Special Issue

Towards Digital Transformation: Applications and Challenges of Robotic Process Automation

Message from the Guest Editors

Robotic process automation (RPA) is an emerging software technology for automating business processes. RPA uses software robots (Bots) to perform repetitive and error-prone tasks previously performed by human actors more quickly and accurately. Bots mimic humans by interacting with existing software applications through user interfaces. RPA is a low-cost technology that sits on top of the IT infrastructure. The use of Bots allows organizations to (1) increase productivity while providing better service quality, (2) reduce delivery time while automating business processes, and (3) free up the employees from tedious and repetitive tasks. RPA 3.0, with the inclusion of cognitive skills and artificial intelligence, makes it possible to design intelligent Bots that can understand unstructured input, extract insightful information, make independent decisions, and perform complex tasks. This Special Issue will advance the research field of RPA. It seeks high-quality research articles on the latest advances and emerging trends in the field.

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Systems is a leading venue for the quick and global dissemination of results of cutting-edge research in various areas of systems science and systems-related fields. An increasing number of researchers are realizing the enormous potential of systems thinking in managing the many unprecedented and complex issues in all areas of need. The *Systems* journal provides a home of exceptional quality for the manuscripts of these researchers who often find it difficult to publish their work in conventional discipline focused journals.

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