(4) The Future of Automation: Unlocking Productivity with Generative AI -

Transcript:

(00:08) [Music] hey everybody it's Gabriel from automation anywhere and we are here at imagine 2023 one of my favorite Parts is the opportunity to speak with all the wonderful people in this automation world um one of my favorite people is joining me right now Claudia michon our SVP of product marketing how are you I'm great I'm so flattered to be one of your favorite people I'm sure you're on many lists um but uh Claudia quickly what's been your favorite part so far it's been an amazing day um I mean obviously

(00:51) talking with customers and um hearing their feedback around the announcements and the excitement around their plans for how they're going to take all this back back to their companies and and start planning kind of the next chapter of their automation programs so for those people that are watching this after the fact um let's give them the tldr version maybe they didn't see the keynote maybe they didn't see your presentation which by the way we will have on replay so I guarant I recommend you go check it out it's a mustat but

(01:21) it's a mustat we give the tldr anyway that the tldr all right well we launched a ton of stuff um but it's all about uh putting automation and AI to work across the Enterprise helping to accelerate all of your business teams and increase their productivity accelerating your automats both your professional and your citizen developers to accelerate their productivity so they can build even more and doing this all responsibly um with a variety of new tools and capabilities um that we are providing to all of our

(01:52) customers so they can go faster as I mentioned you know my favorite part is being able to talk and yours as well but as you just said is being able to talk to so many many people we've got a thousand plus people here Under One Roof I mean it's incredible right in the course of those conversations I keep hearing some consistent themes we saw it in the now next report as well big concern big barrier to generative AI uh or AI in general and deployment security governance uh controls what are we doing to to help Enterprises overcome the

(02:23) reticence or yeah make the help them do it faster better safer yeah whenever you're embedding a new technology intern organization um you're walking into a bit of an an unknown World um as you know generative AI is so niss and new um there's a lot of unknowns right and making sure that your data is protected your customers data your company data it should be the number one goal for any company um and we realize that and understand that so along with the Innovation that we have um built in to help you um Infuse generative AI into

(02:57) your automations um we've also been working just as hard to build in a set of AI tools and governance capabilities to ensure that um you can meet the regulatory security um and just confidence requirements that your organization has uh making sure that you have full control over how your data is being used who is able to touch it and where they're able to take it uh so that's been a huge part of uh our announcements today with uh with our responsible AI layer so it seems like effectively when we talk about

(03:33) responsible Ai and the responsible AI layer you know fundamentally the platform the autovation success platform from day one we built it with with governance and Security in mind so you know right now everyone's talking about generative AI next year it could be something else whatever it is foundationally the the sort of ethos of the platform of our company of the solution is around this idea of governance security so that no matter what what technology comes next you've built these these good habits you have these

(04:07) controls in place right so that you're protected and you can automate with confidence well I mean governance is one of um one of the things that really sets us apart as a a technology vendor um you can't just have technology running a muck unfettered in an organization you have to be able to control and manage that any it leader will say yes absolutely um and so we have definitely built that into um our platform um before generative AI came aboard we've had uh a lot of these capabilities already um and we've just expanded it um

(04:42) so as you are injecting um generative Ai and you're integrating with new models um your data uh you know is going to be touching some new things so we've built in additional controls to make sure that you have the ability to turn that switch on and off and you can control who has um access to that everything from um you know what who is allowed to create prompts because prompts are data right they can give away IP or information you want to be able to manage that to um what data goes into foundational models or can be pulled out

(05:17) of it um so all of that is just incredibly important to be able to manage and monitor as a as an Enterprise so being back Under One Roof with over a thousand people from the automation Community um um the announcements generative AI all of the things the excitement is palpable um you know what's interesting too is I remember a few years ago talking to folks in the hallway or sitting down with customers even Partners even a good lot of them were sort of in the start phases we would say now many many of them are

(05:50) accelerating because of things like you know the migration do automation 360 and Cloud native and all these things tell me a little bit more about some of the specifics what we're helping and providing to our customers so they can accelerate and scale well I know this is kind of a Trope but the only constant is change and we are all now in this world that is rapidly changing um faster than ever before I you know we both have kids and I'm sure we think about what is the world going to look like when they're

(06:19) off with their own careers um and just the pace is so fast and because the world is changing so fast and business is changing so fast processes have to change rapidly as well and um we need to facilitate that we need to facilitate the ability for our customers to be able to respond to those ships so in order to do that um we have launched uh automation co-pilot for automator which has given your automation creators the ability to uh quickly create uh new automations using natural language prompts so put in a prompt what do you

(06:56) want to create and you get this um draft process flow that all you need to do is configure dramatically shortening the automation creation and deployment process which is not only important to get through the growing backlog of new automation requests that are coming in from your business teams we know that that's one of the biggest um gripes of of automation teams uh but can can allow you to quickly respond to the changing needs and in some cases threats across an organization uh so incredibly excited about automation co-pilot now available

(07:33) for automats uh and the other piece that kind of takes that to the next level is autopilot and you know typically in a in an organization you'll have a series of teams that are often in silos your business teams and your business analysts that are kind of mapping out what processes are happening what actually um what are the problems and what needs to be automated and then that will get thrown over a wall to some technology team um that charged with creating the Automation and often times these groups just don't really know each

(08:05) other they're different cultures they're sometimes speaking different languages um so with autopilot we've literally fused these Fusion teams and we've significantly shortened the process from uh process Discovery to uh understanding the opportunity and the potential Roi of an automation to actually developing it so all of that has been automated of course with a human in the loop at every step to to validate it and make sure that it's relevant it's right for the business and it's the right thing to

(08:39) do moving forward and so those are two massively Lea frog innovations that are going to help every single Enterprise build automation so much faster than before I mean it's all amazing stuff but just you know I know you're close to the product team I got a favor got a little item for the wish list all right I just want to be able to go onto my laptop hit like the microphone button and say hey I need uh automation to do X Y and Z it comes back and like here you go just press the button and go can we we are we

(09:12) are rapidly on that path um I mean Safe Harbor I don't know on the road map so I don't want to get into trouble here but you know what you saw today was really the beginning of um so many things to come you saw prompt to automation right create uh an automation from an natural language prompt that can be reused and recycled over and over and over again um but pretty soon we're going to get to a world where we have prompt to action and that's you know Gabe business user uh has a particular need a very specific

(09:45) unique need I need to update my uh meeting next week with with Claudia um and you're going to make that request and maybe it'll need to update um you know Outlook or uh rewrite the agenda or um send a notification email to someone else or the team that's impacted you know whatever that is and what's going to happen is you're going to be able to uh either through voice or text create a natural language prompt and that will autogenerate uh an action um and that will be very unique it will be an

(10:17) ephemeral piece of code or an ephemeral automation that will only only need to be used once um and that's pretty exciting because now we'll have the ability to create these hyper personalized automations and actions um which will translate into hyper personalized customer experiences for your customer or hyper-personalized um you know uh it interactions or HR interactions and everything will just be very very unique and bespoke um but we'll be able to do this because we can create such a level of personalization at scale because it's

(10:56) so simple uh and such a low cost and you have you have like for instance with the automation success platform just backing it up is is this idea of so that's like the output on you know for somebody like me like a business user but on the back end you've got um the ability to then leverage the model you need you can do it securely right um You can manage it via the Coe and all those different things right so all of that end to end solution then all comes together so that I can have this personalized experience

(11:28) and really have my own digital assistant where I'm like hey go do X for me yes right and of course I know we've we've said this a lot you will always need the governance and controls in place uh we don't want you know Gabe requesting some proprietary financial information uh and you know being able to share that out with competitors but you know to to an extent and a degree so you're going to be able to create these boundaries and these Frameworks um within which your teams can work in and

(11:57) um it's pretty exciting stuff we're going to be able to move so incredibly fast I mean I don't I nobody knows what it's going to look like hey there's so much there's so much in front of us there's so much we've already accomplished and again you know in closing I think I think it's important for people understand because we all see the headlines every day we see uh various vendors um and many of them sort of say say similar things I think one of the different differentiators that you can do this

(12:28) today you can put Jenny on to work today we have it today yep um so yes a lot of what we showed today is currently available in the product uh and we have customers who are using it uh whether they're in Pilot phase or they're deploying more broadly um and that's the most important thing I think for any company wondering ah do I don't I uh just get started start experimenting start testing um you will learn a lot you will get your juices flowing you will start uh brainstorming you know what is possible um and you'll learn you

(13:02) know what are the boundaries that we need to set and create um so we encourage all of our customers to of course contact their account rep uh and get started with Automation and generative AI today and putting it to work across every team put generative AI to work start today I will put a link up right here or right here I I forget what which side I'm ambidextrous so I appreciate the time thank you I know you're extremely busy great job today if you haven't watched already go watch her um product keynote

(13:34) watch product keynote the news uh look for more content from Claudia it's always a pleasure thank you so much yeah thanks Gabe we'll talk to you [Music] soon

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