

Terminology

This is Blue Prism Cloud's terminology glossary. If you ever wanted to know what that fancy word meant this is the place to find it.

Generic terms

Term	Definition
Autonomic Workload Management	The approach used by IADA® to provide self-management of workloads, and which uses a combination of business and environmental variables to manage the prioritization of work, the timing of its execution, and the scaling of available resources to execute work to meet service level parameters.
Application Object	The name given to objects created in the Blue Prism Cloud Platform which defines a set of configuration rules which specify how a digital worker or workforce should interact with an application by replicating human interactions.
Chat (IADA Chat)	The name given to the capability which provides a digital agent presented through a conversational user interface (CUI) via a messaging channel and/or speech interface, which is commonly known as a chatbot.
Component Library	The name given to the repository containing common and reusable automation utilities and procedures which can be used as part of an automation workflow.
Hub (Formerly known as Connect)	The web-based management and control interface for the Blue Prism Cloud Platform used by automation designers and platform operators.
Credential Store	A secure AES-256 bit repository for retention or encrypted access credentials which may be required by a digital worker in the execution of a process.
Digital Worker	The name given to the resource within the platform which executes the defined automated processes it receives, interacting with the various local and remote applications, systems, tools, and devices required to complete the process. The digital worker is a Windows runtime, it is the execution layer and emulates the activities of a human. It takes a process, an item and the necessary credentials and follows the procedural steps to complete the defined task(s).
IADA® (Intelligent Automated Digital Assistant)	The name for the collection of algorithms and functionality which serves as the central Artificial Intelligence “brain” of the Blue Prism Cloud platform, supporting the interaction between all components.
IADA.ai	A shared instance of IADA® which allows access to an evolving range of proprietary and third party cognitive services which can be called as actions from within a workflow and configured by any automation designer or business user.
IADA API	A sub-component of IADA® which manages the ingestion of work from a variety of channels and sources, and the translation of that work into a format

Term	Definition
	to be executed by the platform.
Intelligent Automation	Intelligent Automation, also referred to as Intelligent Process Automation (IPA) is a term used to reference a combination of robotic process automation and artificial intelligence to provide a more capable digital workforce.
Orchestrator (IADA Orchestrator)	A sub-component of IADA® responsible for the orchestration of work across the digital workforce (see also Autonomic Workload Management).
IADA iOCR (Intelligent OCR)	An extension of IADA OCR which uses Machine Learning to manage variation of extracted data into a form which recognizes, structures and interprets that data, and learns from both historic activity (heuristics) and human input (governed learning) to improve over time.
IADA OCR (OCR)	A sub-component of the platform which manages the extraction and translation of information from document images into machine usable data using optical character and image recognition approaches.
Interact (formerly known as Self-Serve)	A self-service web application which allows the custom presentation of a service cartilage and associated web forms to allow internal or external users to interact with automated processes, triggering execution, providing input and/or observing outputs.
NLP (Natural Language Processing)	The industry term which refers to the ability to understand, interpret, and process human language as it is spoken or written, as utilized by IADA Chat, iOCR and IADA.ai. Sub-components of the definition include Natural Language Understanding, Natural Language Analysis and Natural Language Generation.
Platform	The name given to the digital workforce technology, provided as a subscription-based Software as a Service (SaaS) onto which customers or partners build business process workflows to automate and digitize work.
Process	The name given to an object-oriented workflow configuration which links decision logic, Application Objects and other Processes to create an automated and digitized work process.
Product	Blue Prism Cloud has one product, the one product is the Blue Prism Cloud Digital Workforce®. The Blue Prism Cloud Digital Workforce is made up of a number of components and sub-components.
RPA	Robotic Processing Automation is process of a digital worker mimicking a human's actions in completing a rules-based task.
RPO	Recovery Point Objective refers to the amount of data at risk. It is the time between data protection events and reflects the amount of data that potentially could be lost during a disaster recovery.
RTO	Recovery Time Objective refers to the amount of time taken to recover the environment in the event of a disaster occurring.
Surface Automation	The technique used by an Application Object which connects to an application presented through Citrix, RDP or another thin-client technology by employing image recognition.
Blue Prism Cloud	The product name given to the Blue Prism Cloud platform including all

Term	Definition
Digital Workforce®	components provided as part of the SaaS subscription.

Component specifics

Blue Prism

Term	Definition
Action	An Action Stage allows a Business Object to be used in a Process. It is similar to a Page Reference in that it takes the flow of the Process down to another page, but instead of being in the same diagram it is a page within a Business Object.
Block	Blocks are used for a variety of purposes, these are: <ul style="list-style-type: none"> • Grouping variables, e.g. Inputs, Outputs for easier readability • Exception Handling, to facilitate handling exceptions thrown by different Stages • To avoid infinite loops raised due Exception handling
Business Exception	A Business Exception is a “planned” exception. This is an expected break in a Business process because of potentially missing or incorrectly formatted data. These exceptions can be planned for in the automation and may be recoverable.
Business Object	A Business Object is an object that models the applications that the digital worker interacts with. It normally has multiple pages to simulate the functions of an application such as: <ul style="list-style-type: none"> • Opening and closing an application • Writing into fields • Reading messages on screen • Clicking on buttons and menu items
Component	A Component is a mid-layer object that allows you to group common actions from one or more objects together to create a reusable and flexible module that can be embedded in your process workflow, but can also be used in other workflows. Creating these bite-size chunks will add dramatic improvements to delivery and follows a holistic deployment approach.
Data Item	Data Items are containers for variables. They are where values are stored that can be used with automations, they can support different types, including: <ul style="list-style-type: none"> • Date • DateTime • Flag • Number • Password

Term	Definition
	<ul style="list-style-type: none"> • Text • Time • TimeSpan • Image • Binary
Environment Variable	An Environment Variable is a dynamic-named value that can affect the behavior of running processes on a computer. They are part of the Environment in which an automation runs. Once an environment variable has been created it is available for use in Object or Process Studio. Environment variables are used to keep the value of that variable dynamic and can be used whenever wanted.
Page	A Page is a mechanism for splitting up a complex processes. Pages allow the process to defined in smaller less complex sections which can be tested in isolation. A Page Reference is used to join the Pages and its contents together.
Poller	A Process is intended to obey instructions performing a repetitive task. Those instructions could be extracting data for example from a spreadsheet. Alternatively, a Process might be designed to launch an application and check a diary for available slots for patient appointments.
Process	A Process is intended to obey instructions performing a repetitive task. Those instructions could be extracting data for example from a spreadsheet. Alternatively, a Process might be designed to launch an application and check a diary for available slots for patient appointments.
Queue Item	A Queue Item is a job that is in a Work Queue waiting to be processed.
Queue Item Key	The Queue Item Key is a unique identifier of the Queue Item within the Work Queue.
Stage	<p>The Stages are items that can be used within an automation to simulate the interactions of a human performing a task. The Stages are:</p> <ul style="list-style-type: none"> • Block • Process • Page • Action • Decision • Choice • Calculation • Multi-Calc • Data Item • Collection • Loop • Note

Term	Definition
	<ul style="list-style-type: none"> • End • Alert • Exception • Recover • Resume
System Exception	This is an “unplanned” exception typically caused by a failure of a server, service, network or infrastructure resource. These may be recoverable if the event recovers in a predictable time and the automation has waited for the resource to become available. Otherwise these are unrecoverable exceptions.
Work Queue	A Work Queue is an internal configurable list that enables a Process to manage its workload. A process can use different work queues and a work queue can be shared by multiple processes if required.

Hub

Term	Definition
Hub Role	Custom made roles that include Hub plugins, roles will give different level of access to plugins.
Item	A piece of work which is associated to a process, e.g. Joe Bloggs would be an item which is associated to the new starter process. You may have 5 items (5 people) that need to be onboarded, so the new starter process would iterate 5 times, one for each user. An item will also have a status associated with it, see Status.
Plugins	Self-contained features that can be individually installed to provide information about your digital workforce.
Process	A collection of procedural steps which allow the digital workers to follow a business process, e.g. a New Starter Process, allowing a digital worker to understand how a user is onboarded into the organization.
Queue	A container for items. Queues do not need to have an association to a process (new starter queue) but usually do.
Schedule	A schedule is a rule around when a process should run and on what digital worker it should be run on. This creates a session per digital worker alignment.
Status	Can be Pending, Locked, Completed or Exception.
Blue Prism Cloud Approved Roles	Automatically generated roles based on plugins that have been installed. Roles are based on Blue Prism Cloud’s Center of Excellence and will give users certain access.
Widgets	A small-scale version of plugins that is utilized on the Hub Dashboard.

IADA NLU (Natural Language Understanding)

Term	Definition
Application	The application is a container for a specific process or group of processes. The NLU application is what a digital worker connects to, to have a data item processed in order to understand unstructured language. The input (data item) is referred to as an utterance. Intents and entities are returned to the digital worker or to a queue dependent on the process configuration.
Custom	There are four types of custom entity types within an NLU Application; Simple, List, Hierarchical and Composite.
Custom: Composite	A composite entity is made up of other entities that form parts of a whole. A composite entity can consist of up to 20 child entities. These count towards the maximum number of entities you may use.
Custom: Hierarchical	A hierarchical entity defines a category and its members. It is made up of child entities that form the members of the category. A hierarchical entity can consist of up to ten child entities. These count towards the maximum number of entities you may use.
Custom: List	A list entity represents a fixed set of synonyms or related words in your process. Each list entity may have one or more synonyms. They are not machine-learned and are best used for a known set of variations on ways to represent the same concept. List entities do not have to be Annabelle in utterances or trained by the system. A list entity is an explicitly specified list of values. Unlike other entity types, a NLU Application does not discover additional values for list entities during training. Therefore, each list entity forms a closed set. Your NLU Application may use up to 50 list entities, and they do not count toward the maximum number of list entities you may use, which is 30. Each list can contain up to 20,000 items.
Custom: Simple	A simple entity is a generic entity that describes a single concept. These count towards the maximum number of entities you may use in your NLU Application. An example would be company, travel agency, and so on. "Book my travel through Gobibo travel agency." or "Please book my travel with MakeMyTrip agency." or "Arrange my travel with Yatra travel agency." or finally "Prefer to book my travel through ClearTrip."
Entity	If intents can be described as verbs, then entities are nouns. Entities are parameters required to process the user request and may also be data items in their own right to be used within an automation. In the utterance, "I would like to change my address to my new residence in Swanley" "Swanley" is an entity of type location. By recognizing the entities that are mentioned in the user's input, the NLU Application helps you choose the specific actions to be executed to fulfil an intent. A maximum of 30 entities is allowed in a NLU Application. Entity Types fall into two categories, Prebuilt and Custom.
Features	You can add features to your NLU Application to improve its performance. Features help a NLU Application recognize both intents and entities by providing hints that certain words and phrases are part of a category or follow a pattern. When your NLU Application has difficulty identifying an entity, adding a feature and re-training can often help improve the detection of related intents and entities.

Term	Definition
Intent	Intents are similar to verbs in a sentence. An intent represents actions the user wants to perform, commonly linked to a process (automation) on a 1-2-1 basis. It is a purpose or goal expressed in a user's input, such as booking a meeting, making a council tax payment, or changing address. You can define a set of named intents that correspond to actions users want to perform in your Application. A Local Council NLU Application may define an intent named "Balance Check" which NLU processes from the utterance "I would like to understand the remaining amount on my account". Another way of asking for the same intent may be "I want to check my account balance", both utterances relate to the same intent. A maximum of 80 intents is allowed in a NLU Application.
Prebuilt	These are built-in types that represent common concepts like dates, time, and geography. These do not count towards the maximum number of entities you may use in your NLU Application.
Training	Training is the process of teaching your NLU Application by example to improve its language understanding. If you make updates by adding, editing, or deleting entities, intents, or utterances to your Application, you need to train your Application before testing and publishing. When you train a NLU Application, NLU generalizes from the examples you have labeled and learns to recognize the relevant intents and entities in the future, which improves its classification accuracy.
Utterance	An utterance is a textual input from the user or digital worker that the NLU Application needs to interpret. It may be a sentence, like "I want to change my address" or a fragment of a sentence, like "Address Change". Utterances are not always well-formed and there can be many utterance variations for a particular intent. The maximum length of an utterance is 500 characters. In the case of large utterances such as emails, the message may need to be processed or 'trimmed' before being sent to the NLU Application.

IADA OCR/iOCR

Term	Definition
Confidence	The level of confidence the technology has that the characters has been identified correctly.
Document Definition Template	Used to define a structure identifying specific fields or areas of text to extract information from.
Export	The process to produce the output once extracted and verified.
Extraction	The reading of information from the images identified using the Document Definition Template.
FlexiLayout Studio	Used to identify/create the specific areas or regions within a scanned document requiring capture during the recognition process.
Hot Folder	Location where the scanned images are sent prior to recognition.
Ingestion	The process of loading images from the Hot Folder.

Term	Definition
Project Setup Station	Used to establish the profile and configuration for the specific project.
Projects	Used to control the overall process.
Verification	The process used to verify items that did not meet the 100% confidence level.
Verification Station	Used to verify documents or correct verification errors after they have been processed.

IADA Orchestrator

Term	Definition
Application Performance Weighting	As the digital workforce completes different processes it builds up metrics on how applications perform at different times of the day. This information is then mined to understand the performance of individual applications to contribute to the algorithmic decisions within work selection.
Cross-Queue Search	In traditional RPA deployments, work is aligned to a queue and work is selected on a First In First Out (FIFO) basis. Cross-queue search allows all queues to be searched in parallel.
Get Most Efficient Process (GMEP)	Provides access to the IADA® GetProcessPerformanceML method for parser response data.
GNPI (Get Next Prioritised Item)	A function available within IADA to allow a digital worker to select an item based on its importance. This function allows for cross-queue searching.
Process Performance Weighting	Based on the output from the application performance weighting data set, process performance weightings can be designed to calculate the most optimum time for a task to be executed.
SLA and Priority Management	The term given to select work based on its importance. Each item (a task within one of the various queues of work) is tagged with a priority value and a SLA.

Interact

Term	Definition
Administrator Panel	The page an administrator is presented with upon login.
Drafts	A holding area for a request that has been partially completed.
Fields	Elements that can be used within a form to capture information from the user.
Form	An entity within Interact that hold a range of properties such as a fields, rules, roles, privilege checks, an association to a queue which is displayed on the dashboard.
Panel	The page a user is presented with upon login.
Rules	Dictates how the fields behave depending on user interaction.
Roles	Dictates the start-state of a field.
Tab	One or many pages within a form.
Status	A value used to track the lifecycle of a request.
Submissions	The term given to a partially (Draft) or fully (Submitted) completed process once interacted with by a user (a.k.a Requests).