RPA is...

- Computer-coded software
- Programs that replace humans performing repetitive rules-based tasks
- Cross-functional and cross-application macros

RPA is not...

- Walking, talking auto-bots
- Physically existing machines processing paper
- Artificial intelligence or voice recognition and reply software

What it can do

- Opening email and attachments
- Logging into web/ enterprise applications
- Moving files and folders
- Copying and pasting
- Filling in forms
- Reading and writing to databases

- Scraping data from the web
- Connecting to system API
- Making calculations
- Extracting structured data from documents
- Collecting social media statistics
- Following "if/then" decisions/rules