

Criteria	Typical examples and questions
High number of systems used	Process should typically require employees to access multiple independent systems to complete the process
High transaction volume / value transaction	Candidates for robotic automation need not necessarily be limited to high-value transactional processes. Any process that is labor-intensive, high throughput time or high-cost impact errors is a good candidate
Prone to errors or re-work	Manual activities in the process today result in a substantial number of errors due to human operator mistakes e.g. flexibility of work-force, complexity of work or infrequency of activity
High predictability	The process needs to be defined in terms of a set of unambiguous business rules that describe the process. No need for full documentation today, but it certainly helps!
Limited exception handling	Simpler processes with little exceptions in delivery are excellent candidates for robotic automation in the beginning. When learning, the organisation can expand to processes which are complex or error prone
Significant manual work involved	Processes with little automation support today and large chunks of manual work involved benefit more from robotics, although the process does not need to be completely 'straight through processed'