UiPath 2021.4 FTS Release
Partner Technical Mastermind
India & APAC

Session 4 of 6:
UiPath Apps, Activities, Connectors
The webinar will start soon!

06 May 2021
21.4 Partner Enablement Plan

Here’s a quick look at our schedule

**Desktop Products**
Explore the latest features of the Studio family, Robots and the UiPath Assistant

Recorded April 27, 2021
Watch Now ➔
Download Slides ➔

**AI/ML**
Enhance your automations with AI

Recorded April 29, 2021
Watch Now ➔
Download Slides ➔

**Test Suite**
Find out about the latest features on RPA and Software testing

Record May 4, 2021
Watch Now ➔
Download Slides ➔

**Apps, Activities, Connectors**
Start delivering engaging experience using UiPath’s low code-app builder

May 6, 2021
11:30am IST / 2:00pm SGT
Register Now ➔

**Process Understanding**
AI-powered discovery and prioritization of the most impactful automations

May 11, 2021
11:30am IST / 2:00pm SGT
Register Now ➔

**Cloud Services**
Rapid expansion of theUiPath Automation Cloud™ capabilities

May 12, 2021
11:30am IST / 2:00pm SGT
Register Now ➔
Quick Housekeeping notes

• Please enter your question in the Q&A box.

• We will address the questions along the way, at the end of the presentation or by follow up email.

FAQ: Is this webinar recorded?

Yes, this session is recorded and will be posted on the same page where you registered for attending.
Key Themes in the 21.4 FTS release

01 Enterprise-scale management and governance of your automation program

02 AI-powered discovery, prioritization and integrated development of the most impactful automations

03 Upgrades for all user experiences from everyday business users to professional developers

04 Rapid expansion of Automation Cloud capabilities
Become a fully automated enterprise™ with the **UiPath Platform**

**Discover**
- **Task Mining** - New
  - Analyze your employees’ desktop activities using AI to determine best automation opportunities
- **Process Mining**
  - Discovery Accelerators for P2P and O2C
  - Root cause analysis
  - Automation Hub and Task Capture integration
- **Automation Hub**
  - Automation Store
  - Azure AD identity support
  - Multi-tenancy
- **Task Capture**
  - Interactive Sign-in
  - Toggable detail capture settings

**Build**
- **Studio**
  - Improvements to Recording capabilities
  - Recorder integration with Object Repository
  - Enhanced Table Extraction
- **StudioX**
  - Improved support for Office Productivity apps
  - Enhanced Table Extraction
- **Studio Pro**
  - Improved Activity Coverage panel,
  - Support for reusable mocks
  - Workflow Analyzer rules that enforce testing policies
- **Doc Understanding**
  - Data Manager to define custom DU ML models and continuous retraining for improvement over time
  - Improved handwriting recognition
  - New out-of-the-box models - POs and utility bills in GA, contracts
  - Automatic retraining support (coming soon)

**Manage**
- **Automation Cloud**
  - Autoscaling Cloud Robot options
  - Native Azure AD integration
  - Rapidly expanding range of services
  - Migration Tool from on-prem Orchestrator
- **Orchestrator**
  - Resource sharing across modern folders
  - Features and tools to assist modern folder migration at scale
- **Automation Ops**
  - Establish and enforce best practices for development and use of automations
- **AI Center**
  - Automatic retraining – cloud only
  - ML package import/export across instances – on-prem only
  - Disaster recovery – on-prem only
  - New cloud instance – US; auto-generated parameters; undeploy inactive ML skills
- **Data Service**
  - Field and record level permissions
  - Open API
- **Insights**
  - Support for Automation Cloud with Insights Cloud

**Run**
- **Robots**
  - SaaS delivery of unattended robots in the Automation Cloud
- **IT Automation**
  - Support for AWS WorkSpaces and Windows Virtual Desktop

**Engage**
- **Assistant**
  - Easier access to UiPath Apps
  - Pin automations to the desktop
  - Quickly create keyboard shortcuts from the process details section
  - Drag-and-drop automations to personal folders
  - Custom widget support with governance
- **Apps**
  - Easy to use templates for your automation-powered apps
  - Move apps between accounts more efficiently
- **Action Center**
  - Azure app service installation support
  - More action specific activities, sample templates for REFramework and orchestration process
  - Multi-user handling of actions or forward actions with comments
  - Action history, ability to add comments, delete invalid actions
- **Chatbot**
  - New UX
  - More integrations with UiPath products
  - Live chat multi-chat, Amazon Connect integration
  - FAQ builder

---

**The 2021 FTS Release** - 100s of customer-driven new platform capabilities
Become a fully automated enterprise with the UiPath Platform

Measure and govern automation programs to align with business outcomes

Discover automation opportunities powered by AI and your people

Build automations quickly, from the simple to the advanced

Manage, deploy, and optimize automation at enterprise scale

Run automations through robots that work with your applications and data

Engage people and robots as one team for seamless process collaboration

Automation Hub
Task Capture
Process Mining
Task Mining

Studio Family
Document Understanding
IT Automation
PTA Integrations

Orchestrator
Test Manager
AI Center

Data Service
Insights

Attended Robots
Unattended Robots
Test Robots

Apps
Forms
Assistant
Action Center
Druid

AUTOMATION CLOUD
PUBLIC CLOUD
HYBRID
ON-PREMISES
Apps, Activities and Integrations (TA) 2021.4

Product Enablement Session
What we are going to cover…

01 Data Service

02 Action Center

03 Forms

04 AWS Quick Start

05 IT Automation – Google Cloud and AWS Workspaces

06 Apps

07 Druid

08 PTA(Integrations) – AdobeSign, SuccessFactors, and Slack
Agenda

01 Introduction
02 Benefits
03 Key Differentiators
04 Demo and Use Case
05 Pricing and Competition
06 Roadmap
Data Service
Data Service

Data management and storage simplified for your automation

Data Service enables you to model, manage, and store business/transactional data in a centralized manner and seamlessly access it faster across multiple automations.

Manage, deploy, and optimize automation at enterprise scale.
Existing Features

1. **Create rich entities with rich data types** like text, number, yes/no, choice set, date/time, files, etc.

2. **Simple UX to model entities** and quick access to data

3. **Fully integrated in Studio**, import your entities as rich variable types

4. **Set of activities for accessing/manipulating data** from Studio/Robot

5. **Out of the box system fields** like created by, modified by, created time and modified time fields for every entity

6. **Integrated in Automation Cloud**, segregated by tenant boundary

7. **Rich permission management** based on Modern Robots
What’s New?

1. **Automatic Tier Migration** from Community to Enterprise pool upon Automation Cloud account upgrade.

2. **Role based field level permissions** with Entities.

3. **Batch Operation activities in Studio** : Create, Update and Delete Multiple Entity Records.

4. Managing Data Service resources from external applications using **Data Service Open API**.
Who needs **Data Service**?

**Business**

- **Any enterprise** across all industries that empowers its developers and business users to model and store business data for automation
- **Organizations** looking to eliminate data silos, control data and offer employees with seamless access to business data across UiPath products with enterprise-grade security and scalability
- **Organizations** that has no system of records or need to find or create a data store

**People**

- **RPA developers** looking to model, store and persist data across different automations and the entire UiPath ecosystem
- **Business users** who use and share transactional data with other users through their automations
- **CoEs** who plan to provide data access to various RPA users with role-based permissions
Demo!
## Licensing Details

<table>
<thead>
<tr>
<th>License</th>
<th>Included Data Storage</th>
<th>Included File Storage</th>
<th>Included API Calls</th>
<th>Min Tenant Size &amp; Increments</th>
<th>Quota combined at account level?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Free/Community</td>
<td>100 mb</td>
<td>500 mb</td>
<td>1000/day</td>
<td>100 mb</td>
<td>No, limited to one tenant per account</td>
</tr>
<tr>
<td>Attended Robot</td>
<td>1 GB</td>
<td>5 GB</td>
<td>10000/day</td>
<td>1 GB</td>
<td>Yes</td>
</tr>
<tr>
<td>Unattended Robot</td>
<td>1 GB</td>
<td>5 GB</td>
<td>10000/day</td>
<td>1 GB</td>
<td>Yes</td>
</tr>
<tr>
<td>Studio</td>
<td>1 GB</td>
<td>5 GB</td>
<td>10000/day</td>
<td>1 GB</td>
<td>Yes</td>
</tr>
</tbody>
</table>
## Key Features

<table>
<thead>
<tr>
<th>Feature</th>
<th>Data Service 2021.4</th>
<th>Data Service 2021.12</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ease of getting started</td>
<td></td>
<td></td>
</tr>
<tr>
<td>RPA Integration</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Apps Integration</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Data Types</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Constraints/validations</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Events/Triggers</td>
<td></td>
<td></td>
</tr>
<tr>
<td>System entities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Virtual entities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Data sync</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Data/Schema import/export</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Permissions management</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Auditing</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Data/Blob capacity</td>
<td>100 MB/500 MB</td>
<td>100 MB/500 MB</td>
</tr>
<tr>
<td></td>
<td>1 GB / 5 GB</td>
<td>1 GB / 5 GB</td>
</tr>
<tr>
<td>API Calls</td>
<td>1000/day</td>
<td>1000/day</td>
</tr>
<tr>
<td></td>
<td>10000/day</td>
<td>10000/day</td>
</tr>
</tbody>
</table>

- Import/Export can be done via Open API or Batch activities, no direct support yet. Schema support coming by 21.12.
- Virtual entities is being planned, not concrete yet.
2021 Release Roadmap

**Done**
- Custom roles and entity level permissions
- Column level permissions
- USA & JPN regions (EU in 2020)
- Bulk update/insert/delete support
- OpenAPI support

**Planned**
- Record level permissions
- Import/Export Schema
- Canada & Australia regions
- Tenant region migration
- Integration with Apps
- Integration with Test Studio
- Query/Sort on data view
- Unique & Auto Number
Automate more work from start to finish through seamless Human-Robot collaboration from a single platform

**ACTIONS**

- Centralized inbox accessible through web-based portal and UiPath Mobile App
- Exception, validation, escalation, and approval handling by user

**Processes**

- Trigger processes through form-based input and file upload
- Track processes triggered by a user

**PROCESS MONITORING**

- Monitor the long running workflow from start to finish as a single job
- Consolidated view of the Robot logs
Existing Features (2020.10)

Dedicated Actions App: UI tailored specifically for Business Users on Automation Cloud (and on-prem by December)

Actions Enhancements:
• Modern Folder Support
• New action types (DC and DV)
• Action attachments
• Storage Bucket based images
• Cascading Dropdown

Processes:
• Trigger unattended processes by providing the business inputs
• Auto generated form inputs / File upload
• Track processes triggered by a user
### Action Center

**21.4 FTS Release**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Customer Benefit</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Azure app service installation support</td>
<td>Customers can install Action Center on one or multiple nodes on an Azure app service</td>
</tr>
<tr>
<td>2. More action specific activities, sample templates for RE-Framework and orchestration process</td>
<td>RPA developers get a head start in building long running workflows with modified templates for RE-Framework and new Orchestration process template. Developers can now build advanced workflows (e.g. escalation flow) or consume user inputs from a different workflow using new activities provided</td>
</tr>
<tr>
<td>3. Multi-user handling of Actions or forward actions with comments</td>
<td>Improved end-user experience includes but not limited to the following use case example: Users focus on validating actions partially and forward to other user, actions in pending state can be forwarded to manager for inputs before completing it.</td>
</tr>
<tr>
<td>4. Action history, ability to add comments, delete invalid actions, and many other enhancements</td>
<td>Enable enterprises to scale business user engagement with Robots</td>
</tr>
</tbody>
</table>

---

22
Demo!
# Commercial Licensing for Users / Roles Overview

**Personas**
- **Business Users**
  - Action Center User
  - Attended User
- **Citizen Developers**
- **RPA Developers**
  - RPA Developer
  - RPA Developer Pro
- **Specialized Developers**
  - Process Mining Developer
  - Test Developer
  - Pro
- **Process Users**
  - Business User
- **Quality Testers**
  - Tester

**Primary Product**
- **Action Center**
- **Attended Robot**
- **StudioX**
- **Task Capture**
- **Studio**
- **Studio Pro**

**Bundled Capabilities**
- Apps
- Data Service

**For employees that need to interface with an unattended robot without needing themselves an attended bot.**

**Users needing automations on their local machines.**

**Power business users, able to implement and run basic automations for themselves and their colleagues if allowed.**

**COE type of RPA Developers.**

**Advanced COE type of RPA Developers.**

**Expert Process Mining Developers that set up the connections between PG and the underlying systems, as well as create the structure of the dashboards.**

**Test workflow designers, with access to Studio Pro and access to the test management platform.**

**For employees that administer processes and have access to Process Mining information.**

**Testers with access to the test management platform.**

Refer to commercial offerings [https://licensing.uipath.com](https://licensing.uipath.com)

*Apps and Data Service available only on Cloud*
# Key UiPath Differentiators

## Automation at Scale
- Automate a broader range of processes across business units that span multiple days/weeks and avoid process fragmentation
- Automate advanced processes by bringing humans into the loop to provide the necessary input
- The flexibility of deployment (On-premises, and cloud) allows customers to choose the deployment model that suits them best

## End-to-End Platform for Automation
- Automate from start to finish through seamless Human-Robot collaboration from the UiPath Platform
- Integrated with Document Understanding - Validation Station, Process Mining and AI Fabric to leverage the potential of UiPath suite of products
- Provide end-to-end process visibility across business silos

## Rapid Time to Value
- Faster onboarding of business users for engaging with UiPath Robot. Allowing for higher robot utilization.
- Take actions on the go (from web or mobile app)
- Readily available out of the box interface for business user to trigger processes making back-office automation available to business users
- Easily integrate with external BPM tools through Task APIs to allow customers to leverage existing BPM investments
# Action Center – what’s new for 2021

<table>
<thead>
<tr>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
<th>Future</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Forward Action for multi-user handling</td>
<td>- Custom Tags</td>
<td>- Notification service for real-time notifications</td>
<td>- Catalog management from user portal</td>
<td>- Auto Assignment rules based on actions meta-data and Task data</td>
</tr>
<tr>
<td>- Filter actions with catalog</td>
<td>- Select All and Bulk complete Actions</td>
<td>- License allocation and enforcement - cloud</td>
<td>- SLA with trigger and actions</td>
<td>- Filter Action list based on catalog users</td>
</tr>
<tr>
<td>- Action history, Add Comments</td>
<td>- Business admin view of runs</td>
<td>- Service Fabric Deployment</td>
<td>- enforcing SLA adherence</td>
<td>- Email based responses to Actions</td>
</tr>
<tr>
<td>- Action delete</td>
<td>- View logs and triggers from Processes</td>
<td>- Accessibility compliance</td>
<td>- Action dashboards for admins and business users</td>
<td>- Studio web integration</td>
</tr>
<tr>
<td>- Additional activities to persistence package</td>
<td>- Continuous customer feedback</td>
<td>- Auto Refresh task list</td>
<td>- Auto Assignment rules based on actions meta-data and Task data</td>
<td>- Server-side workflow integration for real-time forms</td>
</tr>
<tr>
<td>- Sample templates (ReFramework, Recovery workflow)</td>
<td>- Action Center deployment in all Geos supported by Automation Cloud</td>
<td></td>
<td>- Actions in Apps to provide advanced visualization</td>
<td>- Actions in Apps to provide advanced visualization</td>
</tr>
<tr>
<td>- Best practise guides with sample workflows</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Azure app service deployment model</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Forms
Attended automations require human input for processes to complete. To enable scenarios with human input needed for downstream processing, **Forms** was introduced.

**Business Benefits:**
Provide a light presentation layer that enables RPA developers to build custom forms that will collect human input for robots to act on.

**Marketing Message:**
Save time in building UIs, and enjoy the flexibility to develop custom forms from scratch. It’s as easy as drag-and-drop to design forms using a WYSIWYG editor with no coding skills required.

**Target Users:**

- **End users** (such as contact center agents, knowledge workers, or business analysts): These are the people who will be interacting primarily with the process, and will have to enter data into the form fields. They execute processes either directly in the robot tray or trigger them through user events.

- **RPA developers**: These are the people who are developing the form. RPA developers that build these forms need a WYSIWYG interface and shouldn't need to code.
2020.10 Features (v1.1.7)

1. Default Tab Support
2. Load Spinner Indicator at Form level
3. Non Editable File field
4. Local Image File Display Support
5. Execute on Dropdown change
6. Cascading Dropdown
7. PDF Document View Support
8. Advanced Logic/Advanced Validation Support
What’s New – Forms Enhanced Capabilities (v1.1.10+)

1. **Embedding webpages** - You can embed web pages within UiPath Forms.

2. **Bypassing validation on button click** - You can skip validation of the form fields by selecting the button action to be of type “click”.

3. **Better dropdown control** – You can now expand the searching of options beyond the first 60 characters. You can also use **Choicejs options** to provide additional capabilities.

4. **Show full label text** - You can now choose to not truncate characters on a checkbox label and display the full text instead.

5. **Offline forms** – The form controls are now completely offline.
Demo!
Introduction and Key Features

Quick Starts are automated reference deployments that use AWS CloudFormation templates to deploy key technologies on AWS, following AWS best practices.

Key Features:

1. Quick Start acts as an accelerator for the customers to deploy UiPath Robots and Orchestrator on AWS in minutes.
2. Built in partnership with AWS and follows AWS best practices for security and high availability.
3. Quick Start includes a reference architecture for the deployment, AWS CloudFormation templates that automate and configure the deployment.
4. It contains a deployment guide that discusses the architecture and implementation in detail, with step-by-step deployment instructions.
Benefits and Target Users

1. Speed of UiPath Platform Deployment and its Ease of Use.
2. Customers can be assured of following Best Practices for security and availability.
3. You can spin a new UiPath Platform setup and start using it right away.
4. Quick Starts are modular and customizable. Customer can choose to stack on top of the existing UiPath Quick Starts.

Who is it for?

1. Customers deploying UiPath on AWS. The deployment could be of UiPath Orchestrator, UiPath Robots or both.
2. Quick Starts are capable of handling both complex and simple deployments.
IT Automation, **Objective and Strategy**

IT Automation helps you **respond faster to IT requests** and incidents, increase efficiency to lower IT costs and improve your security posture.

UiPath delivers **IT automation activities and templates** that allow you to easily automate a broader set of your core IT scenarios.

We empower enterprise RPA with out-of-the-box IT Automation capabilities

1. Seen from a holistic end-to-end process perspective, IT Automation capabilities are complementary to the RPA & BPM ones
2. existing workflows can be extended with new functionality, to also perform steps that were previously not possible
3. Core Areas of focus – Server Virtualization, Cloud Infrastructure and Services, User Management and Network & Security
Companies offering IT Infrastructure and services require holistic automation platforms, with a high degree of integration and a solutions portfolio that covers all aspects of their business.

Data centers need solutions that can cover their automation needs at scale: infrastructure provisioning, configuration, management, maintenance + updates, monitoring, disaster recovery, backup.

Enterprise organizations require automation solutions that offer out-of-the-box:
- a. scalability
- b. high degree of integration
- c. granular control
- d. Audit and Reporting

Consultancy companies and Integrators want to have in their portfolio diversified automation platforms / products, in order to provide their customers with solutions that best fits their needs.
Existing Activities

- Azure
- Amazon Web Services
- Active Directory
- Azure Active Directory
- Exchange Server
- VMware ESXi vCenter
- Citrix Hypervisor
- Hyper-V
- System Center

ServiceNow
Office 365
Workday
Atlassian Jira
Scripting (PS, Python, Bash, ..)
APIs (Rest, SOAP, ..)

500+ IT activities

easy to use with drag & drop
background running via APIs
secure Veracode certified
official LTS by UiPath

Simple. Elegant
powerful workflow automation for IT Tasks
What’s New – GCP Activities

1. Activities for the Google Cloud Platform.
2. Enable IT Departments to easily automate important GCP operations in their workflows like managing Virtual Machine Instances, Storage Buckets and Objects.

Benefit:

This Google Cloud activities package empowers our clients to automate GCP operations in the area of Storage (Buckets and Objects), Virtual Machine Instances (create, delete, power on, power off, etc.).
What’s New – Amazon Workspaces activities

1. Activities for Amazon WorkSpaces which is a Desktop-as-a-Service (DaaS) solution
2. It can be used to provision Windows or Linux cloud-based virtual desktops.

Benefit:

1. Enables IT Departments to easily automate processes related to provisioning, management, and maintenance of Amazon WorkSpaces.
2. These activities can be used to automate tasks like – Onboarding, Offboarding, cost-optimization etc.
Key Differentiators

Holistic Automation Platform
- RPA, UI, BPM, Task, IT, Testing, etc.
- easy to integrate with other systems, platforms

Market Leading UI Automation
- automate legacy applications that don’t have APIs / CLIs

Out of the box Integrations
- diversified official activities and connectors for all important technology areas, platforms
IT Automation Roadmap*
Available in Product Board

Next:
1. MS Windows Virtual Desktop (21.5)
2. Amazon AWS IAM (21.6)
3. GCP IAM (21.7)
4. VMware Desktop and App Virtualization (21.8)
5. Citrix Desktop and App virtualization (21.9)
6. Vmware vRealize. (21.11)

*Can be subjected to Change
UiPath Apps
Two powerful tools for your team

1. App Studio for developers
   - Simple drag & drop designer experience to support rapid app creation

2. An end user experience for all
   - Web and mobile-friendly
   - Single-click deployments with ability to easily share across the department
Who needs Apps?

**Business**

- Any enterprise across all industries that plans to empower its employees with automation
- **Organizations** looking to democratize RPA through easier and delightful interaction with automations

**People**

- **Contact Center Agents** trying to solve customer issues without having to learn various backend processes/applications
- **Business users** who want a single interface with their data to work from and minimize the time to

- **CoEs** who plan to operationalize RPA through organization wide automation deployment
Key Benefits

Apps offers a seamless user experience across web and mobile that connects all your different systems and automations

- **Powerful and user-friendly presentation** layer for attended and unattended automation

- **Unified modern user interface**, no more switching between legacy applications

- **Access from multiple platforms** including Windows, Mac, Linux, Chromebook and mobile devices – run unattended automation from any device.

- Apps **automatically scale** and adjust to any form factor

- Embed powerful apps into **existing** desktop or cloud software

Watch as an insurance agent consolidates several applications into one clean screen
The main focus for 2021.4 had been to optimize Apps performance.

**New Features in 2021.4**

- Process run results can be **binded across pages**.
- Moving apps between accounts has become **easier**.
- **Apps Expressions** (soon in preview)

Watch as an insurance agent consolidates several applications into one clean screen.
## Apps for every industry

<table>
<thead>
<tr>
<th>Industry</th>
<th>Apps</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telco</td>
<td>Contact center agent console</td>
</tr>
<tr>
<td></td>
<td>Customer satisfaction dashboard</td>
</tr>
<tr>
<td><strong>Financial Services</strong></td>
<td>Wealth manager</td>
</tr>
<tr>
<td></td>
<td>Client onboarding centralizer</td>
</tr>
<tr>
<td><strong>Insurance</strong></td>
<td>Insurance claim calculator</td>
</tr>
<tr>
<td></td>
<td>Quote manager</td>
</tr>
<tr>
<td><strong>Healthcare</strong></td>
<td>Patient scheduler</td>
</tr>
<tr>
<td></td>
<td>Chart abstracter</td>
</tr>
<tr>
<td><strong>Public Sector</strong></td>
<td>Tax calculator</td>
</tr>
<tr>
<td></td>
<td>Citizen alert manager</td>
</tr>
<tr>
<td><strong>Retail</strong></td>
<td>Markdown centralizer</td>
</tr>
<tr>
<td></td>
<td>Demand planner</td>
</tr>
<tr>
<td><strong>HR</strong></td>
<td>Employee onboarding manager</td>
</tr>
<tr>
<td></td>
<td>Recruiting pipeline dashboard</td>
</tr>
<tr>
<td><strong>Legal</strong></td>
<td>Contract review hub</td>
</tr>
<tr>
<td></td>
<td>‘Know your customer’ dashboard</td>
</tr>
</tbody>
</table>

*Unite your industry apps like...*  
...*With your desktop suite*
Demo!
# Key UiPath Differentiators

## Accelerate Growth and Operational Efficiency

- **Wider Scale adoption of Automation**: Democratize RPA with self service apps
- **Faster Development**: Rapidly deliver apps for your business needs
- **Improved RPA usage**: Delightful experience leading to better engagement with automation
- **Faster ROI**: From idea conception to app deployment in no time

## Improve Employee Happiness

- **Rich User Experience**: Highly interactive web/mobile experience with drag and drop features and controls
- **Increased Productivity**: Seamlessly integrate with any business application like ERP, CRM, etc including legacy apps
- **Employee satisfaction**: simplify work with efficient apps and eliminate steep learning curve

## Improve Customer Experience

- **Customer Satisfaction**: offer agility and respond and adapt quickly to changing customer needs.
- **Improved RPA usage**: Delightful experience leading to better engagement with automation
- **Employee satisfaction**: simplify work with efficient apps and eliminate steep learning curve
NOT CLOUD ORCHESTRATED

**USER TYPES**

- **NU** = Named User
- * = Multiuser available, 2x N.U. price

**For employees that need to trigger an unattended robot without needing themselves an attended bot.**

**Users needing automations on their local machines.**

**Power business users, able to implement and run basic automations for themselves and their colleagues if allowed.**

**COE type of RPA Developers.**

**Advanced COE type of RPA Developers.**

**Expert Process Mining Developers that set up the connections between PG and the underlying systems, as well as create the structure of the dashboards.**

**Test workflow designers, with access to Studio Pro and access to the test management platform.**

**For employees that administer processes and have access to Process Mining information.**

**Testers with access to the test management platform.**

**Refer to commercial offerings** [https://licensing.uipath.com](https://licensing.uipath.com)

**Apps and Data Service available only on Cloud**
Top takeaways

Apps is included in all cloud orchestrated SKUs

While Apps isn’t yet on prem, on-prem Orchestrator customers can still leverage it

On prem Apps are expected ~ in late 2021

Leverage Apps early to prototype the ‘art of the automation possible’
Apps Roadmap

This list of capabilities is planned to be added to UiPath Apps in 2021.

- Apps on premises
- Data Service integration
- Excel like expressions
- App templates
Druid (Resell)
Driving end user engagement | Druid

250+ Pre-built, conversational AI templates
Ready to use pre-configured skills for business scenarios across multiple industries and roles

NLP TECHNOLOGY
Flexible NLP
Powerful and yet flexible, to interpret and provide information contextually. Offers one click NLP engine update.

CHOICE OF DEPLOYMENT
On-Premises, Hybrid and Cloud
Rapid deployment (within 2 weeks) with the mode of deployment you prefer

LANGUAGE OF YOUR CHOICE
30+ Languages
Wide choice of languages for conversations including English, Spanish, Chinese, German, French, Romanian, etc

MODE OF ENGAGEMENT
Medium of interaction
Most common social media channels including FB Messenger, Whatsapp, WeChat, Slack, Web, Mail, Skype

LIVE AGENT HANDOVER
Warm handoff to human
Seamlessly redirect chats to an agent based on conversation rules or user intent
Who needs Druid?

- **Any enterprise** across all industries which offers customer service and support
- **C-Level executives** looking to engage better with their customers and employees
- **Sales and Marketing** looking to generate new leads
- **Customer Experience leaders** who want to ensure customer satisfaction
Core Benefits

Teach your robots to talk with Druid chatbots using seamless bidirectional communication

Druid’s dynamic integration with UiPath Platform brings conversation capabilities to UiPath robots allowing robots and humans to interact using natural language and process the requests.

Converse with UiPath robots

Easily bring AI into customer requests

Delight your customers by fulfilling their requests end-to-end with UiPath Platform integrated AI chatbots

Leverage the AI powered RPA platform and the no-code authoring chatbot platform across all industries to automate customer request fulfillment involving modern or legacy systems with the choice of cloud, hybrid and on-premises deployment.

Engage employees more productively

Decrease the repetitive work while empowering employees with higher value work

Empower employees with cognitive chatbots that prevent employees from constantly switching between different applications (app fatigue) and motivating them to do higher value work leading to increased efficiency.
Kickstart your conversation with UiPath robots using AI Chatbots from Druid

**Bidirectional Communication**
Trigger RPA processes from chat upon providing the required data. Receive user notifications for data input and triggering of respective UiPath workflow.

**Native Integration**
Druid chatbot features are natively integrated with UiPath Studio, Orchestrator, and Attended robot.

**Flexible Connectors**
Easily configure enterprise applications like REST/SOAP, ERP, CRM, SQL/Autonomous using Druid Connectors and UiPath Platform for seamless automation.
So what can Druid Chatbots do?

- Reply to Questions
- Send Alerts
- Deliver Reports
- Manage Tasks
- Fill in Forms
- Route to Human

Multilanguage | Advanced NLP+NER Engine | Strong Data Connectors | Secured Communication
Demo!
## Licenses Details

<table>
<thead>
<tr>
<th>SKU</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Druid Platform</td>
<td>This is an annual platform fee and gets you access to 1 tenant.</td>
</tr>
<tr>
<td>Druid Chatbot - External</td>
<td>External chatbot that will be customer facing. This is annual licensing cost and not services. Each chatbot is considered a separate chatbot and is for unlimited users for that entity. e.g. Insurance chatbot, loan chatbot, etc. are considered as separate chatbots and add to the quantity.</td>
</tr>
<tr>
<td>Druid Chatbot - Internal</td>
<td>Internal chatbot that will be employee facing. This is annual licensing cost and not services. Each chatbot is considered a separate chatbot and is for unlimited users within the entity. e.g. IT chatbot, HR chatbot, etc. are considered as separate chatbots and add to the quantity.</td>
</tr>
</tbody>
</table>
We Work With What Customers Use and Love

Over 300 technology alliances partnerships across the ecosystem
Automate more – and faster – with UiPath native integrations

<table>
<thead>
<tr>
<th>More automation across tools you use</th>
<th>Trusted by tech providers</th>
<th>Faster time to value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Build synergies across tools and teams by automating end-to-end processes across apps</td>
<td>UiPath native integrations are backed or certified by technology providers</td>
<td>See rapid results with easy deployment and robust governance capabilities.</td>
</tr>
</tbody>
</table>

- 30+ API-based integrations with applications you use today
- Built, supported, and maintained by UiPath
- Focus on depth of integrations – not just basic A-to-B connections
- Follow tech provider best practices and security standards
- Collaboration with tech providers on development
- Open and flexible ecosystem
- Drag and drop automation design
- Tools for IT teams to govern enterprise automation projects
- Robust support offerings
Automate your HR processes and free up the time of your HR staff to engage with your employees

How do we work together?

- UiPath is an SAP PartnerEdge Silver partner
- Certified by SAP:
  - UI Automation both for SAP ECC and SAP S/4HANA
  - BAPI Automation both for SAP ECC and SAP S/4HANA
  - Solution Manager Integration

Use Cases & Resources

Use Case: **Update job requisitions**
In order to update a set of requisitions, information is automatically transferred from an Excel spreadsheet to SAP SuccessFactors to save tedious manual work.

Use Case: **Add Candidates to a Requisition**
Applicants are automatically assigned to requisitions that they are relevant for. Assigning a bulk of candidates normally needs to be done manually or through non-performant UI automation.

Demo Video: TBD

Key Integrations

- Out-of-the-box UiPath activities for SAP SuccessFactors help speed up HR processes. Sample use cases are:
  - Update job requisitions
  - Update a candidate's status
  - Add candidates to a specific job requisition
- The integration is supported and maintained by UiPath, published on Connect
Demo!
Objectives

What is It?
An Activity set for AdobeSign that will allow RPA developers to easily automate it.

Who Needs It?
Anyone who wants to automate AdobeSign Activities.

Customer Benefits
The activity pack lets a user perform automation steps without having to rely on the UI.
UiPath + Adobe Sign Integrations

Digital signature automation just got easier with UiPath’s Adobe Sign Activity Pack.

How do we work together?

- UiPath and Adobe formed a strategic partnership across product/engineering and Go-to-Market.
- Multiple integrations are discussed, for now the Adobe Sign is the first one.

Key Integrations

- Integration between the UiPath Enterprise RPA Platform and Adobe Sign enables users to easily trigger Adobe Sign processes from UiPath.
- Out-of-the-box UiPath activities for Adobe Sign helps accelerate delivery of common use cases using drag and drop, so you can automate more, and faster processes that involves PDFs and signatures.
- The integration is supported and maintained by UiPath, published on Connect.

UiPath Activity Pack for Adobe Sign on UiPath Connect!

Pre-packaged activities that allow users to generate docs, trigger Adobe Sign workflows from UiPath and manage the signature process.

Use Cases & Resources

Customer Story:
A Bank has an online systems that allows clients to apply for a mortgage. This process has a lot of documents that need to be created and require signatures form the clients. Using the UiPath integrated with the Adobe Sign, the process allows the automation of the mortgage applications and allows the customers to sign the documents on multiple devices that they use, including the smart phones.
Objectives

What is It?
An Activity set for Slack that will allow RPA developers to easily automate Slack.

Who Needs It?
Anyone who wants to automate Slack tasks, such as creating a channel, sending a message, etc.

Customer Benefits
The activity pack lets a user perform automation steps without having to rely on the UI.
UiPath Slack Activity Pack

Pre-packaged activities that connect UiPath Studio to a Slack instance so you can automate channels, messages, user status, and downloads using UiPath Robots.

Use Cases:

HR Onboarding: A robot gets the list of new employees and sets up the system. It adds the users to the channels they need to be part of, and provides them on-boarding materials via Slack DM. It also lets the manager know over slack that the new member has been onboarded.

Invoice Processing: A robot uses the slack channel to post any discrepancy found during processing an invoice and reads the reply on the message to resolve the discrepancy and complete the process.
**Roadmap**

**Activity Packs & Native Apps**
- Adobe Sign
- Slack
- Smartsheet
- SuccessFactors
- Tableau & Extension (Native App)
- Workato & Native App
- Workday
- Released 15 activity packs from preview to official support
- Continues updates and enhancements to 20+ integrations

**Integration Service for Automation Cloud**
- Connections (Authentication management)
  - 30+ New Integrations
- UiPath Native Apps such as Microsoft Teams & Mulesoft

**Integration Service available on-prem**
- Connections
- Events & Triggers
  - 100+ New Integrations
- Integration Service Extensibility
- On-Prem Connectivity Service
Thank you!
# 21.4 Partner Enablement Plan

## Here’s a quick look at our schedule

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
<th>Date</th>
<th>Time</th>
<th>Register Now</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Desktop Products</strong></td>
<td>Explore the latest features of the Studio family, Robots and the UiPath Assistant</td>
<td>April 27, 2021</td>
<td>11:30am IST / 2:00pm SGT</td>
<td><a href="#">Register Now</a></td>
</tr>
<tr>
<td><strong>AI/ML</strong></td>
<td>Enhance your automations with AI</td>
<td>April 29, 2021</td>
<td>11:30am IST / 2:00pm SGT</td>
<td><a href="#">Register Now</a></td>
</tr>
<tr>
<td><strong>Test Suite</strong></td>
<td>Find out about the latest features on RPA and Software testing</td>
<td>May 4, 2021</td>
<td>11:30am IST / 2:00pm SGT</td>
<td><a href="#">Register Now</a></td>
</tr>
<tr>
<td><strong>Apps, Activities, Connectors</strong></td>
<td>Start deliver engaging experience using UiPath's low code-app builder</td>
<td>May 6, 2021</td>
<td>11:30am IST / 2:00pm SGT</td>
<td><a href="#">Register Now</a></td>
</tr>
<tr>
<td><strong>Process Understanding</strong></td>
<td>AI-powered discovery and prioritization of the most impactful automations</td>
<td>May 11, 2021</td>
<td>11:30am IST / 2:00pm SGT</td>
<td><a href="#">Register Now</a></td>
</tr>
<tr>
<td><strong>Cloud Services</strong></td>
<td>Rapid expansion of the UiPath Automation Cloud™ capabilities</td>
<td>May 12, 2021</td>
<td>11:30am IST / 2:00pm SGT</td>
<td><a href="#">Register Now</a></td>
</tr>
</tbody>
</table>