UiPath Insights & ServiceNow Connectors

UiPath Reboot Work.™

UiPath Platform

Expedite automation time-to-value and ongoing ROI across the entire lifecycle

$1 invested in UiPath can return **$15 or more** in the same year	Build **millions of hours** of digital workforce capacity	Achieve **30-40% improvement** in operational metrics

Discover

Discover automation opportunities powered by AI and your people

- Automation Hub
- Task Capture
- Process Mining
- Task Mining IN PREVIEW

Build

Build automations quickly, from the simple to the advanced

- StudioX
- Studio
- Studio Pro
- Document Understanding
- Computer Vision

Manage

Manage, deploy, and optimize automation at enterprise scale

- Automation Cloud
- Orchestrator
- AI Fabric
- Test Manager

Run

Run automations through robots that work with your applications and data

- Attended Robots
- Unattended Robots
- Test Robots
- API Integrations
- [ServiceNow]

Engage

Engage people and robots as one team for seamless process collaboration

- Assistant
- Action Center
- Chatbots

Measure

Measure operations and performance to align with business outcomes

- Insights

Process Analysts

RPA & Citizen Developers

IT Professionals

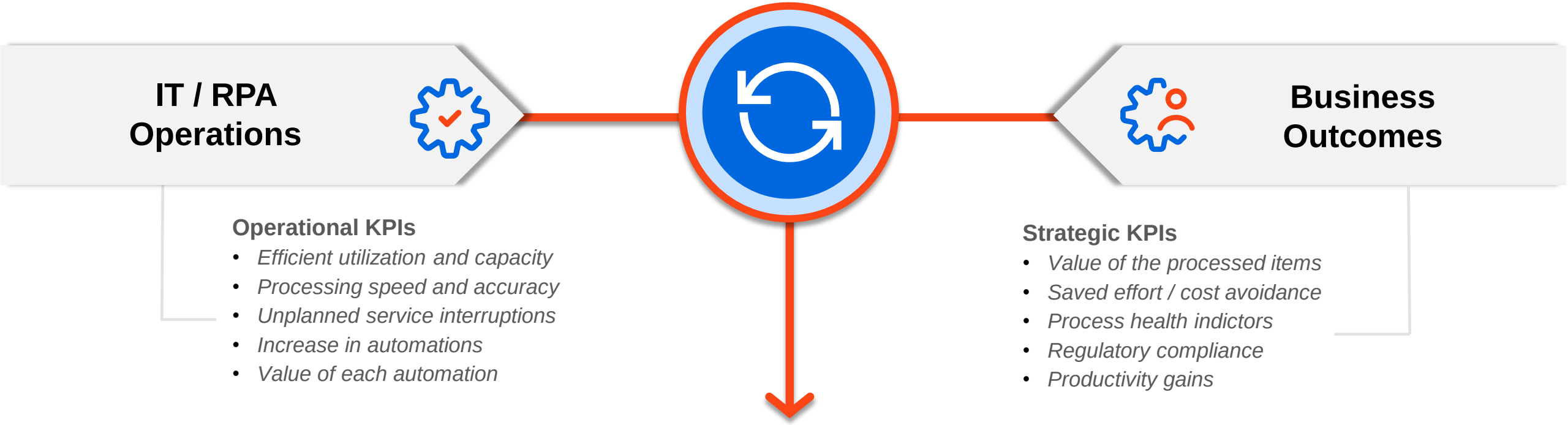
Automation Users

Business Analysts

UiPath Insights
UiPath
Reboot Work.™

Measuring ROI Holistically

Faster Time to Value



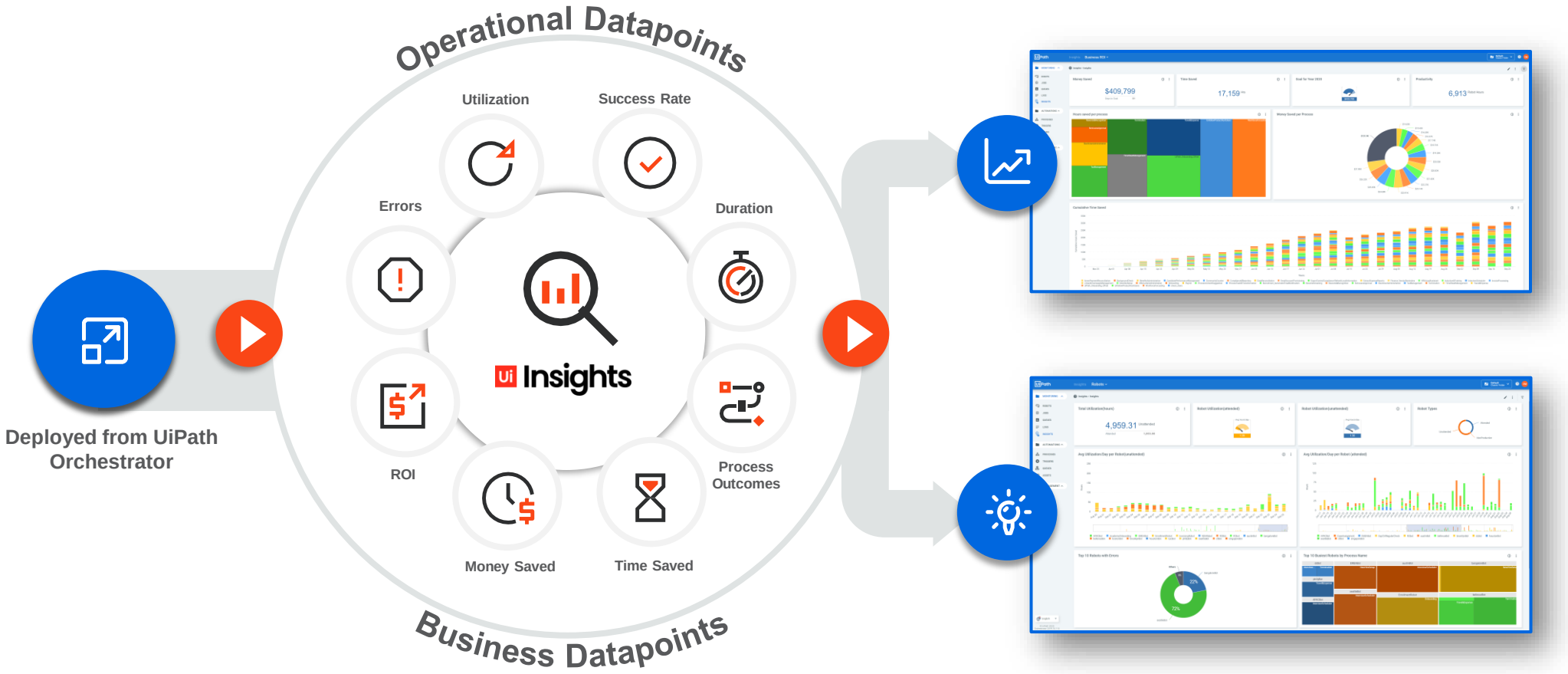
How do I measure and report
the true business impact of your RPA implementation?

UiPath™ Insights

UiPath Reboot™ Work.

Powerful, embedded analytics

1. Easily launched from Orchestrator
2. Track and measure RPA and process performance
3. Easily align and report the business impact of your automations



UiPath™ Insights

UiPath Reboot™ Work.

Powerful, embedded analytics

Simple setup

*Deploy, launch and use Insights into the **existing Orchestrator interface***

Forecasting

***Forecast critical KPIs**, including robot utilization and process bottlenecks*

Smart alerts

***Instant notification** of anomalies, critical events and major milestones*

Historical trends

*Utilize **historical data** to assist in comparative analysis and forecasting models*

Dynamic dashboards

*Drag-and-drop library of **out-of-the-box dashboards***

Shareable reports

*Schedule to instantly **share dashboards and reports***

20.4 Update

UiPath Reboot Work.™

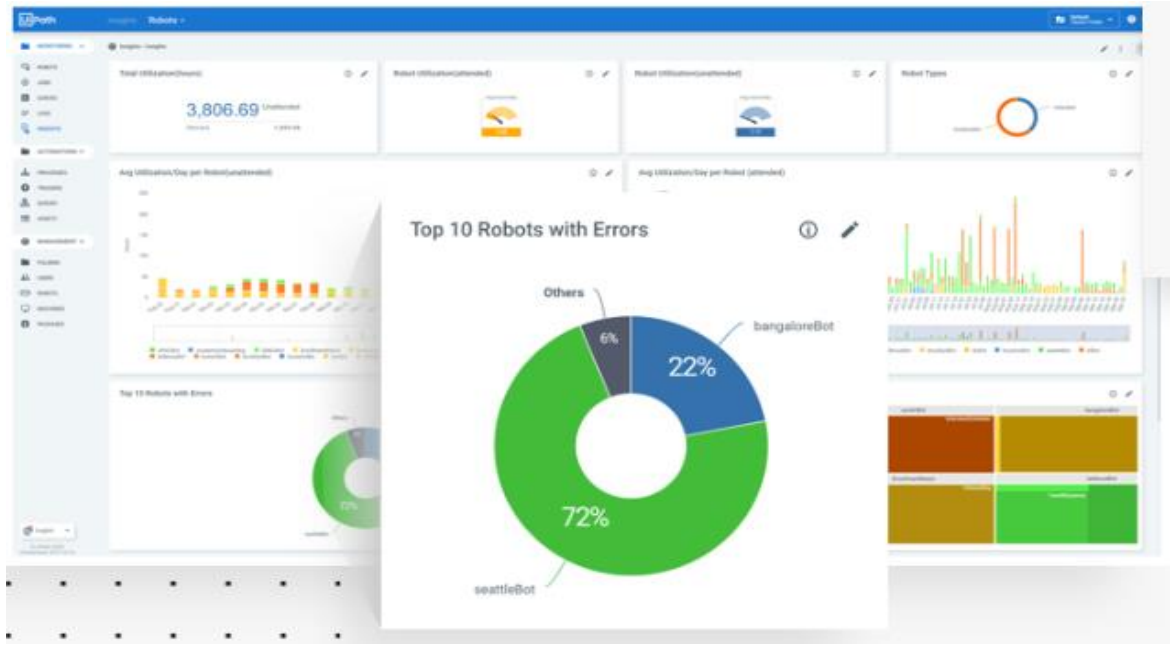
MEASURE
UiPath Insights

Powerful, Embedded Analytics

- Powerful, embedded analytics that measure, report and align RPA Operations with strategic business outcomes

Highlights!

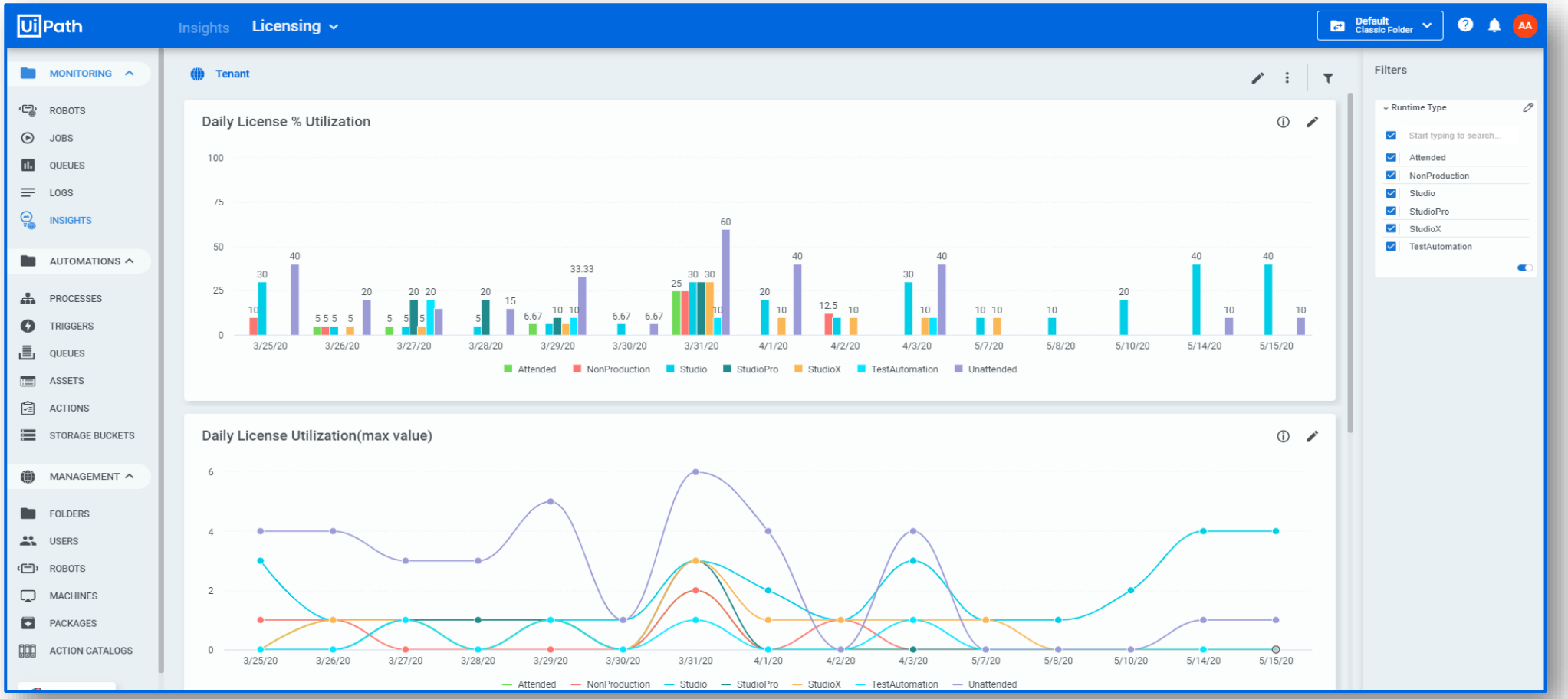
- UiPath's Enterprise RPA Platform, responsible for millions of business-critical automations now includes **powerful, embedded analytics** that measure, report and align RPA operations with strategic business outcomes.
- **All Robot Types:** UiPath Insights enables health and performance tracking of all robot types and their accuracy, availability and capacity. Enterprise-wide users can now gain seamless visibility into business outcomes with custom-defined metrics and key performance indicators.
- **Simpler Support** for organizational-wide decision making with shareable dashboards embedded directly within UiPath's Orchestrator, while maintaining existing BI integrations.
- **Larger Dashboard Library**: Insights includes an out of the box library of dashboards including Processes, Queues, Robots, Licensing and Business ROI, extensible to include Long Running Workflows through the UiPath Marketplace.



Achieve Higher Levels Of Automation | Increased Productivity | Wider Range Of Processes Can Be Automated

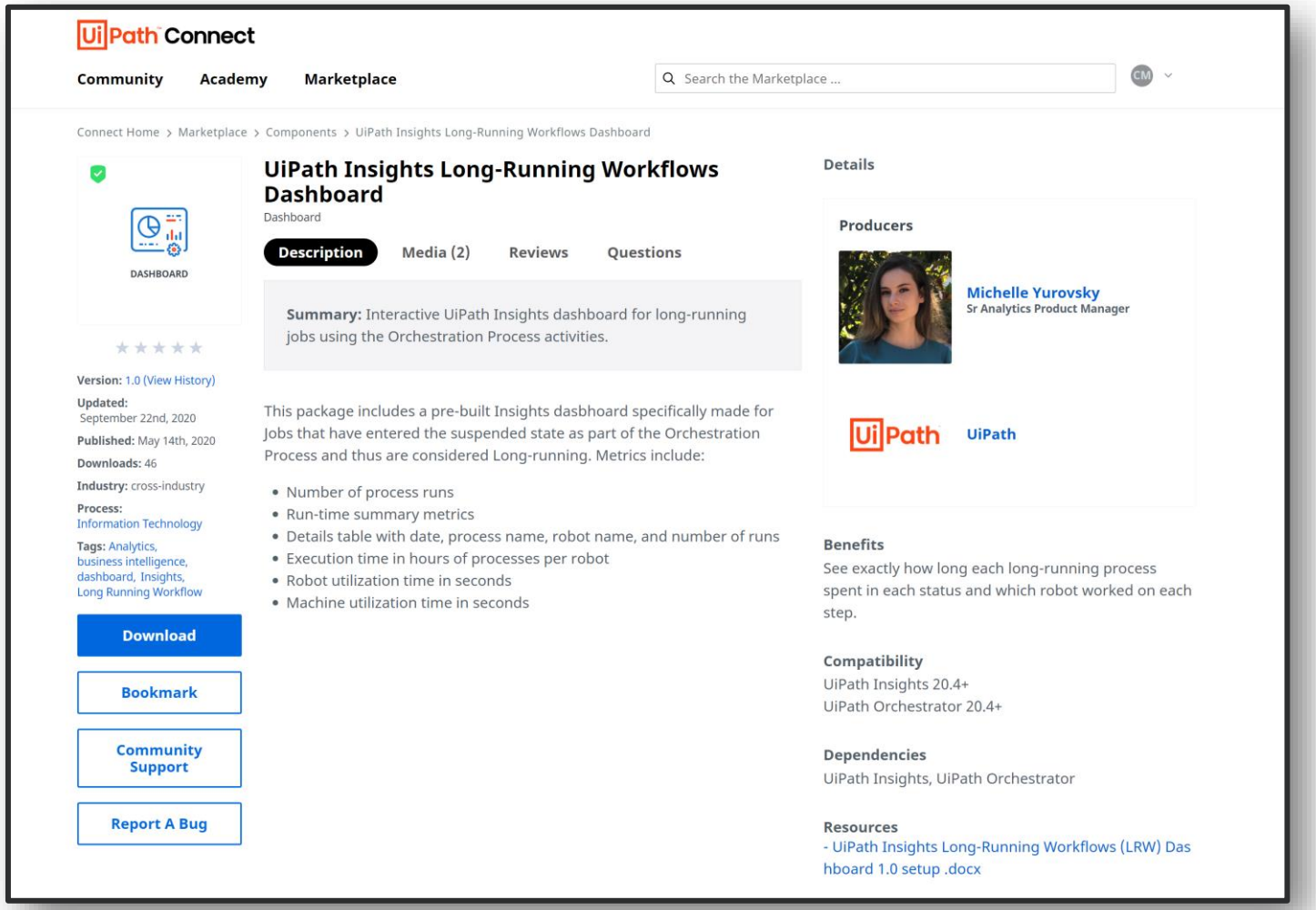
Licensing

Quickly obtain data around license utilization over time and by license type to understand usage & adoption



Long Running Workflows

Accurately capture processing data for automations considered to be long running



Time for Demo

UiPath Reboot Work.™

UiPath™ Insights

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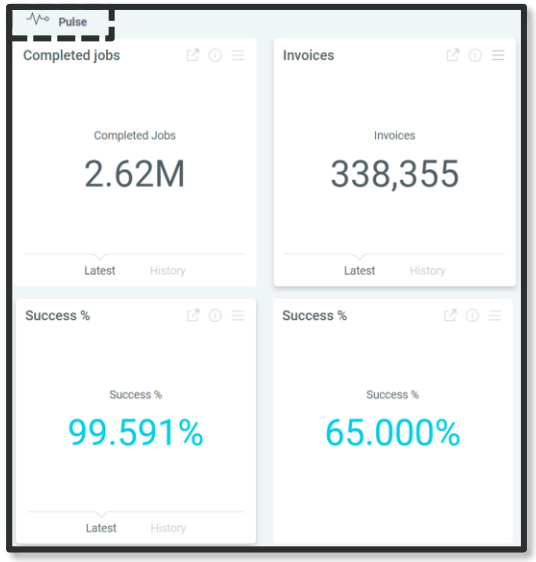
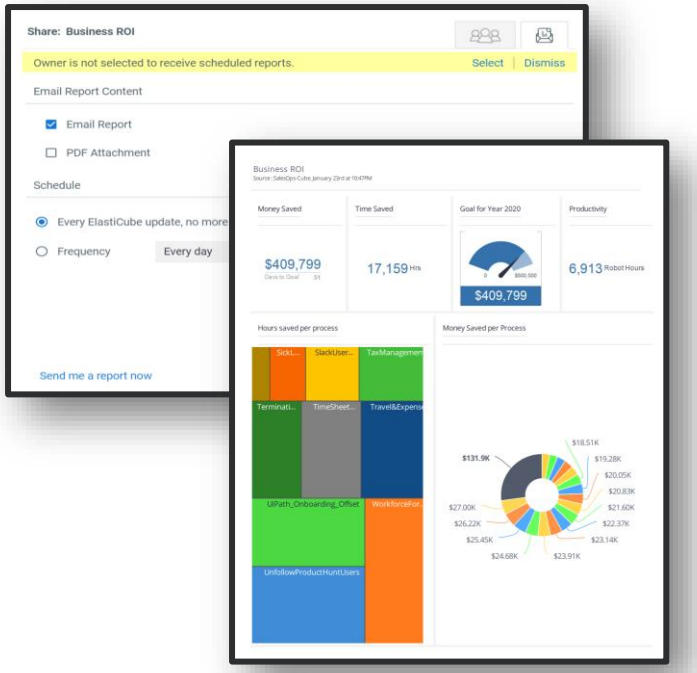
Smart alerts

Get Smart Alerts delivered to Email so you are notified about anomalies, critical events, and major milestones so you can respond quickly



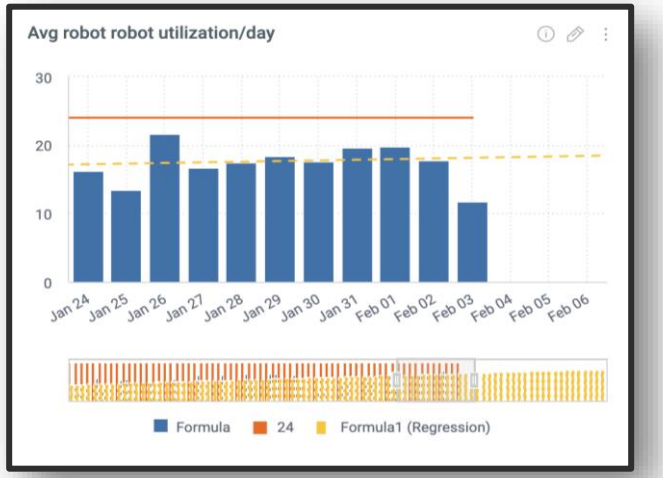
Shareable reports

Schedule or instantly share dashboards and reports with key stakeholders. Simple to use interface lets your employees get to insights they need with no complex training required.



Forecasting

Forecast critical KPIs including robot utilization and process bottle-necks



Wanting more Insights?

- ***Watch*** **UiPath Insights in action:** Insights Demo Video (5m)
- ***Learn*** **more about RPA Reporting and Analytics:** Blog Series
- ***Read*** **the technical details:** Insights Guide
- ***Upskill*** **your team:** UiPath Academy

For the latest on RPA Analytics from UiPath, check out:

UiPath.com/Insights

UiPath & ServiceNow®

Accelerate your digital transformation with UiPath and ServiceNow

UiPath Reboot™ Work.

Unlock the full value of ServiceNow with UiPath RPA

ServiceNow offers a cloud–based platform and solutions that deliver digital workflows, creating great experiences and unlocking productivity for employees and the enterprise

UiPath is the global leader in the automation space, providing intelligent software robots to automate business processes that drive enterprise value

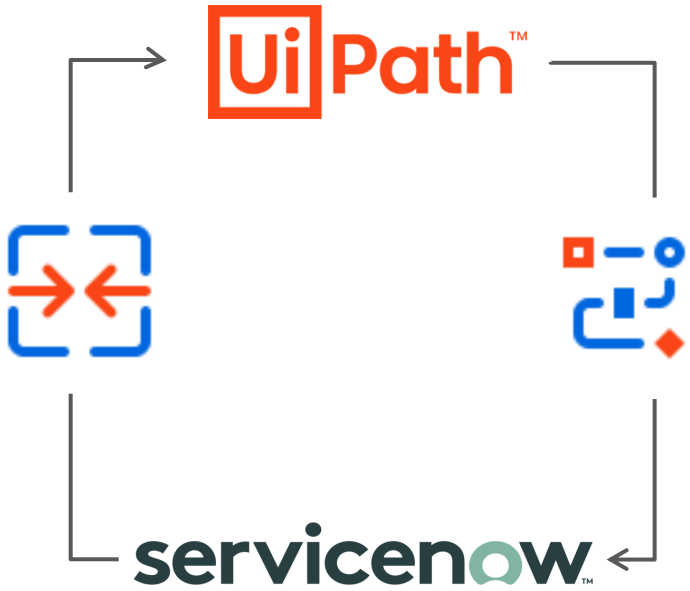
Together, UiPath and ServiceNow help you save time, improve efficiency, and deliver better IT, customer, and employee experiences – so you can become a truly digital company, faster.

Dynamic integration enables ServiceNow users to seamlessly add UiPath RPA to ServiceNow

ServiceNow Integration Hub UiPath Spoke

Connects to UiPath Orchestrator so you can launch UiPath Robots natively from ServiceNow

Available in ServiceNow Store



UiPath Activity for ServiceNow

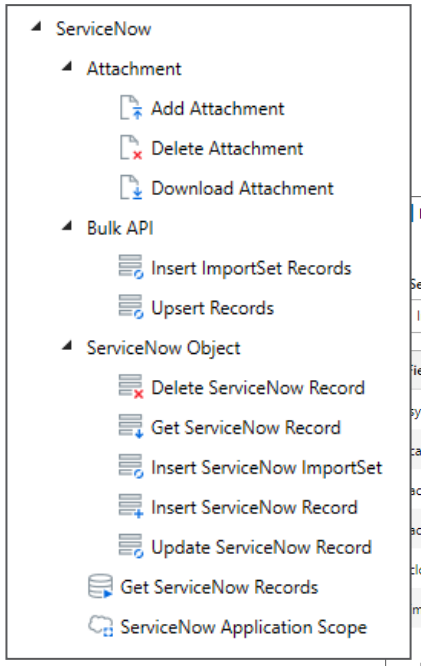
Pre-packaged activities that allow users to quickly create UiPath Robots that can act on information in ServiceNow

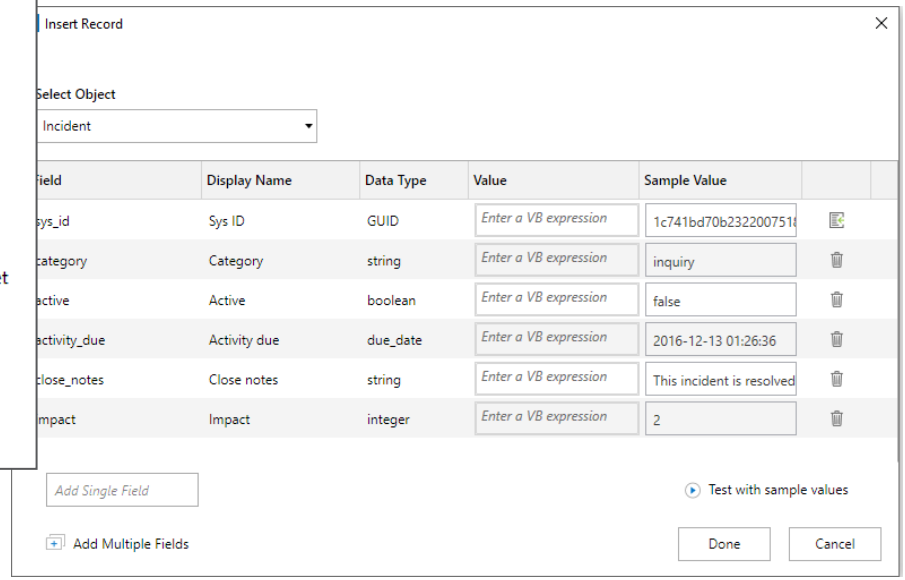
Available in UiPath Studio + UiPath Connect

UiPath Activity for ServiceNow

Pre-packaged set of activities, available on UiPath Studio, that connects the UiPath Enterprise RPA Platform to ServiceNow using ServiceNow's publicly-supported APIs – making it easy for users to automate interactions with ServiceNow records.

Type	Activity
Connection & Authorization	ServiceNow Application Scope
ServiceNow Object	Get ServiceNow Record Insert ServiceNow Record Insert ServiceNow ImportSet Delete ServiceNow Record Update ServiceNow Record
Bulk API	Insert ImportSet Records Upsert Records
Multiple ServiceNow Records	Get ServiceNow Records
Attachments	Add Attachment Download Attachment Delete Attachment





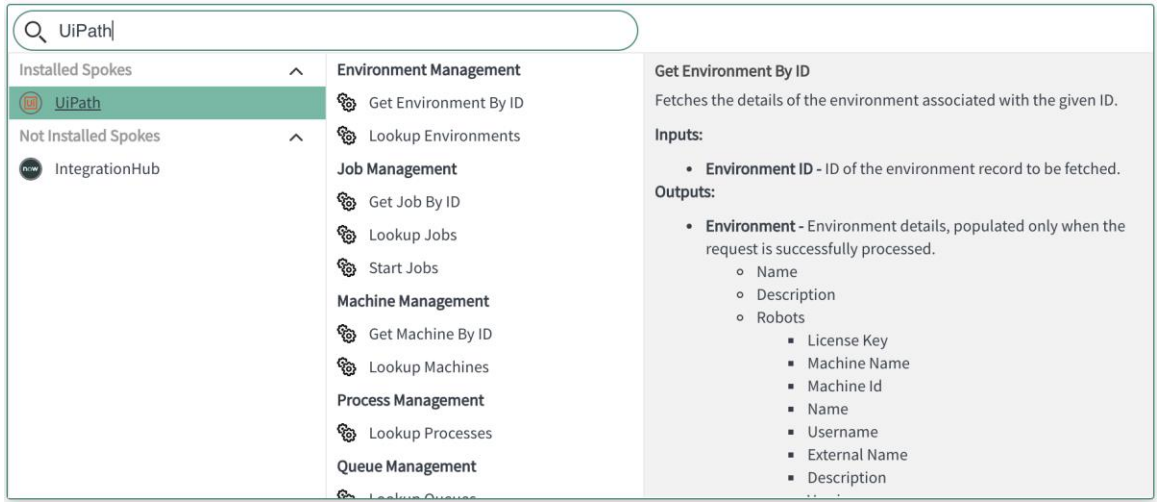
ServiceNow® Integration Hub Spoke

Inbound connector that connects the UiPath Enterprise RPA Platform to ServiceNow using UiPath APIs – making it easy for users to start, stop, and manage UiPath automations directly from ServiceNow

Type	Action
Environment Management	Get Environment By ID Lookup Environments
Job Management	Start Jobs Get Job by Id Lookup Jobs
Machine Management	Get Machine By ID Lookup Machines
Process Management	Lookup Processes
Queue Management	Lookup Queues
Release Management	Get Release By ID Lookup Releases
Robot Management	Create Robot Delete Robot Get Robot By ID Lookup Robots
Queue Management	Lookup Queues
Asset Management	Create Asset Get All Assets
Session Management	Lookup Session

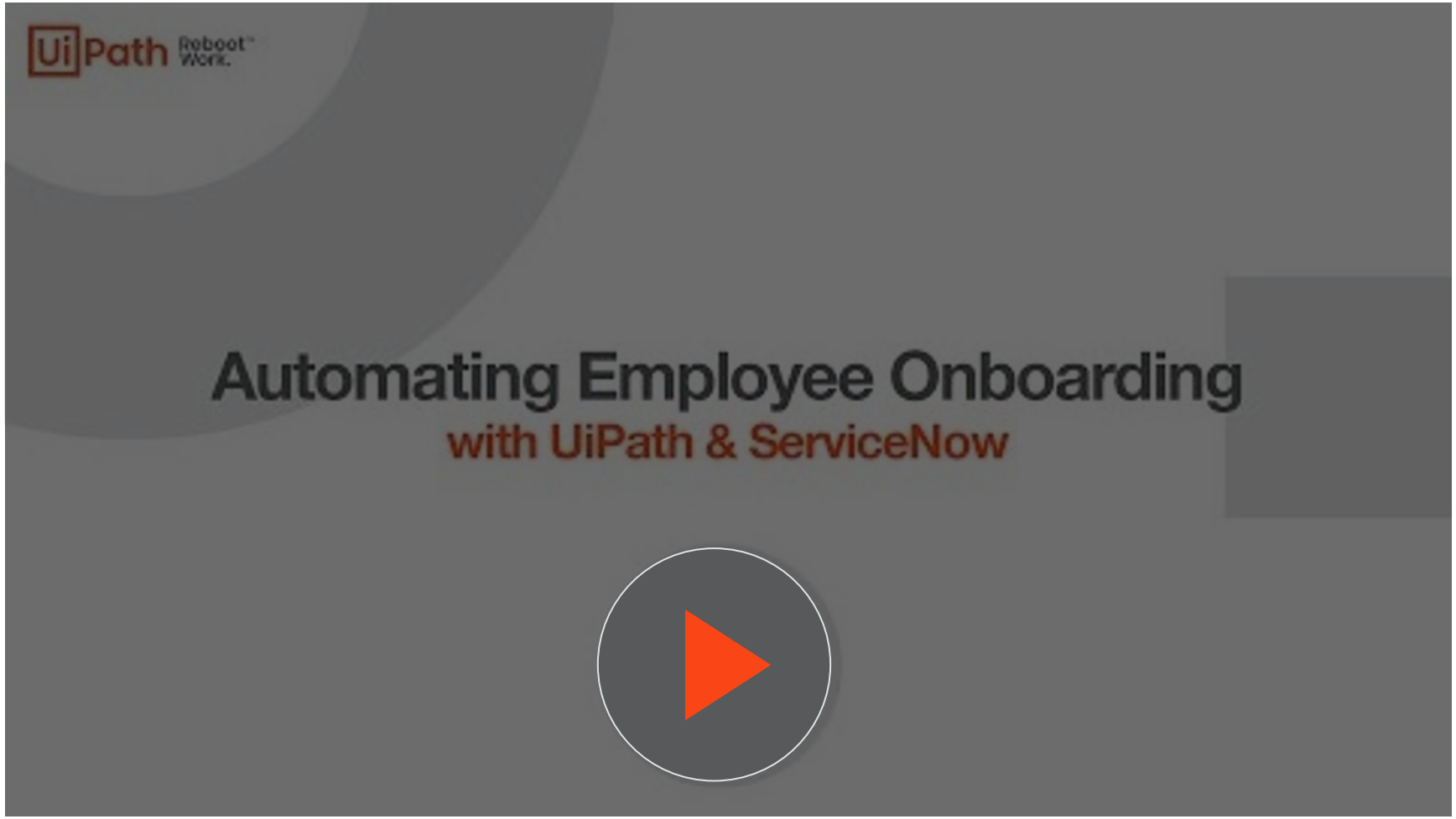
Requirements

1. ServiceNow
   - Orlando
   - IntegrationHub Enterprise subscription
2. UiPath versions
   - Platform version 2019.4.3
   - Cloud Platform version 2020.1.219



Available in ServiceNow Store

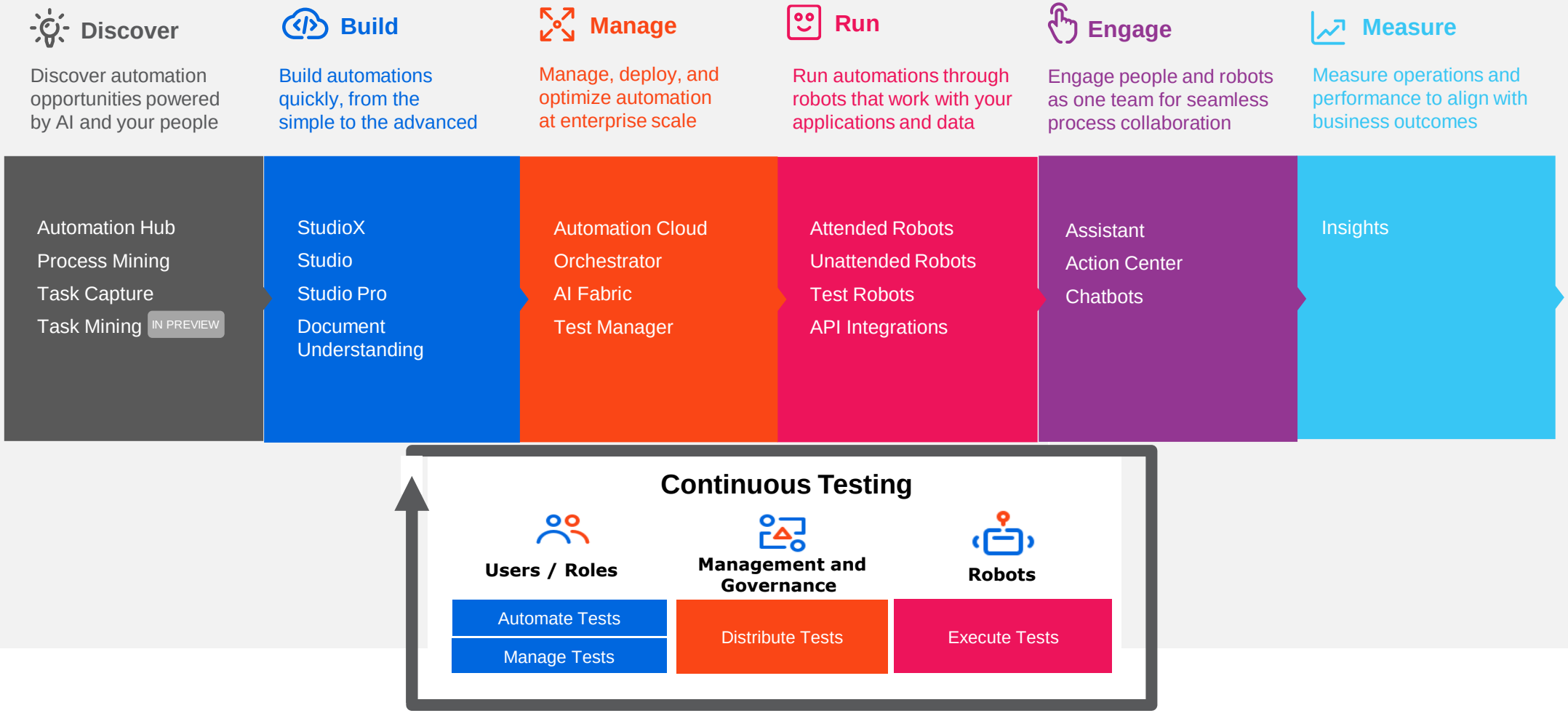
ServiceNow Bi-Directional Integration – Spoke and Activities



It's time to automate—with UiPath™

UiPath Reboot Work.™

From discovering to building and measuring automations, all in one platform



YouTube [Watch the UiPath Platform end-to-end demo](#) (16 minutes)

UiPath Resources

UiPath Reboot™ Work.

Community Forum

Documentation Portal

Release Notes

ReFramework

UiPath Academy

UiPath Certification

Webinars

Video Tutorials

Transformative Thursday Upcoming Sessions

UiPath Reboot Work.

Here's a quick look at our schedule

Phase	Webinar Topics	Date
Discover	Crowdsourcing ideas - Automation Hub and Task Capture	20th August, 2020 Register now
	Deep dive into AI enabled discovery tools -Process Mining & Task Mining	27th August, 2020 Register now
Build	Explore the brand new Ui Studio experience –Studio, StudioX and Studio Pro	3rd September, 2020 Register now
Manage	Discover the latest in UiPath Orchestrator and Automation Cloud	10th September, 2020 Register now
Run	Accomplish More with More Accomplished Robots	17th September, 2020 Register now
AI Family/ Engages	Deep dive into our AI products – Document Understanding, AI Fabric and Computer Vision	24th September, 2020 Register now
Measure, Connectors	Explore new features in UiPath Insights and our latest ServiceNow Connector	1st October, 2020 Register now

Thank you
Stay Safe and Stay Healthy