



# Automation Series:

*Why is automation so difficult?*

In March of 2021, we asked a group of experts to rank several automation topics on difficulty. The interactive session initiated conversations around automation development, integrations, maintenance, and keeping humans in the loop. This document provides the issues discussed and the difficulty of each relative to the other.

I want to thank all that participated and shared their thoughts in the session. I look forward to speaking with you again on future topics.



John Michelsen  
CEO, Krista Software



# What is Krista?

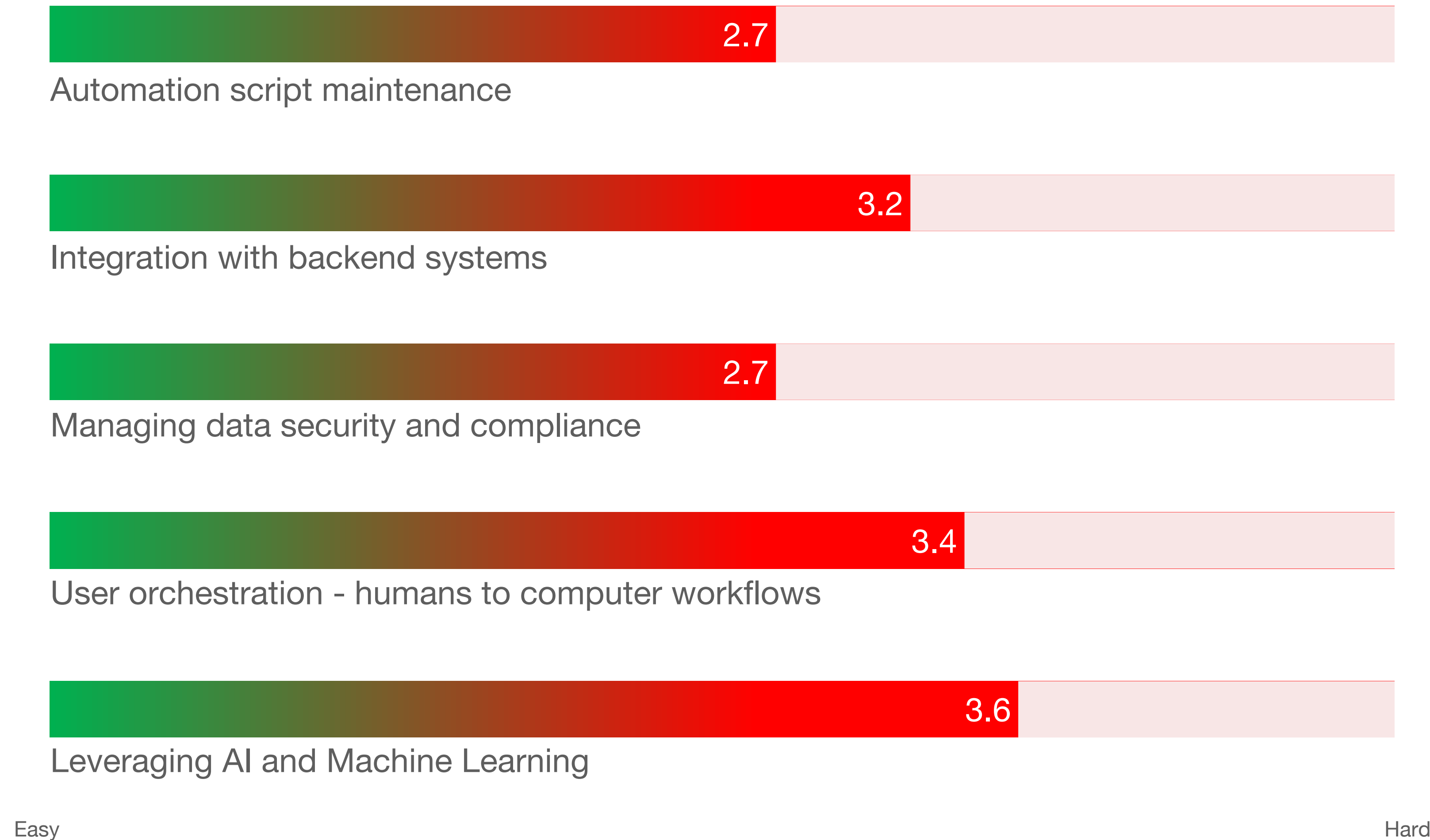
## Intelligent Automation

Krista is a modern conversational Intelligent Automation platform designed to easily leverage existing IT assets. Krista's unique informal approach enables business process owners to quickly build new lookup or data entry workflows without waiting in line for expensive IT or development resources. Krista uses a unique programming method similar to a text conversation between one or more people. By following the way humans already communicate, Krista enables anyone to build and create workflows around business process constraints. The conversational workflows eliminate maintenance and upkeep required from traditional record and playback automation tools. Krista's conversations are beautifully simple, with enough power, scale, and security to find any answer inside the largest enterprises.

## Deployment is Simple

Krista's Natural Language Processing supports voice, text, and \*bots to deliver automation anyone understands. By utilizing existing communication methods in conversations, you take advantage of how your employees already communicate. Krista quickly deploys to existing desktops, mobile phones, Slack, and web browsers that your employees are already using. You won't need to train employees or maintain brittle documentation since the automation follows existing voice and texting conversations similar to WhatsApp or Facebook Messenger. If your employees can text, they can interact with numerous systems to support customers, consume enterprise services, deploy IT changes, or update important KPIs.

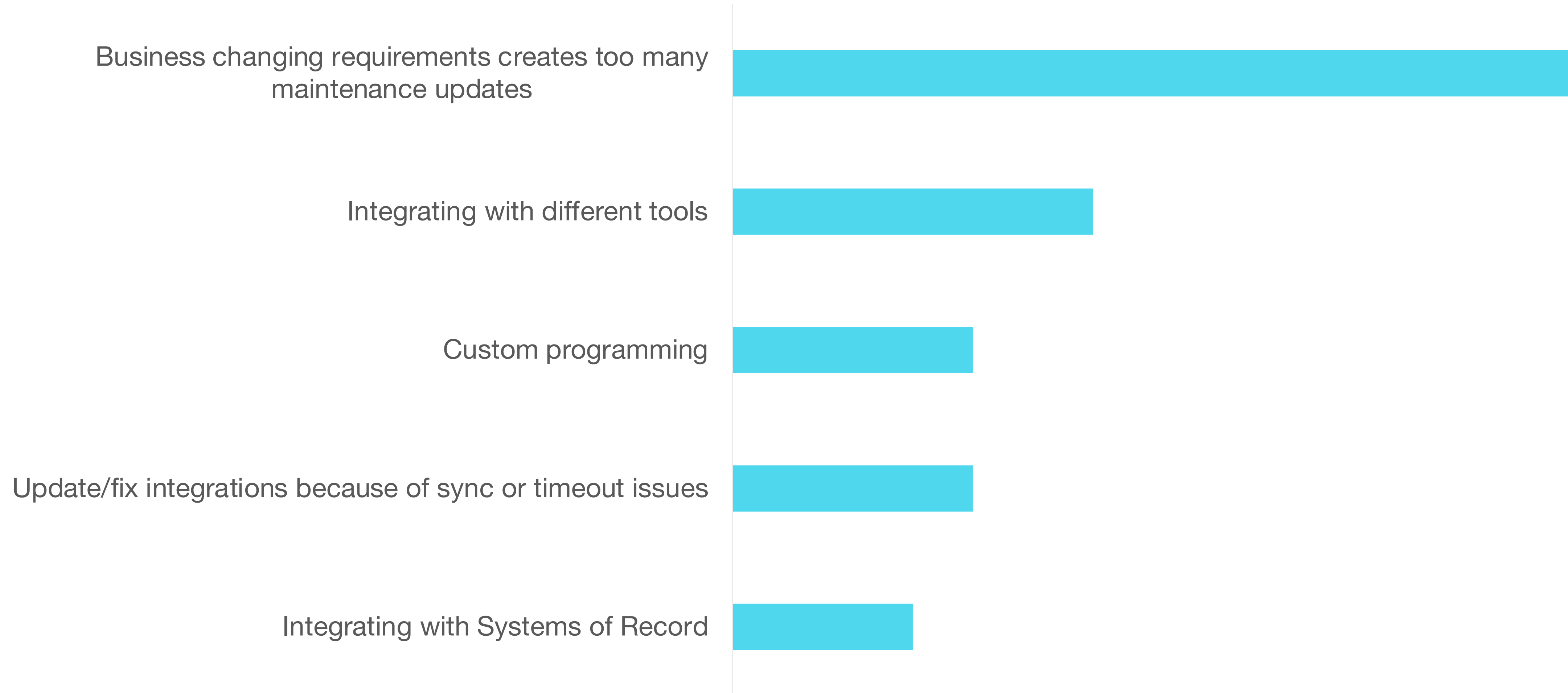
# Rank each automation topic on difficulty.



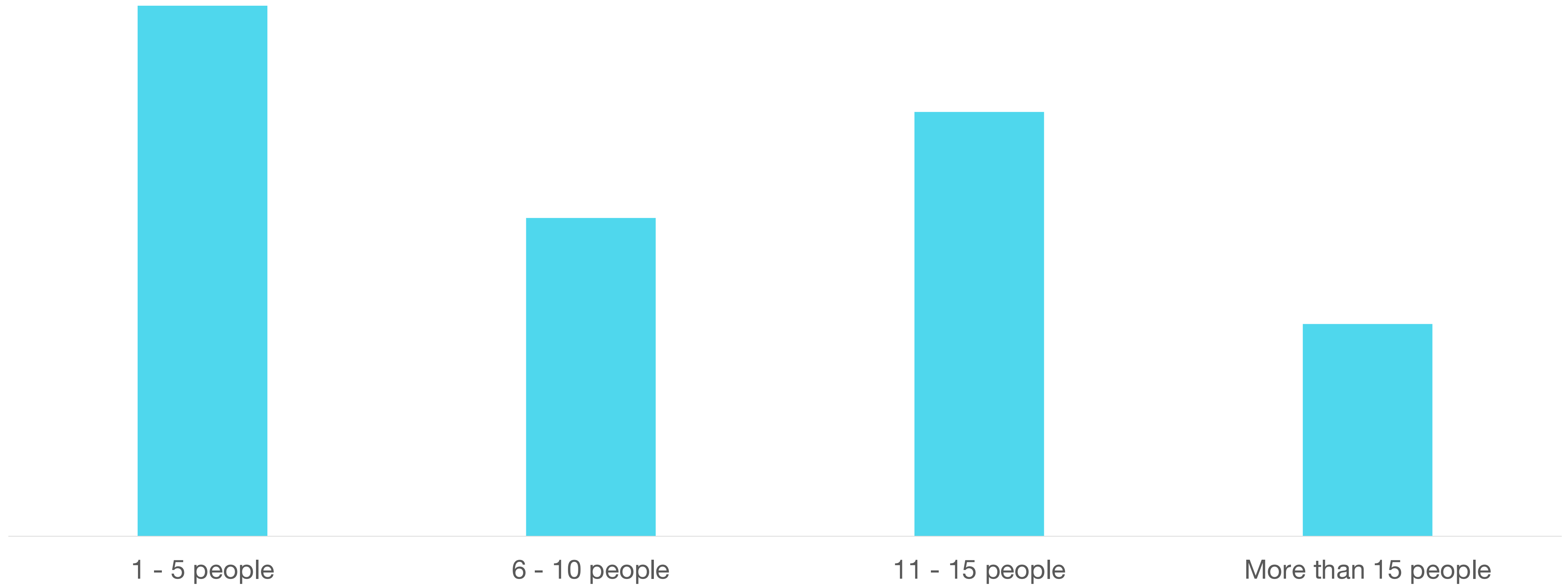
Easy

Hard

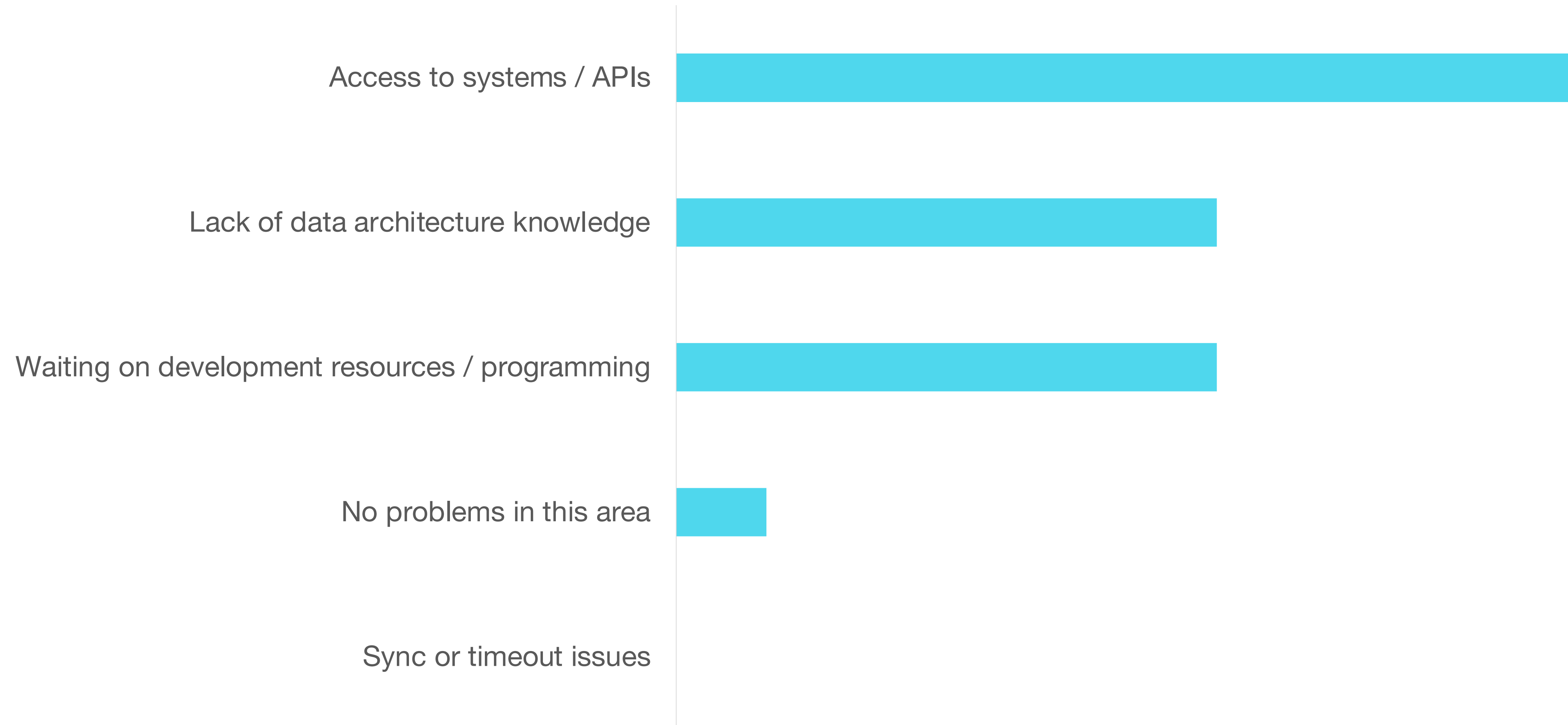
# What is the most difficult aspect of maintaining automation?



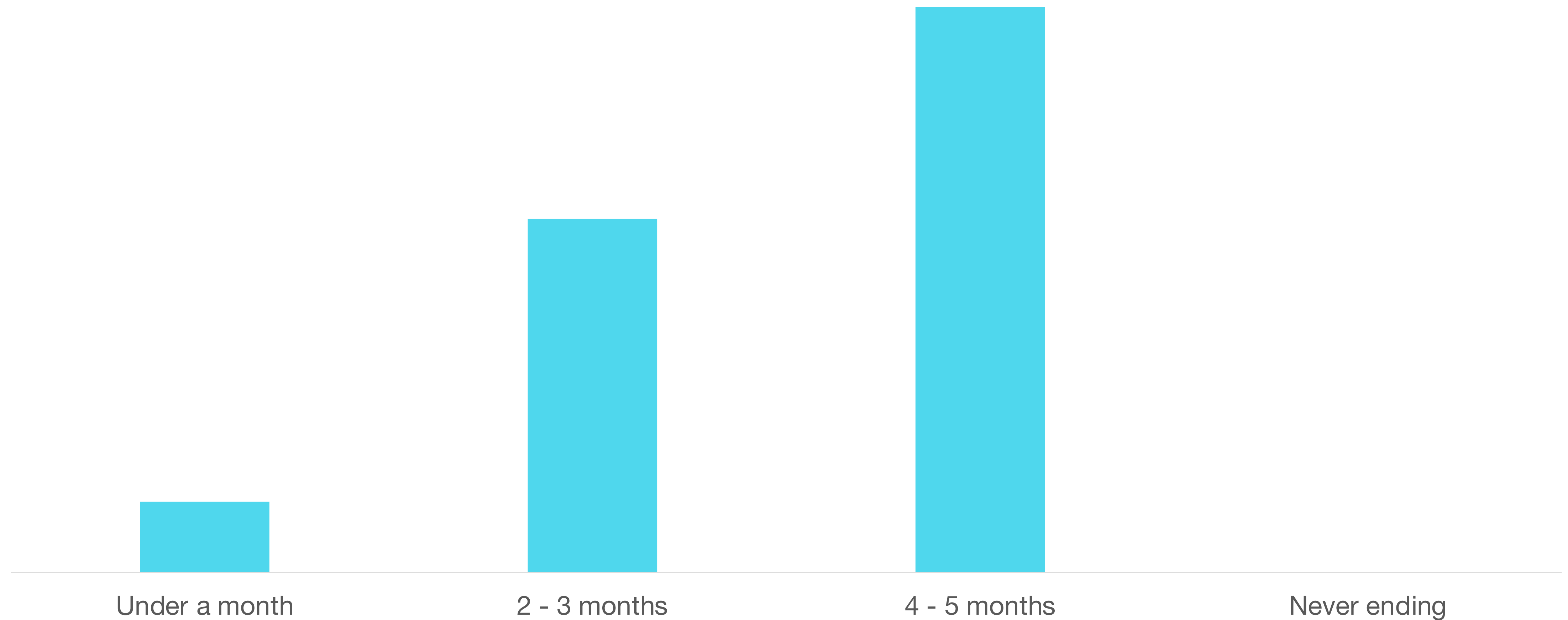
# How big is a typical automation team?



# What are the most difficult tasks when connecting automations to systems of record?

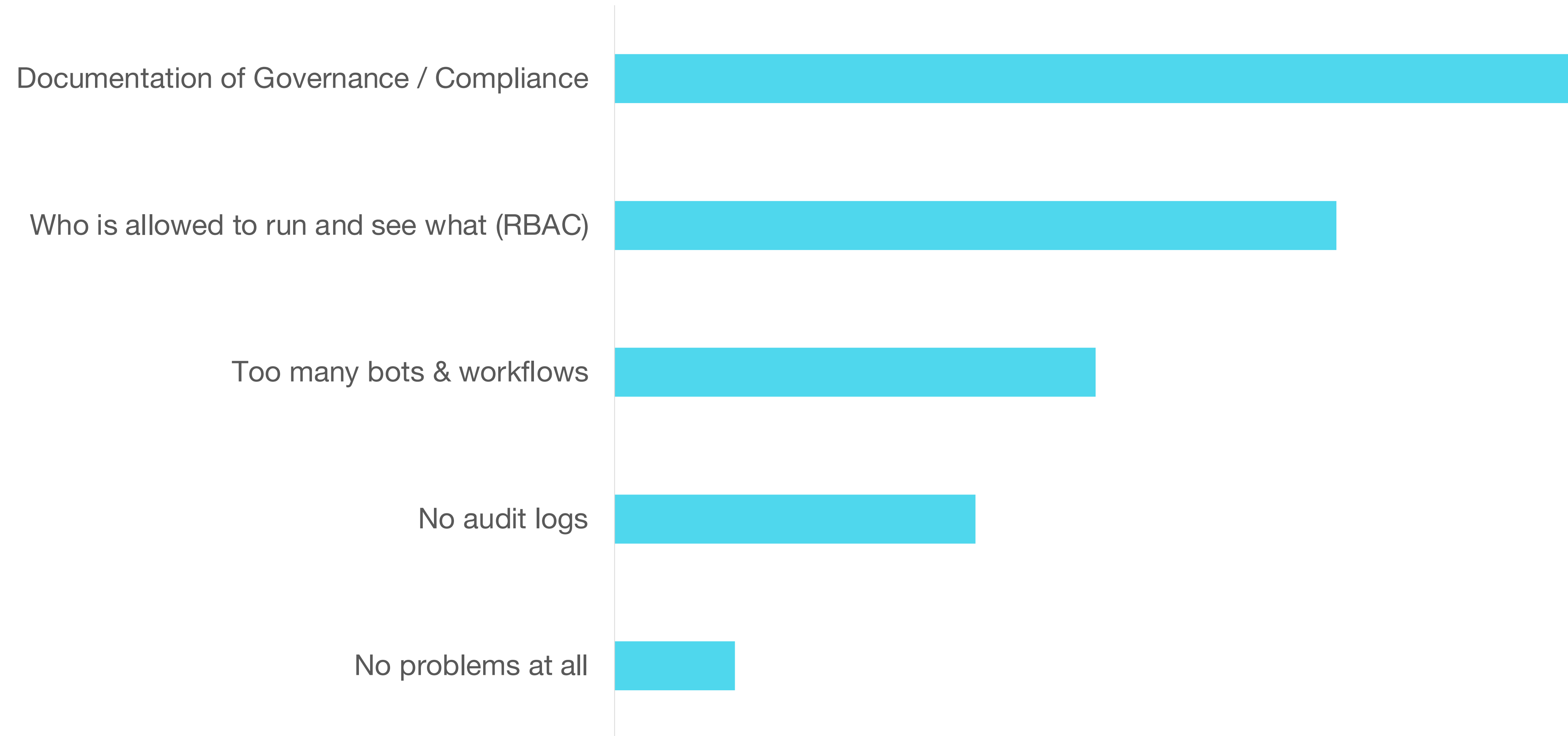


# How long does a medium size automation project take to complete?

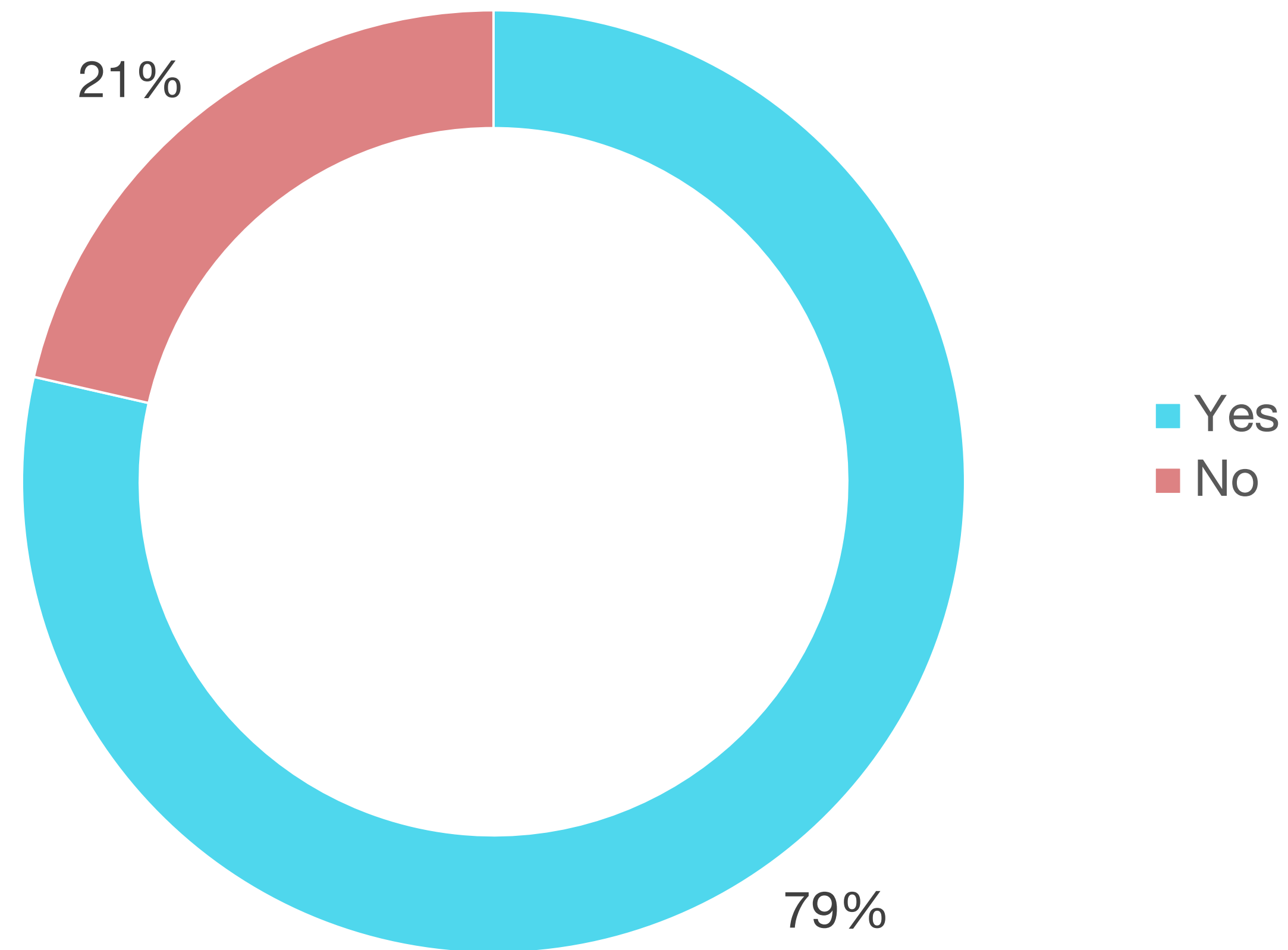




# What enterprise / compliance issues are most challenging?



# Do you consider your automation team a software development team?



# Where does automation bottleneck or stop because of users?

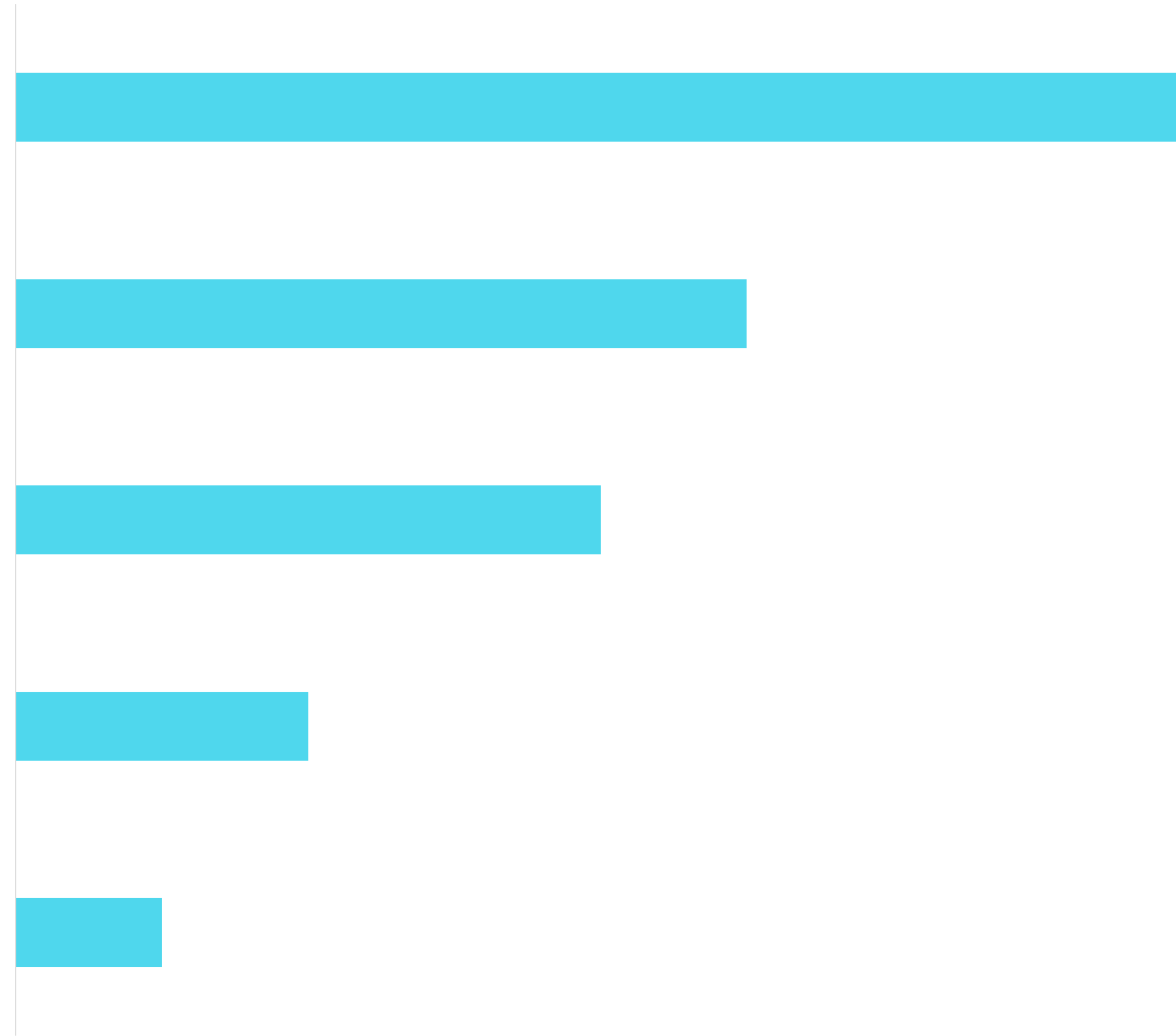
Integrating automations across two roles or cross departments

Inability for automations to interact with humans

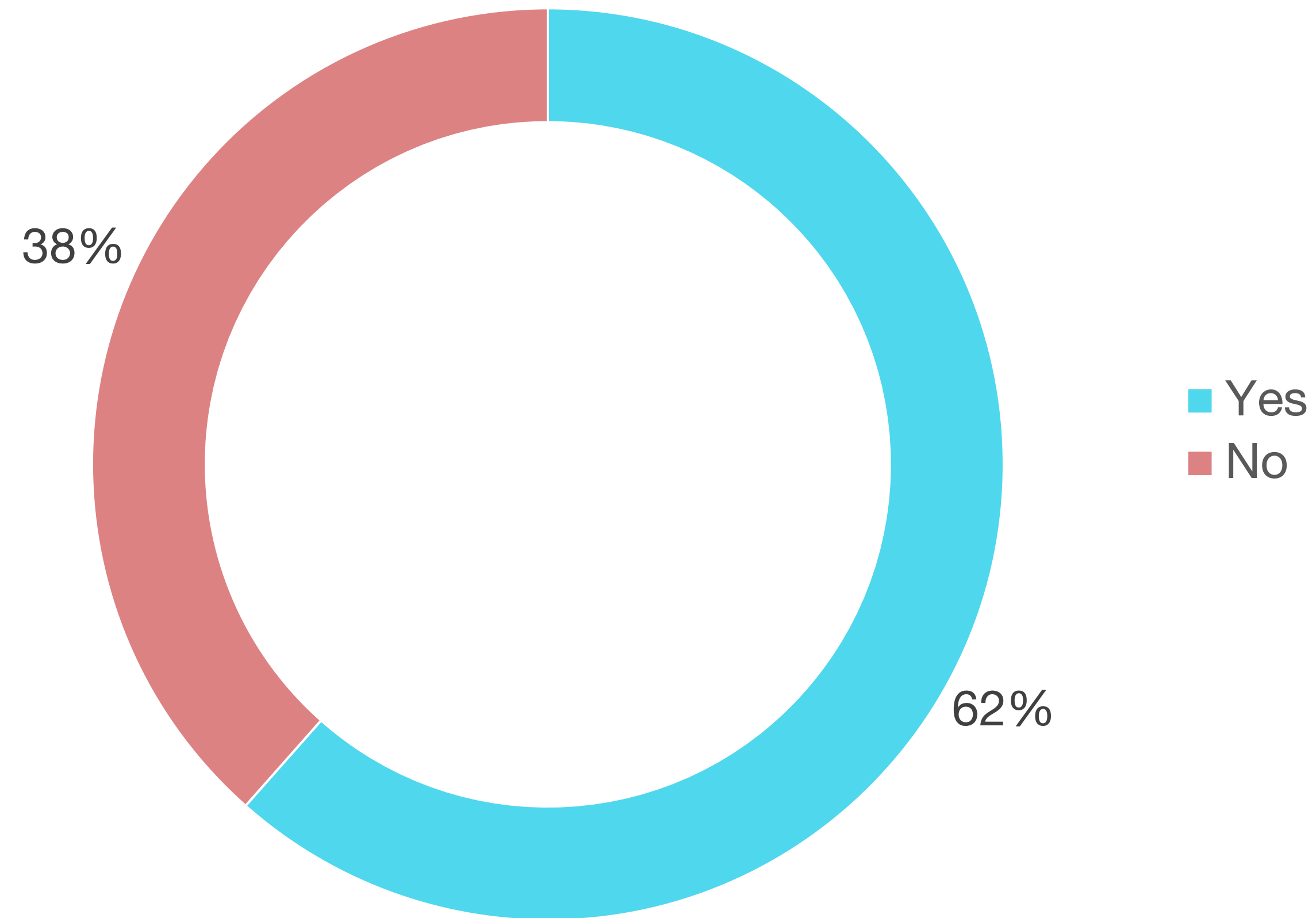
Automations fail to contact users / remind users of tasks

Automating Go / No Go Steps

No problem with users



# Are you leveraging AI or machine learning in production?





# Krista

Krista Software is in an unrelenting pursuit to help businesses find the right answers. Krista Software produces Krista, a modern Intelligent Automation platform. Krista empowers businesses to leverage existing IT assets by building low-cost automation applications.

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