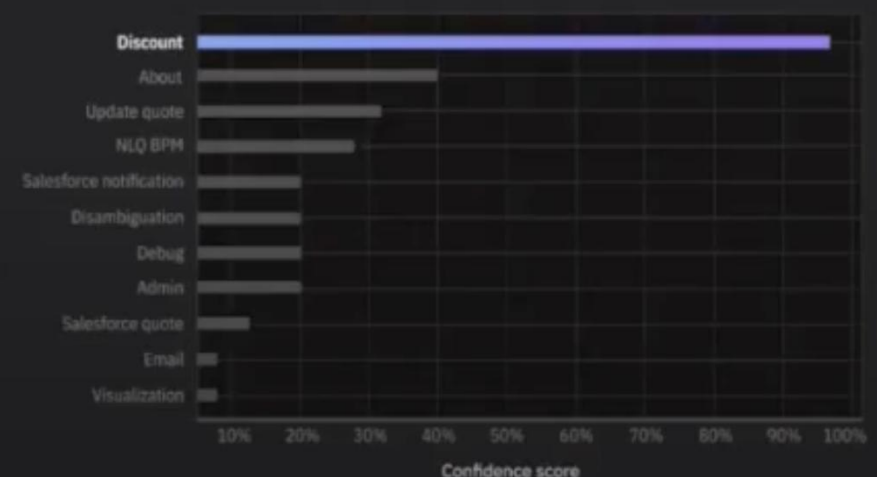
1. Discount

2/2 steps complete

Natural language understanding

Operational Decision Management

Top 10 skills



Skill	Confidence Score
Discount	96%
About	~40%
Update quote	~30%
NLQ BPM	~28%
Salesforce notification	~20%
Disambiguation	~20%
Debug	~20%
Admin	~20%
Salesforce quote	~15%
Email	~10%
Visualization	~10%

Confidence score

96%

Response

"This opportunity is allowed a 35% discount off the book price based on company policy. Since that's higher than 25%, our sales policies would require a special approval for that discount."

Watson Orchestrate

New interactive AI for professionals

Automate work and reclaim
50% of your time to focus on
what matters most

Works interactively with
you to get day-to-day
tasks done faster using
email and calendar

Works autonomously to
watch for updates in
your business systems
and lets you know when
your attention is needed

Works with data and
insight from your
business applications so
you can simply ask it
what you're looking for

Works with you on
complex tasks involving
multiple steps in
multiple business
systems

