

aws marketplace

UiPath Platform

Reviews, tips, and
advice from real users



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Product Recap



UiPath Platform

UiPath Platform Recap

UiPath Platform is appreciated for its user-friendly interface and extensive automation capabilities, offering seamless integration with diverse applications. Its intuitive drag-and-drop functionality enables users to design efficient workflows with minimal technical expertise.

UiPath Platform delivers a robust set of features that enhance automation and productivity. With components like Orchestrator, task management is optimized, facilitating better scalability. Users benefit from advanced AI and document understanding tools, boosting data handling accuracy and reducing errors. Despite its strengths, UiPath faces challenges with upgrading processes, AI enhancements, and user documentation. Integration and selector sensitivity issues, along with support and licensing complexities, highlight areas for potential improvement. Users request smoother deployment, error handling, and migration processes. Enhanced support for RHEL/Ubuntu, LINQ, and Lambda and improved real-time insights, automation recording, and scheduling are desired. Streamlining the experience for non-technical users with simplified workflows remains a priority.

What are the key features of UiPath Platform?

- **Drag-and-Drop Functionality:** Allows users to design workflows easily without extensive technical skills.
- **Orchestrator:** Enhances task management and enables scalable automation.
- **AI and Document Understanding:** Improves data accuracy and minimizes errors.
- **System Integration:** Offers seamless integration with SAP, CRM, Oracle, and more.
- **Active Community and Training:** UiPath Academy provides resources for skill development.

What benefits should users look for in reviews?

- **Increased Efficiency:** Reduction in manual workloads through automation of repetitive tasks.
- **Improved Accuracy:** Enhanced data handling capabilities reduce errors.
- **Productivity Boost:** Supports both attended and unattended automations to streamline operations.
- **Scalability:** Ability to handle growing automation demands efficiently.
- **Integration Benefits:** Easy integration with enterprise systems for streamlined operations.

UiPath Platform is widely implemented across sectors such as finance, healthcare, insurance, HR, IT, and supply chain to automate repetitive business tasks. Common uses include automating data entry, invoice processing, document management, report generation, and customer service operations. Organizations value the platform's ability to integrate seamlessly with systems like SAP, CRM, and Oracle, allowing for enhanced efficiency and accuracy in

processing both structured and unstructured data.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “We have created context-grounded searches or chatbots using context grounding, and we also use context grounding within an Agentic flow where a bot or agent reads ServiceNow tickets to determine whether it has been assigned to the right work group.”



Verified user

Manager Rpa at a retailer with 10,001+ employees

- ✓ “Since we're still on-prem, the Orchestrator feature of UiPath Platform has been key in us being able to monitor and see exactly what is going on with the automations.”



Claire Suplee

Program Manager at a healthcare company with 10,001+ employees

- ✓ “The feature of UiPath Platform that I appreciate the most is the Desktop Studio.”



Kyle Grimm

Automation Developer at Worthington Industries

- ✓ “We also have some report automations which we did with UiPath Platform, and they get done now in one-hundredth of the time that it used to be done before and without any errors.”



Vijay Bhallamudi

Senior Business Analyst at Flix

- ✓ “The unattended bots have been most successful for us so far.”



Verified user

Senior Business Analyst at a healthcare company with 1,001-5,000 employees

- ✓ “The features I find most valuable within UiPath Platform are the logging and controls, and the ability to bring value to the firm extremely quickly due to the low-code, no-code functionality.”



Jonny Roche

Portfolio Product Owner at a insurance company with 10,001+ employees

- ✓ “Deployment was good.”



Daniel Moore

CEO/MD at Resources and Energy Group Limited

What users had to say about valuable features:

“I like the UiPath Orchestrator. The Marketplace is also helpful because there are pre-built automations we can use. One of our processes is used to manage annual charitable donations.

We use UiPath for end-to-end automation but only for about half of our processes. We've also integrated the solution with other tools. .”

Verified user

RPA-Tech Lead at a retailer with 10,001+ employees

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“The best features of UiPath Platform are that it is quite user-friendly and easy to understand.

“The user interface of UiPath Platform is easy to use; you can understand what you need to do, and the navigation is good and easy to find.

“In our organization, UiPath Platform improved the P2P process, where there were some manual steps such as the approval process that was done manually. We suggested making it automated; it helped maintain the hierarchy to get approval and was quite fast. After that, we saved a lot of time with increased accuracy, which was beneficial..”

Priya Dutta

Consultant at KPMG

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“From UiPath Platform, the positive side is it was easy to integrate. Now, they have been changing lots of things that I don't really prefer, and basically, it was easy. The Orchestrator and having the logs whenever an automation is running allows you to see the logs right away, even though it can be on debug or even in production.

The Orchestrator is one of the main things that UiPath Platform has. A disadvantage against Power Automate is that with Power Automate, you have the cloud flows that you can trigger based on a cloud flow connected to whatever you want, which is pretty nice. You can also run most of your automations depending on if you are using UI or not; if you are not, you can do everything cloud-based instead of actually needing a machine to do that, whereas with UiPath Platform, you always needed a machine before.

The installation procedure for UiPath Platform was straightforward..”

CarlosAlmeida

Developer at a tech services company with 11-50 employees

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“The primary benefit of UiPath Platform is absolutely clear. If you remove people from mundane work, manipulating Excel, getting data from SAP, and so on and so forth, it definitely helps them to elevate themselves and upgrade themselves in order to work on something better.

Studio and its capabilities are still at the top for me because if there is any process that I need to automate or I need to look into, that works really great. Apart from that, the integration service is a really cool thing. We utilize it a lot, and we also utilize the agentic capabilities, although it is kind of limited as of now, unlike if we utilize the cloud's agentic platform or something else that is pretty broad, and you can even integrate it with LangChain. That part is very limited in UiPath Platform as of now. It does give you a little bit of functionality, but not a lot. Apart from that, I really appreciate their Action Center. Orchestrator is another product which helps us act as a command center and helps us to control everything. That also works very well for us. Automation Hub works in order to maintain all of the automation ideas.

Agentic Automation has definitely helped us with a couple of complex scenarios that were not very straightforward to handle just with the help of UiPath Platform, specifically when we have to take some decisions when we are seeing a specific use case in front of us. Those kinds of scenarios we have also automated with the help of UiPath Platform..”

IshmeetBindra

Senior Rpa Developer at a tech vendor with 10,001+ employees

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“The most attractive feature of UiPath Platform is that it is user-friendly and now it is well accepted and available in all parts of the world. If you want to understand anything, it is not a big deal in comparison to other products. Its usability is quite easy for anyone who does not have technical knowledge but still can use this software based on the business process they know.

“UiPath Platform stands out for me because of its usability, its diversification, its integration, and having multiple options for the same thing in different ways. For example, you have the option of sending email not only through Outlook but through multiple options. This diversification sets it out. Additionally, its magnitude allows it to deal with any kind of large process. Recently I completed an automation where there was an invoice with more than a thousand PDF pages, and UiPath Platform was still able to process that invoice, extract the data, and feed it into the ERP system.

“UiPath Platform's stability is far better compared to any other RPA product. For scalability, I rate it seven out of ten because it is highly scalable as far as you want, provided a person is willing to spend money on it..”

Raheel Irshad Khan

Rpa Solution Architect at MPC Cloud Consulting Pvt Ltd

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“The best feature of UiPath Platform that I appreciate the most is UiPath Studio. It is a great tool that I appreciate because I am a developer and I also have a background as a .NET developer, and I really appreciate how Studio is built on the WWF framework, Windows Workflow Foundation. It also includes the core .NET libraries, which are really good, and it appears as a native integration environment, such as Visual Studio or other products.

“The Orchestrator is also really good because it is a great tool with the open API, which I leverage really often. Those are the most beloved ones from UiPath Platform.

“By using UiPath Platform, I always try to reduce human errors by the maximum amount possible. It really depends on the projects because we have a rapidly changing environment when needing to do something quick as a POC or MVP product to show the customer something that works. In my experience where I developed solutions using UiPath Platform, I always aim for an eighty percent reduction in human errors.

“I see Blue Prism as a tool that is more compatible with customers and structures that keep a high focus on security. It is a popular choice for banks and financial structures because it is simple and has enhanced security features which are really appreciated by banks, financial structures, and also the government. Power Automate is also a great tool, particularly with its connections to the Power Platform, such as Power Apps, providing a seamless integration experience. I would say that Power Automate is more suitable when you have the full Microsoft stack, when you need to automate something inside regularly using SharePoint, Excel online, and Outlook.

“UiPath Platform combines all these elements, as it caters to both citizen developers and experienced developers. If you know some programming language, you can do really agile things with UiPath Platform. Furthermore, UiPath Platform offers enhanced security features specifically for healthcare and banking. UiPath Platform is the right choice when you start your automation journey because it can do everything. You can create something focused on security or integrate with the Microsoft stack, though not as seamlessly as Power Automate. From the developer experience perspective, UiPath Platform is the winner, as it feels developed even

with low-code, but still provides a feeling of native development, such as back-end development where you can freely utilize your favorite programming language, .NET and C#..”

Oleksandr Rohozilnikov

Senior Software Engineer at EPAM Systems

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Other Solutions Considered

“I have only used UiPath Platform. Automation Anywhere, I never used it, but I wanted to compare between automation tools. I have been mostly using Power Automate..”

CarlosAlmeida

Developer at a tech services company with 11-50 employees

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“When comparing UiPath Platform with other RPA tools such as Blue Prism, I would say UiPath Platform is always the right option because Blue Prism and Power Automate and Power Platform are really for specific use cases. I also have experience with Power Automate and Power Platform..”

Oleksandr Rohozilnikov

Senior Software Engineer at EPAM Systems

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“I used to use UiPath Platform community previously, but after AI-generated tools such as Copilot of Microsoft and ChatGPT, I prefer using these tools because they give an exact answer to your question instead of lingering on multiple things on the internet. I prefer using these tools because even if I want something, it gives me the source, indicating that this is from the source..”

Raheel Irshad Khan

Rpa Solution Architect at MPC Cloud Consulting Pvt Ltd

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“I have used the academy courses to learn about UiPath Platform.

“I am satisfied with the academy courses for UiPath Platform; they are good and easy to understand. One suggestion is if they could put more videos on more use cases; that would be great..”

Priya Dutta

Consultant at KPMG

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“I have used UiPath Platform, Automation Anywhere, and Power Automate of Microsoft.

“I would rate Automation Anywhere second because it has improved itself in the past few years. Power Automate is a product which is more focused and related to Microsoft. If an organization is Microsoft-driven, it should use Power Automate, but it cannot handle big magnitudes and complex data. If we talk about diversification, complexity, and variety, UiPath Platform stands out in comparison to any other product. Though it is an expensive one..”

Raheel Irshad Khan

Rpa Solution Architect at MPC Cloud Consulting Pvt Ltd

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“I will compare UiPath Platform to products from other vendors such as Power Automate. In one line, UiPath Platform is only lacking in the license cost. Its license is too expensive for anyone to justify automating a small process, and that is where Power Automate has an edge. Apart from that, UiPath Platform provides a mature tool with better functionality and better options in order to automate, and I will say that overall experience with UiPath Platform is much better when you compare it with Power Automate. Having that said, just because of that license cost, UiPath Platform is kind of losing now. I am seeing a lot of vendors, even our clients are requesting to move away from UiPath Platform and try to utilize Power Automate or maybe any kind of agentic solution. That is where we are also trying to explore BotCity and a couple of other things which will not cost as much as UiPath Platform. Maybe in some scenarios, the cost is one-eighth of the actual license of UiPath Platform per year..”

IshmeetBindra

Senior Rpa Developer at a tech vendor with 10,001+ employees

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ROI

Real user quotes about their ROI:

“I have never used UiPath Platform for my personal projects, but for my clients, I would say it typically saves three to seven FDEs per week, which is really great..”

Oleksandr Rohozilnikov

Senior Software Engineer at EPAM Systems

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“I have seen a return on investment of around a huge return in three to six months, which is a short time regarding the usual SaaS products from two to three years ago or 18 months prior. Now with UiPath Platform, you can deliver a return on investment in three to six months. It depends on the complexity of the workflows..”

Pierre Eidman

President And Founder at a tech services company with 11-50 employees

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“I cannot provide an exact number, but UiPath Platform reduced human error quite significantly. I cannot give exact numbers, but we did implement some automation using that platform, which enabled us to find some automation opportunities that we implemented. The reduction may be around 10-20%.

“UiPath Platform has saved us approximately 50..”

Priya Dutta

Consultant at KPMG

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“Regarding ROI with UiPath Platform, it depends on how companies are actually using the automation and what use cases they have. But for it to be right now viable in terms of cost and everything, they must be using UiPath Platform almost all the time; otherwise, it won't be that good because it's too expensive. The good part is that you reduce human error, you don't give access to passwords, and you keep them safe in that regard, but then, I don't have a definitive answer because I haven't been touching UiPath Platform for too long and not dealing with customers with UiPath Platform for a long time..”

CarlosAlmeida

Developer at a tech services company with 11-50 employees

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“It depends on the use cases; we perform a cost-benefit analysis for every new use case, determining whether it is related to headcount saving, regulatory and compliance saving, or faster processing. In general, we keep a threshold of 100k US dollars in terms of direct FTE savings for each automation use case.

“In terms of processing speed, we see a reduction of at least 50% to 60% after automation, which translates to significant time or effort savings per use case..”

Manoj Mahapatra

Rpa Infrastructure Lead at a tech vendor with 10,001+ employees

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“Return on investment is all about your planning. If you are planning to get the return on investment, then you have to choose only those cases which will give you a benefit in terms of time-saving. If someone is making a business case of time-saving as well as error handling and critical processes, then return on investment will be very low.

“At the initial level, I have selected some five processes and defined the return on investment, which should be properly documented and accepted by the customer. What happens practically the next day when the bot is live is that people say they thought the return on investment could have been ten percent, but practically they are getting one percent. This should not happen. Things should be locked in from the start. If we plan properly, we can definitely get a return on investment of more than thirty percent..”

Raheel Irshad Khan

Rpa Solution Architect at MPC Cloud Consulting Pvt Ltd

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Use Case

“I work at a large retailer and we use UiPath to support the HR and e-commerce departments. For example, we can automate the management of HR tasks, such as scheduling training courses for associates. We have around 500 bots running in production..”

Verified user

RPA-Tech Lead at a retailer with 10,001+ employees

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“The primary use case for UiPath Platform is to automate different processes, such as manual processes or time-consuming processes that we have. We try to automate them utilizing UiPath Platform and try to reduce the human dependency in the organization, or at least in business processes..”

IshmeetBindra

Senior Rpa Developer at a tech vendor with 10,001+ employees

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“I have used UiPath Platform for process mining to find automation opportunities, specifically for the P2P, Process to Pay process. We found the insight we wanted. In my team, UiPath Platform used to be utilized by three or four people; however, I'm not certain how many people can use it..”

Priya Dutta

Consultant at KPMG

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“From time to time, I have been using UiPath Platform only for merging, filtering, and getting what I want from data tables, basically every now and then, only when I need to do small tasks, such as filter tables or do a quick win.

I used to be basically an integrator where I worked for a consultancy company where some other company would hire us to develop UiPath Platform products into their environments. When I'm using UiPath Platform, it's for my personal use, just to save me some time doing what I told you about tables and just easing my job..”

CarlosAlmeida

Developer at a tech services company with 11-50 employees

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“I have utilized all the spheres and all the domains of UiPath Platform while automating processes in the industries of banking, manufacturing, telecom, and shared services. I have automated processes for each department of these organizations, including finance, accounts, HR, IT, and security.

“When automating things, I follow the approach of understanding whether any other more stable, integrated API is available for the system before implementing RPA. I try to implement that first and then incorporate RPA into the improved process. I have done attended automation, unattended automation, and human-assisted automations..”

Raheel Irshad Khan

Rpa Solution Architect at MPC Cloud Consulting Pvt Ltd

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“I am an RPA developer and tech lead within the RPA field. I have used UiPath Platform according to RPA development, especially for many customers, and I have worked within companies that also recommended UiPath Platform as a solution to their needs and business processes. There were many different use cases. The most popular one is traditional RPA automation of repetitive tasks, such as downloading reports and automating business processes where we created robots performing certain tasks in the customer's core systems.

“I have also participated in a couple of use cases using AI Center from UiPath Platform and Document Understanding and data, but mainly, the most popular one is just the typical RPA traditional approach.

“I did not have a chance to try agentic automation on a real use case; I just started it by myself to get familiar with the technology, not diving deep into that, but I appreciate the idea of Maestro and how it looks. I really appreciate the approach of showing just a simple BPMN or diagram where you are solving your puzzle and collecting all the components in one place. It reminds me of my first RPA tool, Blue Prism, which I also really appreciated. I never faced any issues because I did not use it for a real use case, but it looks promising, especially how easily you can automate and create agents and context-based agents with RAG. I appreciate it and I am hoping that there will be opportunities in the nearest future where I can use something from Maestro or agentic automation or all together, which would be interesting..”

Oleksandr Rohozilnikov

Senior Software Engineer at EPAM Systems

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“The deployment process itself is easy and not too complicated. For someone who has used UiPath Platform before, it is straightforward. However, for beginners, it can seem quite challenging at first, but eventually, it becomes manageable after a few deployments..”

AnandKumar2

RPA Developer at gNxt Systems

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“The initial setup process for UiPath Platform is quite simple. The machines having everything is quite simple. Having that said, a couple of times, the debugging of an issue is not quite straightforward, but the initial setup is quite straightforward in my opinion. You should know what you are doing. You should be aware of the basic things before you dive into anything..”

IshmeetBindra

Senior Rpa Developer at a tech vendor with 10,001+ employees

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“The deployment process of UiPath Platform is very easy. We utilize the CI/CD pipeline, which allows for seamless integration of bot deployment. There is no need to perform additional steps; pushing the code automatically deploys it into the Orchestrator. In earlier deployments, we had to manually publish our code and update many assets in the Orchestrator, but with the CI/CD pipeline, deployment becomes significantly easier..”

RohitPandey

UiPath Automation Engineer at Walker Digital Table Systems

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“The initial setup had a learning curve for me at the very beginning, so it felt a bit confusing. Once I understood the platform concepts and the setup flow, getting connected and starting work became straightforward and quick.

I also appreciated that it’s easy to start with a free trial and then move to a paid plan directly using a credit card (e.g., American Express), which simplifies procurement for smaller or fast-moving initiatives..”

Pierre Eidman

President And Founder at a tech services company with 11-50 employees

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“Deployment timelines for UiPath Platform vary by project; for low-complexity automation projects, it typically takes around three to four weeks from start to finish.

“The setup for monitoring tone or sentiment in messages entirely depends on how each organization configures its communication, as there are different ways to install the product, both cloud-based and on-premises..”

Ashish Saxena

Sr. Automation Engineer at S&P Global

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“We are using the regular RPA platform instead of the Agentic Automation.

“For email automation, we are using the Communication Mining feature in UiPath Platform, allowing us to train the email documents to assess tone and content with about 90% accuracy..”

Manoj Mahapatra

Rpa Infrastructure Lead at a tech vendor with 10,001+ employees

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Customer Service and Support

“I rate UiPath support six out of 10. It's primarily an email-based model. Sometimes we have questions, and it takes days for them to respond and sort our issue out. .”

Verified user

RPA-Tech Lead at a retailer with 10,001+ employees

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“I use the UiPath Platform user community, specifically the forum, but I notice that there are some threads that are quite old or unresponded, meaning that someone puts a question, and they do not have a follow-up for the solution..”

Verified user

Rpa Developer at a manufacturing company with 5,001-10,000 employees

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“I haven’t opened many support tickets directly, but I’ve participated in support interactions with delivery teams. Experience is mixed: some engineers are excellent, but responsiveness and consistency vary. Overall, I would rate support 7/10..”

Pierre Eidman

President And Founder at a tech services company with 11-50 employees

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“The UiPath Platform user community has been excellent, being very responsive, and we often seek help there to find solutions. The community team also organizes events regularly.

“I would rate the technical support an eight..”

Manoj Mahapatra

Rpa Infrastructure Lead at a tech vendor with 10,001+ employees

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“I would rate vendor support as seven out of ten.

“The community surrounding UiPath Platform resembles a free edition tool, with its own community forums. Developers and architects using UiPath Platform can post questions about challenges they face, facilitating a community communication environment where their queries are answered, and discussions take place, similar to social media interactions..”

RohitPandey

UiPath Automation Engineer at Walker Digital Table Systems

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“I would give five out of ten. It is mediocre.

“A person coming to a meeting to discuss any scenario should not tell us that this is not their domain. Even if that is not their domain, they should take that person with them for the technical support because we are there to ask them instead of just getting the answer that the person is not available and that we can deal with this later. This is not the way.

“Additionally, they have increased some prices while providing support. If we have to have a meeting with them, they have started charging for that. I think this is wrong because UiPath Platform is already expensive, and this will increase its cost further..”

Raheel Irshad Khan

Rpa Solution Architect at MPC Cloud Consulting Pvt Ltd

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Other Advice

“Nowadays regarding UiPath Platform, there are both advantages and disadvantages because nowadays you can just go into an AI tool such as GPT, Claude, or whatever and ask it to do whatever you need, and it will be faster. UiPath Platform has the upside of the automation if you actually develop that into a customer, which will be time-saving for them. I used to have runtime for UiPath Platform. .”

CarlosAlmeida

Developer at a tech services company with 11-50 employees

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“I haven't tried using communications mining in UiPath Platform, and I haven't explored that area, so I cannot comment on it.

“I would recommend UiPath Platform to other users; however, I would mention that the programming language can be quite difficult. If someone is good with programming languages and has a good understanding, then it's fine; it's good. I would rate this review an eight overall..”

Priya Dutta

Consultant at KPMG

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“I have really good feedback about UiPath Platform Academy courses because they provide plenty of information, divided into sections and include gamification with the robot icon watching. However, I do have one main concern regarding the tasks

that you need to perform to gain your knowledge perfectly. They are pretty easy for me, especially. I would add some difficulty to that. Overall, the structure and the information located there are good and they cover all of my needs to check, review, or learn something.

“I think the UiPath Platform user community lacks information about some complex use cases, which is a problem for the forum, as it seems that everyone develops something simple and only asks straightforward questions, getting their answers on the forum. However, when it becomes serious, you really struggle on the forum to find information. I do use the forum to get answers from the LLM models, but I would say it needs improvement, such as publishing more serious cases to provide answers to more specific questions.

“My advice for someone looking into purchasing an RPA tool such as UiPath Platform is to always search for really qualified engineers, not just citizen developers. When building something complex and wanting to get your ROI, hiring qualified developers is essential. It is a must. Based on this, I would recommend UiPath Platform.

“I would say that if you do not consider maintenance at the start, it will be complex and difficult. However, if you think about it from scratch, it can be easy. I perform maintenance with the major releases of the platform about once every three months. My overall rating for UiPath Platform is an eight..”

Oleksandr Rohozilnikov

Senior Software Engineer at EPAM Systems

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“UiPath Platform Academy is good and it helps to learn, but honestly, there are some questions in their course whose answers are wrong. For example, I have witnessed that they ask a question in their academy to select multiple answers from the following options. Someone selecting multiple is wrong, but they are telling in their solution that the answer is only one. Similarly, in the previous

course, the answer was different and in the next course, the answer was different. They should review their test and exam questions.

“For Agentic AI and AI both, I can answer consolidatedly that people want to use it, but people are not sure what they want out of it. For example, IT security is a thing and it has humongous policies in its domain. Whenever I try to ask people to start using Agentic AI in IT security instead of just the lengthy IT security approval process, we can create an agentic bot which can tell that your parameters given for this particular thing are correct or not. If they are correct, simply go ahead. If not, then reject the case. This can increase efficiency. Practically, such cases are not there for people to accept them to automate. The reason being there are two fears: one, people still do not trust AI. Secondly, people still believe that if everything will be automated, what will they do? This is a fear of loss.

“One more thing regarding Agentic AI which is very important that we have to tell people and even our customers is that agentic is not a robust and quick solution. To implement a proper solution of AI, whether Agentic AI, Generative AI, end-to-end AI, or any other AI solution, it takes time, sometimes more than a year. People believe that they have invested money on it, so they get the return the next day. This will not happen. This is also important to communicate.

“I would rate this review overall at seven out of ten..”

Raheel Irshad Khan

Rpa Solution Architect at MPC Cloud Consulting Pvt Ltd

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“I do not use the agentic automation with UiPath Platform.

“I do not monitor a lot the messages and the releases, so when I have an update of a Studio, I just search it.

“I have taken the UiPath Academy courses for the advanced certification.

“My experience with the UiPath Academy courses is that, because I took that

course in 2019, there were some bugs that did not work, so even though the solutions I uploaded were correct, they wanted a specific way; but I believe that is something they have improved since then.

“I find it complex to work with UiPath Platform.

“It takes at least once per year for some cases and some applications where we should have a review for maintenance.

“Overall, I believe it can be improved.

“I would recommend UiPath Platform to other users; my advice would be that for some cases where there is not a necessity for monitoring or UI interface automation, there is no reason to use UiPath Platform, meaning there are more Windows-based solutions for automation, so it does not need everything to be done with [RPA](#) technology..”

Verified user

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Rpa Developer at a manufacturing company with 5,001-10,000 employees

“We do have some level of success with agentic automation. I will say that ninety percent of it is POC. I am aware of one project in our company which is actually running in production which is utilizing the agentic capabilities of UiPath Platform. With all of that said, I will say that the product that UiPath Platform is offering, personally, I think there is still a ton of work that needs to be done. For example, when we were utilizing their new document understanding offering as well, there were a lot of things which frankly were quite frustrating when it comes to deployment. We had to work with their team to make changes on the fly so that at least we can deploy our solution via the beta libraries that they were providing us over the call. That level of support is great, but it would have been much better if this was not required. We had to essentially delay the deployments and do a ton of things in order to essentially get things sorted out from UiPath Platform's side.

It is useful to monitor the tone or sentiment in messages for our operations. Every company has their own way of analyzing such data. Our company also has a lot of such data available. We do such analysis on this basis. Earlier it was simple reviews, but now we are doing that analysis on even complex data. One example, as I said earlier, is contracts that we are dealing with a lot. It is certainly useful, but it is still a developing technology in our opinion. It is getting matured. We are early adopters for sure. We would like it to improve further.

We did automate actions using UiPath Platform Communication Mining, but frankly, we have not explored it much because it has a very specific use case and we do not want our critical data to go inside their model, be analyzed, and do a lot of things. Most of the clients just back off because of that.

The biggest challenge that we face when dealing with UiPath Platform is the concept of unknowns or basically how different processes are connected to each other. They have tried to handle it to a certain level with the help of Automation Hub, but still the interconnected processes, like how one process is dependent upon another, that is not available. A best way to think about it is how a graph essentially works, with how one point is connected to another. I would really appreciate UiPath Platform to develop something, whether it is with the help of AI or a simple tool that they can develop, that can allow me as a business owner to put in all of my processes in there and see how one of my APIs is being utilized by four different processes. If this goes down, four of my automated processes are impacted. That functionality I would really love to see. They can move insights forward, I think. They can start focusing on it. I would rate this review as an eight overall..”

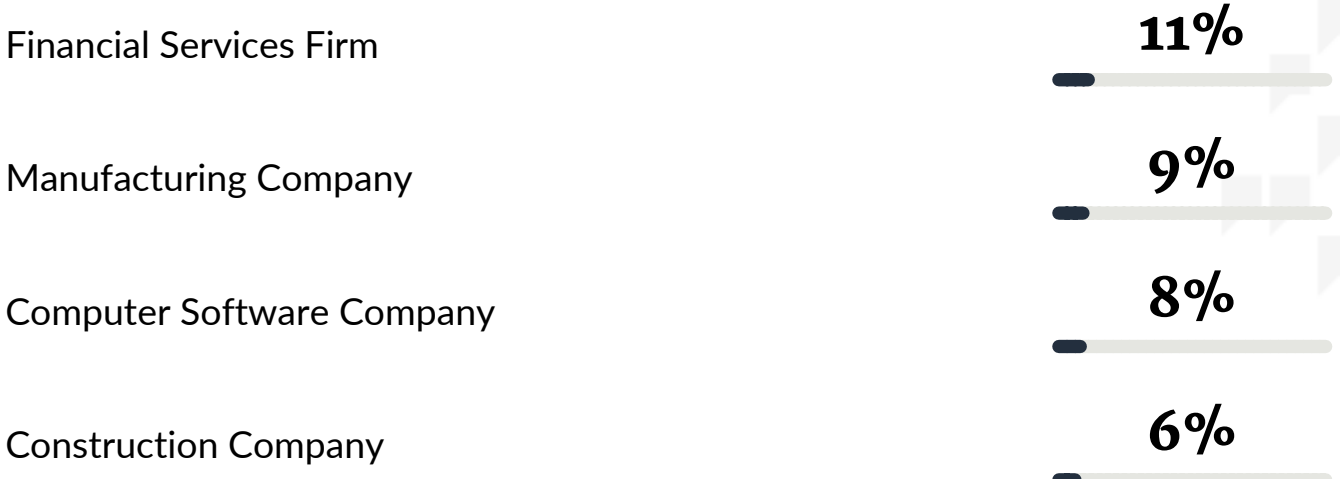
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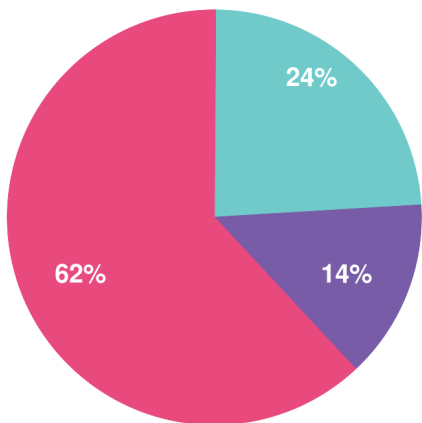
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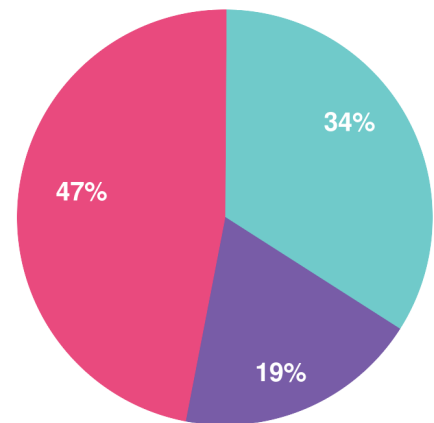


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