



Faster. Smarter. **Autonomous.**

Real examples of AI Agents in action.

 **UiPath**
AGENTIC AUTOMATION

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01

Smart Purchase Agent

Description: An AI system automating end-to-end purchase request (PR) processing, including vendor negotiation and pricing optimization.

Solutions: UiPath Maestro | UiPath IXP | Integration Service | Data Service



Bot



Agent



Human

BUSINESS PROBLEM

High cycle time: 5-7 days per purchase request

Manual effort: Time-consuming email analysis, follow-ups, and comparisons

Continuous monitoring: Constant need to monitor communications and approvals

Error-prone: Susceptible to errors with multiple transactions and data points

Regular impact: Affects multiple PRs and POs regularly

HOW IT WORKS



Download approved PRs from SAP



Extract pricing data from vendor quotes using Document Understanding



Create pricing comparison sheet and vendor ranking based on historical performance



Negotiate with vendors following PO team's guidelines and product catalog



Involve PO team for further negotiation or approval if needed



Create PO in SAP and update PO tracker



Send confirmation email to Buyer

BENEFITS

Reduced cycle time: Less than 2 days per PR

Minimized manual effort: 90% reduction

Error reduction: Nearly eliminated

Enhanced negotiations: Better pricing and vendor management

Cost savings: Without increasing staff

02

Underwriting Processing Agent



Bot



Agent



Human

Description: AI-powered agent automating insurance underwriting, from data gathering to policy issuance, enhancing efficiency and reducing risk.

Solutions: UiPath Maestro | UiPath IXP | Integration Service | Data Service

BUSINESS PROBLEM

Manual and time-consuming:

The underwriting process is labor-intensive

Long SLA: Policy issuance typically takes 5-20 days

Complex steps: Multiple stages, not all are rules-based

Expert judgment needed:

Required for complex or high-risk cases

High-volume impact:

Affects numerous insurance applications regularly

HOW IT WORKS



Submission: Agent/broker submits customer info



Storage and extraction: Robot stores and extracts key fields



Analysis: Agent analyzes the case



Risk assessment: Agent determines risk and premium



Expert review: High-risk cases are escalated



Policy creation: System generates quote or policy



Confirmation: Customer receives email to sign

BENEFITS

Faster policy issuance:

Reduces time to less than 2 days

Improved risk assessment:

Enhances accuracy and consistency

Operational efficiency:

Minimizes manual effort

Enhanced customer experience:

Focuses on complex tasks

INSURANCE

03

Intelligent Accounts Payable Processing Agent



Bot



Agent



Human

Description: An AI-powered agent system that automates the end-to-end accounts payable process, from invoice receipt to payment, including discrepancy investigation and resolution.

Solutions: UiPath Maestro | UiPath IXP | UiPath Communications Mining | Apps Integration Service | Data Service

BUSINESS PROBLEM

Manual and slow: Invoice processing is time-consuming

High errors: At least 20% of invoices have discrepancies

Expert-dependent: Rely on experts for exceptions

Poor communication: Inefficient vendor communication

Volume: 31.7 million invoices annually, 1.5 pages each

HOW IT WORKS



Data extraction: UiPath IXP extracts invoice data



Guideline interpretation: Agent applies matching guidelines



Data comparison: Agent compares invoice data with SAP purchase orders



Discrepancy investigation: Agent explores discrepancies



Discrepancy resolution: Agent resolves issues or drafts communications



System management: The system handles the process, involving humans only when necessary

BENEFITS

Reduces manual work: Minimizes human effort

Speeds up processing: Faster invoice handling

Minimizes errors: Reduces error rates

Handles complex cases: Manages difficult scenarios

Improves vendor relationships: Faster payment cycles and better communication

04

Network Cable Claim Handler Agent



Bot



Agent



Human

Description: Agent automating network cable removal claim validation through photo analysis, policy application, and human escalation for complex cases.

Solutions: Computer Vision | GenAI-Activities | Apps | Integration Service

BUSINESS PROBLEM

High Volume: The claim validation process handles about 40,000 claims per month

Manual inefficiency: The current system is time-consuming and validates less than 1% of claims (around 300 per month)

Workload strain: Seven claim validators are overwhelmed by the workload

HOW IT WORKS



Submission: Workers submit claims with photos



Download: Robot saves the images



Detection: Object detection is performed



Analysis: Agent applies internal policies



Approval/Escalation: Agent confirms or escalates claims



Final decision: Updated in the system

BENEFITS

Increased volume: Handles up to 40,000 monthly claims, compared to 300

Faster resolution: Speeds up the claim validation process

Reduced workload: Minimizes tasks for human validators

Error reduction: Ensures consistent and accurate claim processing

Strategic focus: Allows human validators to focus on complex cases

05 Campaign Manager Agent



Description: An AI-powered agent system that streamlines the entire end-to-end campaign process, from ideation to execution and performance monitoring, enhancing marketing agility and efficiency.

Solutions: UiPath Maestro | UiPath IXP | Apps | Integration Service | Data Service
Action Center | Visla | Salesforce

BUSINESS PROBLEM

- Time-consuming:** 20+ hours per campaign
- High rework:** 60% due to grammar and typos
- A/B Testing:** Takes over 10 hours
- Inefficient updates:** Multi-system and lead tracking
- Regular impact:** Affects multiple campaigns

HOW IT WORKS

- Idea:** Marketing manager submits
- Record:** Agent creates in Salesforce, analyzes data
- Business Case:** Agent generates for review
- Content:** Agent creates upon approval
- Review:** Content adjusted in Action Center
- Automation:** Agent automates and syncs with Salesforce
- A/B Testing:** A/B testing is conducted
- Metrics:** Agent displays for optimization

BENEFITS

- Reduces manual effort:** Cuts campaign time from 20+ hours to a fraction
- Minimizes rework:** Reduces content errors and rework
- Faster Go-to-Market:** Accelerates campaign launches
- Improved responsiveness:** Enhances market agility
- Strategic focus:** Allows teams to focus on high-impact decisions

ADVERTISING

06

Software Testing and Defects Analyzer



Bot

Agent

Human

Description: An Agent automates test result analysis, identifies exceptions, and manages defects, reducing manual effort and boosting efficiency in software testing.

Solutions: Apps | Integration Service | Jira

BUSINESS PROBLEM

Time-consuming manual analysis of test results

High volume of test executions (thousands) with a 10% failure rate

Approximately 200 minutes needed to **analyze 100 failed test cases**

Challenges in identifying and **managing exceptions and defects**

HOW IT WORKS



Collects test execution results



Identifies and analyzes failed test cases



Determines unique problems



Reads open defects from the management system



Compares failed cases to open defects



Creates new defects or adds comments to existing ones



Sends a summary email with context grounding

BENEFITS

Reduces manual effort by 95%, from 200 minutes to 10 minutes for 100 failed test cases

Accelerates defect resolution

Improves test coverage

Allows QA teams to focus on more strategic tasks

Enhances overall software quality through consistent and thorough analysis

SOFTWARE

07

Health & Safety Inspection Agent



Bot



Agent



Human

Description: An AI-powered agent automates remote compliance inspections, generates detailed reports, and orchestrates resolution processes.

Solutions: Computer Vision | GenAI-Activities | UiPath IXP | Integration Service

BUSINESS PROBLEM

Global companies **struggle with varying regulations**

Manual inspections are **time-consuming and error-prone**

Achieving 100% **compliance is difficult**

Non-compliance risks include penalties and reputational damage

Current process takes **1 day for inspection** and **2-3 hours for a report**

Issues take 20 days to fix, with detection time up to half a year

HOW IT WORKS



Captures images of facilities (using a mobile app)



Extracts geolocation data from image metadata



Uses AI to detect and classify potential issues



Compares findings with local laws



Generates detailed compliance reports



Notifies responsible personnel at impacted locations



Tracks corrective actions to ensure ongoing compliance

BENEFITS

Improved efficiency:

Reduces inspection time and costs

Enhanced accuracy:

Minimizes human error with AI

Proactive compliance:

Enables frequent, remote inspections

Faster issue resolution:

Cuts fix time from 20 days to a fraction

Better resource allocation:

Focuses resources on critical areas

08 Logistic Penalty Processing Agent



Description: An AI-powered agent automates remote compliance inspections using image recognition, generating detailed reports and facilitating quick issue resolution.

Solutions: UiPath IXP | Integration Service | UiPath Autopilot for Everyone

BUSINESS PROBLEM

Global compliance:

Varying regulations

Manual inspections:

Time-consuming, error-prone

100% compliance:

Difficult to achieve

Risks: Penalties, reputational damage, lost business

Current process:

1 day inspection, 2-3 hours report

Issue fix: 20 days average, up to 6 months detection

HOW IT WORKS

-  **Receives penalty notices** from customers
-  **Analyzes penalty details** and compares with order and delivery data
-  **Checks customer delivery claims** and contract clauses
-  **Verifies previous communications** regarding transportation/logistics issues
-  **Decides to accept or reject** each penalty based on analysis
-  **Negotiates penalty amounts** when accepted
-  **Generates detailed explanations** for accepted or rejected penalties
-  **Communicates** decisions back to customers

BENEFITS

Enhanced efficiency:

Reduces inspection time and costs

Improved accuracy:

Minimizes human error

Frequent inspections:

Enables more regular checks

Faster issue resolution:

Reduces average fix time

Risk reduction: Decreases penalties and reputational damage

09

Agentic Work Order Processing



Bot



Agent



Human

Description:

An AI-powered agent streamlines work order processing for field technicians, boosting efficiency and reducing turnaround times in mining and natural resource industries.

Solutions:

UiPath Maestro | UiPath IXP | Integration Service | Data Service | SAP | SAP Ariba

BUSINESS PROBLEM

- Manual, time-consuming processing
- High delay costs
- Limited coordinator availability
- Error-prone updates
- Complex resource allocation

HOW IT WORKS

- Field technician submits work order
- Agent processes work order
- Checks personnel availability and skillset in SAP
- Checks tool and parts inventory in SAP Ariba and databases
- Reviews site safety requirements
- Generates alternatives if resources are unavailable
- Schedules work order and updates systems
- Sends confirmation to field technician and coordinator
- Coordinator reviews alternatives if needed

BENEFITS

- Reduces turnaround times from days to hours
- Enables 24/7 processing
- Improves conversion rates by up to 50% for out-of-office requests
- Minimizes errors and reduces on-site costs
- Simplifies the process and leads to significant cost savings

10 Systems Log Analyzer Agent

Description: An AI-powered agent detects and prevents potential IT issues before they impact business operations.

Solutions: GenAI Activities | WebSearch | Integration Service | ServiceNow



BUSINESS PROBLEM

High costs of unplanned downtime (\$5,600 per minute for large enterprises)

Significant expenses from cybersecurity breaches (\$4.45 million average cost)

IT teams spend 30-40% of their time on reactive issue resolution

Affects multiple IT systems regularly

HOW IT WORKS

- Continuously monitors and downloads** log files
- Analyzes logs** for critical issues
- Searches web and documentation** for fixes
- Automatically creates tickets** with errors and fixes
- Notifies IT staff** before issues escalate
- Can be extended** with Context Grounding

BENEFITS

Saves \$100K-\$300K annually for mid-sized businesses

Offers 60-80% savings in log file analysis

Reduces error investigation time by 30-50%

Cuts ticket creation time by 50-70%

Prevents downtime and cybersecurity breaches, improving system reliability and IT performance

11 Multilingual Claim Validation

Description: An Agent automates multilingual medical insurance claims, improving efficiency, accuracy, and accessibility.

Solutions: UiPath Maestro | UiPath IXP | Integration Service | Data Service | SAP | SAP Ariba



BUSINESS PROBLEM

Language barriers delay claims and increase stress

Disparities in healthcare access for immigrants and non-native speakers

Industry SLA: 3-5 days per claim

Manual processing:
5-15 minutes, plus 10-15 minutes for translation

Multiple steps and high error potential

HOW IT WORKS

- Client submits claim** in any language
- Robot downloads** and saves claim
- AI translates and extracts** key fields
- Agent classifies** and cross-matches claim
- Agent approves** or escalates
- Manages escalations** per SOP
- Processes payment** via automation
- Sends confirmation** email

BENEFITS

- Reduces** processing times from **days to hours**
- Eliminates** language barriers
- Ensures** consistent **quality**
- Improves** customer **experience**
- Reduces** operational **costs**

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Recruit & Screening Agent

Description: An AI system automates candidate screening, enhancing efficiency and accuracy in job placements.

Solutions: UiPath Maestro | UiPath IXP



Bot



Agent



Human

BUSINESS PROBLEM

- Difficulty selecting** suitable candidates
- Risk of mismatched** personnel
- Potential decline** in company credibility
- Time-consuming** manual screening
- Affects significant applications** in a 4-trillion-yen industry

HOW IT WORKS

-  **Receives job applications** and resumes
-  **Performs initial screening** by credentials, job changes, location, industry experience, age
-  **Creates tailored** interview questions
-  **Records and transcribes** interviews
-  **Evaluates candidates** using predefined criteria
-  **Generates reports** and recommendations

BENEFITS

- Improves screening efficiency** and accuracy
- Reduces time and effort** for initial screenings
- Creates consistent** evaluation criteria
- Identifies suitable candidates** more quickly
- Potentially reduces turnover** and improves client satisfaction

13 Merchant Registration Agent for Payment Service



Description: An AI-powered system automates merchant registration, boosting efficiency, accuracy, and customer satisfaction.

Solutions: UiPath IXP | Apps | Integration Service | Google Maps

BUSINESS PROBLEM

- Long lead times (3-5 days)
- High volume of manual work and communication
- Time-consuming and costly training for temps
- Need for human confirmation and double-checking
- Difficulty adapting to changing screening criteria

HOW IT WORKS

-  **Applicant submits** online application and documents
-  **Agent digitizes** and reconciles data
-  **Agent verifies store** using Google Maps
-  **Agents perform checks and request** corrections if needed
-  **Human reviewers confirm results** in Action Center
-  **System registers merchant and sends** notifications upon approval

BENEFITS

- Reduces registration time** from 3-5 days to hours
- Minimizes manual effort** and enhances accuracy
- Improves customer satisfaction** and reduces training costs
- Adapts easily** to changing criteria and scales efficiently
- Enhances operational efficiency** and scalability

Strategic Product Procurement Alignment Agent



Bot



Agent



Human

Description: An AI-powered agent system automates parts selection and optimizes quality, cost, and delivery, enhancing efficiency and reducing design-procurement mismatches.

Solutions: UiPath IXP | Apps | Integration Service

BUSINESS PROBLEM

Inefficient product development due to design-procurement mismatches

High costs in procurement and rework

Delayed product launches

For a \$225M company:

- 3,000 parts (10% of 30,000) considered for substitution
- 67,500 hours/year on manual processes
- \$2.1M in labor costs for manual processes

HOW IT WORKS



Updates value engineering candidate lists and supplier info



Reads and expands design BOMs



Extracts target part specs



Searches for matching parts



Evaluates QCD factors



Generates and ranks part combinations



Facilitates confirmation from related parties

BENEFITS

Reduces per-part process time by **66%**

Avoids potential losses of up to \$1.28M per company

Saves 45,000 hours annually

Reduces costs by \$1.5M per company

Industry-wide potential savings exceed \$270M+

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Purchase Validation Agent

Description: An AI-powered agent automates purchase quotation reviews, price validation, and compliance checks, boosting procurement efficiency and accuracy.

Solutions: UiPath IXP | Apps | Integration Service | Google | Rakuten



Bot



Agent



Human

BUSINESS PROBLEM

Manual quotation review takes 2-15 minutes per document

Difficulty comparing quotation prices with market rates, especially for unknown products

Time-consuming cross-referencing with company policies

Affects multiple quotations across purchasing departments

HOW IT WORKS



Buyer submits quotation



RPA preprocesses



IDP extracts item info



API scrapes prices



AI performs price and conformance checks



Agent validates prices and **send results** to procurement officer



Officer makes final decision

BENEFITS

Reduces processing time from 2-15 minutes to seconds or minutes

Ensures consistent application of company policies

Identifies the most cost-effective purchases

Minimizes human error in price comparisons and policy adherence

Accelerates procurement decisions, potentially saving costs

PROCUREMENT

16

Supplier Offer Validation Agent



Bot



Agent



Human

Description: An AI-powered agent automates quotation analysis and standardization, streamlining bid assessment for construction projects.

Solutions: GenAI Activities | UiPath IXP | Integration Service | UiPath Autopilot for Everyone

BUSINESS PROBLEM

Inconsistent formatting of quotations from different suppliers

Time-consuming manual process of reorganizing and standardizing quote items

Risk of knowledge loss due to retirement of experienced staff

Potential for errors in manual assessment

Affects multiple quotations for each construction project

HOW IT WORKS



Quotations are received and digitized



Agent extracts key information and standardizes items



Reclassifies items into a standardized format



Creates a comparison table



Human experts review and confirm



System learns from corrections

BENEFITS

Significantly improves efficiency and accuracy of bid evaluation

Reduces time spent on manual quote standardization

Ensures consistent assessment criteria across all bids

Preserves institutional knowledge that might be lost due to staff retirement

Streamlines the quotation assessment process, potentially reducing processing time from days to hours

17

Production Line & Monitoring Agent

Description: An AI-powered agent system automates production line monitoring and troubleshooting, reducing downtime and improving efficiency.

Solutions: Integration Service



Bot



Agent



Human

BUSINESS PROBLEM

Machine breakdowns occur daily, causing productivity loss and missed volume KPIs

Experienced operators are retiring, leading to knowledge loss

Junior operators spend excessive time consulting manuals and seeking advice

Expert average troubleshooting time is 20 minutes, while junior average is 50 minutes per incident

HOW IT WORKS



Monitors production line and IoT data



Detects errors and anomalies.



Analyzes issues with AI



Proposes repair options



Escalates complex issues



Logs repairs and updates knowledge base



Enters data into management systems

BENEFITS

Reduces downtime and improves manufacturing efficiency

Cuts troubleshooting time for junior operators from 50 minutes to 20 minutes

Ensures standardized repair quality and better resource planning

Facilitates knowledge transfer from retiring experts to junior staff

Increases productivity and reduces training costs

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Patent Analysis & Submissions Agent



Bot



Agent



Human

Description: An Agent automates patent submission by analyzing proposals, detecting conflicts, and generating reports.

Solutions: UiPath IXP | UiPath Communications Mining | Apps | Integration Service | Data Service

BUSINESS PROBLEM

Up to 5 IP proposals daily

Review 50+ potential conflicts
per proposal

3-5 conflicts need further
analysis

2-4 week SLA, 30% error rate

High demand for specialists

Time-consuming, error-prone
manual processes

HOW IT WORKS



Customer submits patent
proposal via email



Agent processes and identifies
relevant terms



Agent searches for correlated
inventions using RPA



Agent analyzes potential conflicts



Agent composes final report with
guidance



Patent specialist verifies and adjusts



Confirmation email sent to customer

BENEFITS

Increases processing capacity
by 40-50%

Frees up to 50% of
specialists' time

**Reduces technology specialist
intervention** by 80%

Minimizes legal risks and
improves accuracy

**Enhances customer and
employee satisfaction**

LEGAL

19 Procurement Negotiating Agent



Description: An AI system that automates procurement tasks like price analysis, negotiation, and approvals to improve supply chain efficiency and reduce costs.

Solutions: UiPath Maestro | Apps | Integration Service | Data Service

BUSINESS PROBLEM

Manual price update reviews take an average of 2 hours

Negotiation approaches are **inconsistent**

Data handling is **error-prone**

Approval process involves **multiple manual steps**

Industry average SLA for **price update processing is 1 day**

HOW IT WORKS

-  **Supplier submits** price updates via email
-  **Robot extracts** item details
-  **Agent benchmarks** and validates prices
-  **Agent negotiates** if needed
-  **Agent posts analysis** to procurement portal
-  **Procurement analyst reviews**
-  **Manager approves** via app
-  **System confirms** with supplier

BENEFITS

- Reduces average handling time** from 2 hours to minutes
- Ensures consistent negotiation** approaches
- Minimizes errors** in data handling
- Provides better visibility** with a comprehensive dashboard
- Potential for cost savings** and improved supplier relationships

PROCUREMENT

20

Medical Pre-Authorization Validation Agent



Bot



Agent



Human

Description: An AI-powered system streamlines insurance pre-authorization, reducing delays, improving accuracy, and enhancing patient experience.

Solutions: UiPath Maestro | UiPath IXP | Integration Service | Data Service

BUSINESS PROBLEM

Delays in approvals

(industry average SLA: 5-10 days, plus 7-30 days for denials)

High administrative costs due to manual processes

Lack of standardization across insurers

Frequent denials and rework

Limited automation in existing systems

HOW IT WORKS

-  **Agent checks** if pre-authorization is needed
-  **Agent gathers** required information
-  **Robot creates the pre-authorization request**
-  **Agent follows up** and appeals denials
-  **Agent schedules** service if approved
-  **Robot handles follow-ups** and info gathering

BENEFITS

Reduces approval time to hours or minutes

Enhances patient satisfaction with faster treatment initiation

Lowers administrative costs for providers and payers

Minimizes errors and denials through standardized processes

Improves overall healthcare delivery experience

HEALTHCARE

Contact us to learn more



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The logo for UiPath, featuring the word "UiPath" in a white, rounded sans-serif font. The letter "i" is replaced by a vertical orange bar, and above it are three orange four-pointed stars of varying sizes, arranged in a cluster.

UiPath

AGENTIC AUTOMATION