Blue Prism Cloud Interact: Web Interface for Digital Worker and Human Collaboration

What is Interact?

Blue Prism Cloud Interact (BPC Interact) is a web interface that acts as a bridge between people and digital workers — allowing for both collaboration and interaction. Accessible via a browser on any computer or mobile device, the customizable Interact web interface lets organizations expand the addressable use cases for automation from front- to back-office.

BPC Interact is designed to address any process that requires manual initiation (attended automation), or human intervention (human-in-the-loop). Interact can also be customized to fit the business's branding guidelines and the look/feel of an individual business.

Standalone product, flexible deployment options

Interact was previously only available as part of the comprehensive Blue Prism Cloud Platform – a turnkey SaaS-based intelligent automation platform that accelerates speed to value and simplifies scaling. Today, organizations can access Interact – along with IADA® and Hub – as a separate component to complement and enhance on-premises, hybrid, and hosted instances of Blue Prism.

Organizations can also configure Interact to present different options to each user, as well as limit access controls based on their individual role. The result is an interface which is not only unique in style, but also personalized in every instance based upon a role, group, or customer classification.

Key Features & Benefits

Extend your digital workforce and address human-in-the-loop use cases with the following key Interact features and benefits.

- **Service Catalogue**: Interact allows business users to create new forms that trigger a series of automated actions.
  - Once the necessary data points have been entered, customize ready-to-use form builder by simply selecting the relevant pre-set actions that digital workers will execute .
  - Users gain immense flexibility within each service category, which makes it possible to address a wide range of target outcomes.
  - The form builder also enables icons, dropdown menus and dynamic web forms that are used to gather, or present, the information needed to drive a selected automation.
  - This empowers business users to ask the right questions, validate inputs early, and deliver the right outcomes.

- **Security**: Interact was built as a robust and secure portal for enterprise-grade clients, with end-to-end encryption of process information and additional capabilities to support regulatory requirements.
  - This dedication to customer protection includes end-to-end encryption; Veracode-assessed, agent-less architecture; ISO27001:2017 certification; and GDPR-compliant data management.
- **No-Code**: Drag-and-Drop form designer so business analysts can design interfaces alongside SMEs.
- **Human-in-the-Loop**: Leverage the decision-making power of your frontline SMEs in real-time while using Interact for process validation and insights.
- **Real-Time Agent Assistance**: Optimize existing processes and allow contact agent staff to collect and enter key data from customers before continuing discussions. When organizations remove the need for agents to put customers on hold to carry out actions across multiple screens, they can improve the overall customer experience.

Use Cases

- **U.S. healthcare provider**: Uses a digital workforce to support the patient registration process. Patients submit information via Interact, which triggers Blue Prism digital workers to update information in required systems and prepare medical information, so patients arrive ready to be seen for consultations with healthcare professionals.

- **European energy provider**: Deployed a digital workforce to support front- and back-office use cases to increase efficiency and improve customer experience. Using Interact as the contact center interface for energy customers, the organization can now service a blend of non-real-time processes, such as logging client address changes, and real-time processes, such as account closures that require credit and bankruptcy checks before the account can be successfully closed.

- **Leading UK recruitment firm/ consultancy**: Deployed Interact as an interface for contractors to input timesheet information for payment. Once initiated, digital workers drive an efficient end-to-end billing process that minimizes manual work and frees the consultancy's staff for tasks that add better business value.

About Blue Prism Cloud

Blue Prism Cloud is a turnkey SaaS-based intelligent automation platform that accelerates speed to value and simplifies scaling. It allows companies to access and deploy intelligent digital workers directly from the cloud to accelerate their digital transformation journey and swiftly extend the benefits of automation across the enterprise. By integrating this digital workforce with their teams, companies can accelerate growth and achieve a step change in efficiency.