

## ***Teaching Case***

# Robotic Process Automation Overdue Collections Case

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### **Abstract**

Organizations are keenly interested in employees trained in business analysis and robotic process automation. This is because those methods are growing in demand for improving efficiency in business processes. Business students exiting college must understand how to map out business processes and implement automation fundamentals to be competitive in the job market. In this hands-on project, students will analyze a real-world situation and utilize NICE Automation Studios to automate the process.

**Keywords:** Robotic Process Automation, RPA, Automation, Business Process Improvement, Business Process Reengineering

A full version of this case/abstract may be found at <https://isedj.org>