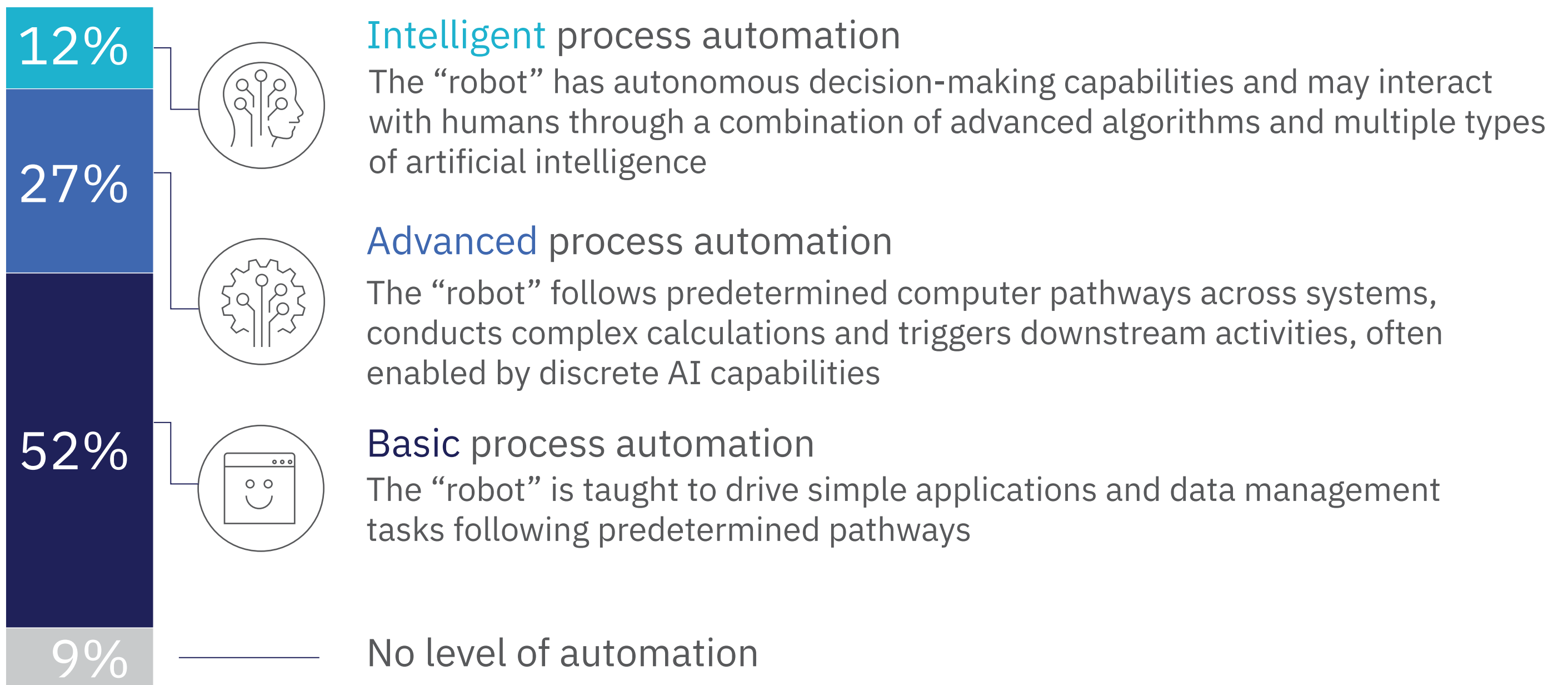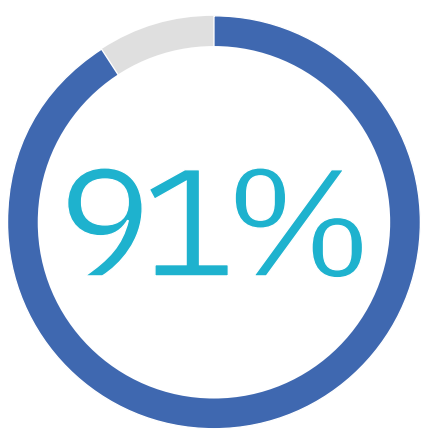# The evolution of process automation
Moving beyond basic robotics to intelligent interactions
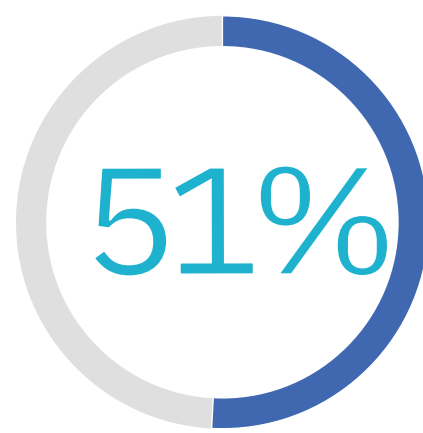
Most organizations can be classified into one of three levels of process automation
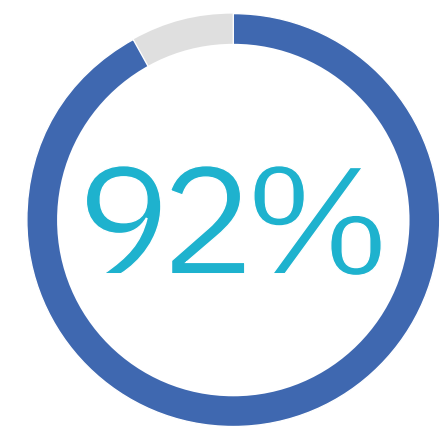
12%

Intelligent process automation
The "robot" has autonomous decision-making capabilities and may interact with humans through a combination of advanced algorithms and multiple types of artificial intelligence

27%

Advanced process automation
The "robot" follows predetermined computer pathways across systems, conducts complex calculations and triggers downstream activities, often enabled by discrete AI capabilities

52%

Basic process automation
The "robot" is taught to drive simple applications and data management tasks following predetermined pathways

9% — No level of automation

Intelligent automation is changing the way enterprises operate

91%
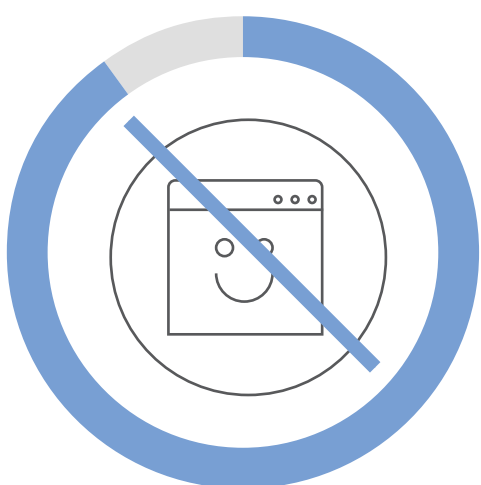Of organizations report using some level of process automation

51%
Of organizations using Intelligent automation have identified operational processes that can be augmented or automated through AI
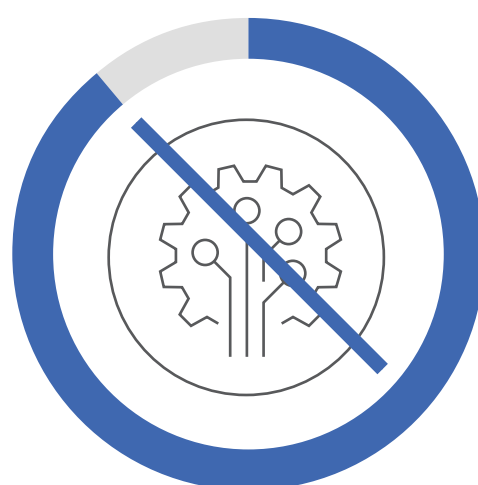
92%
Of organizations using Intelligent automation perform above average in managing organizational change

Most organizations do not have the necessary data science, machine learning and other AI/cognitive talent
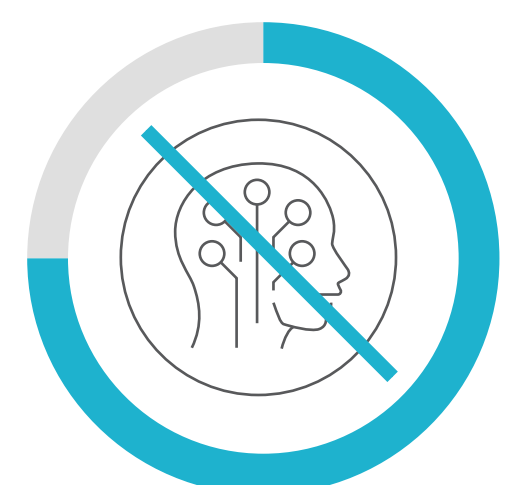
Percent agree their organization does not have the necessary skills today

90%
of organizations using Basic process automation

89%
of organizations using Advanced process automation

75%
of organizations using Intelligent process automation

Read more about the new phase in automation:

ibm.biz/processautomation

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