RPA OR AI AGENT: THE SHEET FOR CHOOSING

Eight questions about the task to automate. The first four point to the tool; the other four say which rules apply and who checks.

THE EIGHT QUESTIONS

1. Does the data always arrive in the same format?	*Yes: RPA. No, it differs every time: AI agent.*
2. Can the whole task be written as "if this happens, do that" rules?	*Yes: RPA. It needs to understand text: AI agent.*
3. Does the screen or program it works on change often?	*Yes: a robot that replays clicks breaks; better to work on the data or the content.*
4. Does it have to read emails, documents or messages written by people?	*Yes: AI agent, with a person approving.*
5. What happens if it gets it wrong?	*A repeated error is easy to spot; a plausible error has to be looked for: where errors are costly, a person checks.*
6. Does it talk to customers or outsiders?	*If it is an AI system, Article 50 of the AI Act applies: it must say it is a system.*
7. Do the people using it know how it works?	*For an AI system, Article 4 of the AI Act on AI literacy applies.*
8. Who switches it off, and how?	*A named person, a known command.*

Under the AI Act, a system based only on rules defined by people is not an AI system (recital 12); an agent that infers from its input how to respond is one (Article 3(1)).

Sheet built by Itria. The difference between RPA and an AI agent, explained:
itria.io/en/rpa-o-agente-ai

Sheet built by Itria, to use as a first filter: the final choice depends on your systems and your data.

If the tasks to automate involve reading text that changes every time, an AI system can prepare them and leave them for a person to approve. A couple of lines on WhatsApp to +39 350 574 3578 or an email to info@itria.io. How it works: itria.io/en/servizi