

Meet Your New Co-Workers

Blue Prism[®] Interact: A Collaboration Platform for Human-Digital Communication

Let's face it. No matter how sophisticated your organization's automation strategy, most business processes require some kind of human intervention. *Wouldn't it be nice to pass tasks along to a digital co-worker – and move on to the things that require your valuable time and attention?* **Now you can.**

Interact is a collaboration platform that simplifies communication so your human workers can **interact** with your digital workers – securely, in real-time, and at scale.

Many organizations are adopting a strategy of employing both digital and human workers and are increasingly requiring more seamless collaboration between the two. That's where Blue Prism Interact comes into play.

Proven Approach: The Interact collaboration platform gives organizations a proven approach for secure, real-time, easy-to-use, human-digital communication capabilities – and the flexibility to use it when the pace of business demands it: Get help when you need it; ignore it when you don't.

Use Interact to easily address more complex processes that require either manual initiation, or collaboration between human and digital workers.

Easy, Customizable: An **intuitive, simple-to-use, menu-based interface** can be customized to align with your organization's branding guidelines, and **user-based access controls** mean that central automation teams can configure Interact's form builder interface to limit a user's accessible form field choices, based on individual roles.

WHY INTERACT?

- **Human-to-digital workflows:** Seamless, secure, enterprise scale human-digital collaboration/human intervention when needed.
- **Customized interactions:** Supports real-time collaboration of customized, internal employee interactions
- **Deploy it the way it works for you:** on-premises/behind your firewall; cloud-delivered via [Blue Prism Digital Exchange](#); or as part of [Blue Prism Cloud](#) – our SaaS/managed services platform on Microsoft Azure.
- **Designed for the business** so it's easy for automation specialists, RPA teams, and an organization's Center of Excellence to configure and maintain.
- **New forms, no coding:** No-code form designer for form creation that enables more flexible automations and data inputs.

And, because creating forms within Interact uses the same skills as core Blue Prism configurations, automation teams can design and build forms without requiring resources from IT.

Secure, Enterprise-Ready: Interact was built as a **robust and secure portal for enterprise customers** – which means you get the assurance of end-to-end encryption of process information and additional capabilities to support regulatory requirements. Our dedication to customer data protection includes Veracode-assessed, agent-less architecture, as well as GDPR-compliant data management protocols.

Blue Prism Interact Use Cases: Go Beyond the Front-Office

Interact is effective in a wide range of use cases that go beyond the front-office – essentially any process that would benefit from human-digital collaboration and workflow applications. For example:

- Organizations can use Interact web-forms in customer-facing portals or websites to initiate transactions, collect data, and process requests and inquiries.
- This can replace other unstructured communication channels such as email to create a more efficient, real-time process. It also removes the need for re-keying similar information collected on paper forms.
- An Interact form could also be the first point of contact for such tasks as mortgage applications, insurance quote requests or mid-term adjustments, account cancellations, change of address requests, or even booking service appointments.

The Bottom Line: All of these use cases have processes behind them – some of which are straightforward requests that your digital workers can handle – and others that need uniquely human input. In each one, you can use Interact forms to streamline/speed up speed up validation and employee approvals at specific stages within longer, multi-step processes.

Find Out More

Interact is a native, human-to-digital worker collaboration platform that lets employees easily partner with digital workers to initiate, verify, receive, and authorize a variety of work related to an organization's business processes, and create natural workflows across front-, middle- and back-office functions. We make secure, interactive, real-time human-digital worker collaboration a reality. Find out more [here](#).

About Blue Prism

Blue Prism is the global leader in intelligent automation for the enterprise, transforming the way work is done. At Blue Prism, we have users in over 170 countries in more than 1,800 businesses, including Fortune 500 and public sector organizations, that are creating value with new ways of working, unlocking efficiencies, and returning millions of hours of work back to their businesses. Our intelligent digital workforce is smart, secure, scalable and accessible to all, freeing up humans to re-imagine work. To learn more, visit www.blueprism.com and follow us on Twitter @blue_prism and on [LinkedIn](#).