

An essential guide to understanding process discovery

What is process discovery?

Process discovery is an advanced and intelligent AI-based software solution used to define, map and analyze business processes in an enterprise.

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How does process discovery work?

A software solution monitors, captures repetitive user actions and data and transforms it into a structured automation workflow. AI experts help convert it into a process model.



Why use a process discovery solution?

Manual efforts can be tedious in large organizations. Process discovery solutions are transparent, eliminate human bias, and can identify, map, and select the best processes for automation.



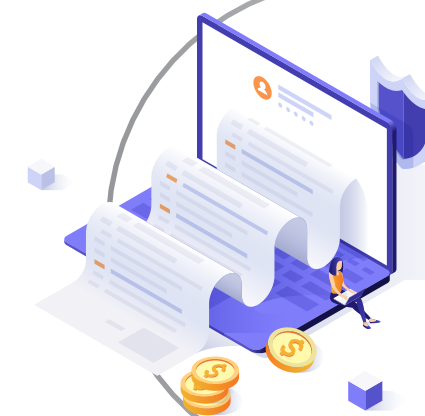
Is task mining the same as process mining?

No. Task mining identifies the individual sub-steps involved within a single business task. Process mining charts the end-to-end sequence of a process from start to finish involving several tasks.



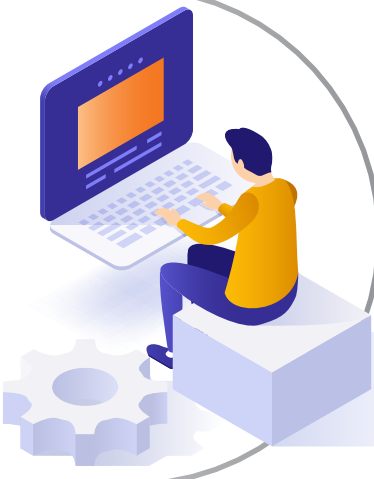
Which one to choose?

Process discovery solutions identify, accelerate and scale automation opportunities across the organization. A good process discovery solution incorporates task mining too.



Who uses process discovery?

Contact centers, healthcare providers, HR departments, insurance providers, along with finance and accounting sectors are already using process discovery to drive unparalleled business transformation.



How does process discovery help?

It is a fast, reliable, and cost-effective way to identify the ideal processes to automate in an enterprise.



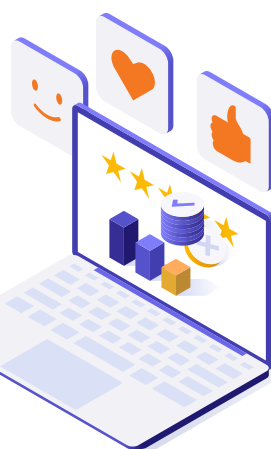
Is process discovery the same as process mining?

No, there are similarities but are not the same. Process mining drills ongoing business processes for data within an enterprise. Process discovery is AI-based, maps how the processes are executed, and digitally represents it.



How to differentiate?

Process mining solutions are limited to generating event logs and often fail to capture repetitive user interactions with productivity applications such as emails, worksheets, and databases.



How does an organization benefit from process discovery?

Process discovery accurately and comprehensively maps business processes to the basic granular level, provides visibility to process bottlenecks, increases the success of automation investments, and improves its scalability. Process discovery is your key to a successful business transformation.

To know more about process discovery and how your organization can benefit from it, read [SSON'S How-To Guide To: Process discovery](#)

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