



How Digital Workers are Transforming the Future of Work

The methods we work in today are changing because of significant technological advances. The use of robotic process automation (RPA) for example is replacing human labor for repetitive tasks across many areas. This gives employees more time to concentrate on the tasks that require creativity Human interaction, and emotional intelligence.

What is a digital worker?

A digital worker is a computer/software-based employee that can handle a wide range of tasks. [Digital workers](#) fall under the category of intelligent/cognitive automation, which integrates RPA with a variety of AI models. Digital workers boost the human capital of companies by automating various tasks. They no longer have to spend their time doing work that is not creative and could take up the majority of their time. According to Accenture, an average insurance underwriting department spends about 50% of its time collecting customer information and writing policies. If they hire digital employees to do these tasks, they could focus on more strategic concerns such as introducing new kinds of policies or working with brokers.

Three ways digital workers have changed the workplace and our tips on how business leaders need to prepare for this shift.

1. Improve the efficiency of the company

Digital workers are able to work any time of night or day. They're never in a state of depression or sickness. Therefore, using digital and human labor together increases the efficiency of a company.

2. Increase the importance of soft skills

As we've said that digital workers can cause employees to focus on business strategy, the development of new items or solutions, or relationships with clients as well as other aspects. In other words, machines can make people's work more enjoyable.

3 Create new job openings

The employees have a natural instinct to believe that the advent of automation and technology can be detrimental to their job. This fear can damage or hinder the efforts to transform digitally of companies that have a strong lead in automation, which includes digital workers. While the fear of losing one's job isn't entirely true, it is just a tiny portion of the overall picture. About 5 percent of jobs are thought to be fully automated using modern technology. While there is a chance for automation in 75% of jobs, it's impossible to completely replace humans.

Technology that automates tasks like digital workers can free up the time of individuals to focus on more valuable tasks.

It is important to note that intelligent automation tools like digital workers are a relatively modern technology in comparison to the simple RPA. Since digital workers can comprehend information and perform tasks like formulating the best discount rates, the development of technology could reduce the need for certain skills.