FAQ
This page contains the list of questions, frequently asked by our partners, customers, and users.

- Features and Usability
- Download, Installation, and Upgrade
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Features and Usability

Is Intelligent Automation Cloud Business a platform or desktop based tool?

Intelligent Automation Cloud Business is a platform with server and desktop-based components. Though if desired, it can be run completely from a desktop.

What are the limitations?

The only budget considerations for running Business Edition would be infrastructure costs for the server where it would be installed, if a server deployment is desired (Business and Express Editions can also be installed on a desktop).

How easy is it for business users to implement, and how?

Intelligent Automation Cloud – Express or Business – can be downloaded, installed, and operated without getting IT resources involved. Business users will find the product intuitive to use thanks to online tutorials, drag-and-drop configuration, a prebuilt action library, a recorder for capturing bot actions, and connectors to familiar MS Office products.

How does it compare to the competitive products?

Intelligent Automation Cloud Business has everything an enterprise needs to implement RPA, similar to competitive products that charge software licensing fees. In addition, Business Edition offers built-in business process management with drag-and-drop configuration, a library of prebuilt actions, the ability to include the management and distribution of manual tasks, built-in OCR, and a recorder for capturing bot actions.
What is Control Tower?

Control Tower allows you to create and manage business processes, operate Bots (start/stop/restart), schedule automation, and get a complete audit of actions performed. It is included in Intelligent Automation Cloud Business. You can learn about all components included in Business Edition here.

What kind of BPM support do you offer?

Enterprise Edition comes with BPM capabilities, which let you design, create, run, manage, and audit business processes which automate workflows on your end. We ship these capabilities in Business Edition as well.

Do the BPM capabilities also include orchestration? Does it have a UI?

Yes, it is included and it has a UI.

How will unstructured data be handled in Business Edition?

Intelligent Automation Cloud Business includes our WorkSpace capability which can be used to handle unstructured data using manual tasks. In Enterprise Edition, you can use Cognitive Automation to work with unstructured data.

Do we have Terminal Emulator in Express or Business Editions?

No. Express or Business Editions rely on the 3rd party terminal emulators in your environment.

Does it support mainframe based apps?

Yes. Express and Business Editions support mainframe based application automation.

How does Business Edition interact with Citrix?
Citrix and other Remote Desktop emulators stream applications as an image, making it impossible to access the underlying details like screen objects and their corresponding element ID's. Business Edition utilizes image-based automation.

What enterprise capabilities are built-in?

Intelligent Automation Cloud Business includes the following key features.

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How many bots can I deploy? What do I do to add/increase bots?

Business Edition allows at least 16 bots running at the same time. See System Requirements for more details.

Do Express Edition and Business Edition have built-in monitoring?

Does Intelligent Automation Cloud - Express or Business - require java programming? Can Non-Dev Ops Teams learn it?

Intelligent Automation Cloud – Express and Business – is a business user-friendly tool. You do not need to know programming to use it.

AUTOIT - will this still be an element of Intelligent Automation Cloud - Express or Cloud?


Is there any version control repository built in?

We support native integration with SVN and Git. For those who do not use version control repositories, WorkFusion captures an audit trail of what has changed and has the ability to roll back.

Are there API Extensions?

Intelligent Automation Cloud Express does not expose the API or allow for API-based integrations at this time. Intelligent Automation Cloud Business has API integrations while Enterprise Edition has even more API integration capabilities. To find out more about Business and Enterprise Editions, contact salesteam@workfusion.com.

How do we handle different languages?

WorkFusion can process a range of languages. However, if OCR is being used, there are more than 200 supported languages. You can find the list here.

Does Intelligent Automation Cloud - Express and Business - support UTF-8 Chinese characters?

Yes, both Express and Business Editions support Chinese characters and all UTF-8 characters.
Can I automate Flex UI?

Yes, Intelligent Automation Cloud – Express and Business – can handle Flex UI through surface based automation.

Can we use Excel for other work when the script using Excel actions is running?

Yes, you can continue using Excel in this case. However, you cannot use the same file that the RPA script is using during the run time.

How many OCR pages do I get with Express Edition?

You receive 1,000 pages with Intelligent Automation Cloud Express and 10,000 when you buy Business Edition.

How do I know how many OCR pages are left?

To view the number of OCR pages left to be processed under your current OCR license, open WorkFusion Studio, go to the Components tab and hover over the OCR status: the number of pages shows in a tooltip.

What are security controls built-in (i.e. access rights, encryption, etc.)?

Control Tower offers role based security scheme. Full encryption at rest and in transit is available in Enterprise Edition only.

Does Intelligent Automation Cloud - Express or Business - have an external connection? Is it sending data back to WorkFusion?

Intelligent Automation Cloud – Express and Business – is fully GDPR compliant. We gather usage statistics only if you accept this option while you're installing Express or Business Editions.
Is access to Internet needed for Intelligent Automation Cloud - Express or Business?

No Internet is needed for the application to function.

Download, Installation, and Upgrade

Can anyone just go to the website and download?

Yes. Express Edition is free and anyone with a laptop or desktop running Windows can download and use it.

What controls are in place for who can download?

It is available for anyone who registers with a business email.

How are Express and Business Editions deployed?

Refer to Deployment Diagrams for detailed information. A wizard-based installer allows to select your deployment model and install without the involvement of IT resources.

What are the system requirements for Intelligent Automation Cloud - Express or Business - installation?

Refer to System Requirements for detailed information.

How do I update my Express Edition?

You can download the latest version of Express Edition from https://www.workfusion.com/products/ and run the installer. It will walk you through the upgrade. You do not have to uninstall before upgrading.
Is there any support for Docker?

Intelligent Automation Cloud – Express and Business – is not available in the form of Docker container(s) yet.

Can Express or Business Editions run on Linux or Mac OS?

Currently, Intelligent Automation Cloud – Express and Business – can run on Windows only (in details, Windows 7, 8, 8.1, 10, Windows Server 2012, 2012R2, 2016). Depending on the feedback we receive from the user community, we can consider adding Mac and Linux support in the future. We encourage our users to vote on feature requests and enhancements on the forum and help drive the direction of this product.

Is Express Edition for Dev or labs (small scale deployments) only, or for Production too?

You will be able to download and use Intelligent Automation Cloud Express in Development or in Labs, as well as in production without having to pay for it.

What is the change management process If bots break in Production?

Like with any software used in Production environment, there should be procedures in place for change management in case of an error or issue. WorkFusion and its partners offer professional consulting services that can be utilized to implement best practices specifically around the use of Business Edition.

Are the automation centralized or each individual can use their own?

Business Edition can be installed on a server and used centrally, or installed on a desktop for individual use.

Are there two versions of free software - one for small / medium businesses and the other for enterprise businesses?

There is one free version – Intelligent Automation Cloud Express – which can be used by all types of businesses.
Can I create an RPA process in Express Edition and then publish it to Enterprise Edition environment? Is the code shown upon publishing?

You can export to code and see how your script translates into Groovy. If needed, you can also edit the Groovy code.

Is there any open source libraries in Intelligent Automation Cloud – Express and Business?

Yes, Intelligent Automation Cloud – Express and Business – relies on some open source libraries. WorkFusion makes sure that those dependencies allow you to use the software without any limitations other than in EULA.

What type of database does Intelligent Automation Cloud – Express and Business – use?

It has MySQL and PostgreSQL databases underneath.

Does it require a database server?

No, it doesn't.


Machine learning is the critical difference. Intelligent Automation Cloud Enterprise learns from historical and realtime work how to do work that people can do, which RPA cannot – like unstructured data. Express Edition is a free version of WorkFusion software with selected features that allow individual users to start automating everyday tasks on their laptop or desktop. Business Edition broadens automation possibilities, while Enterprise Edition is focused on automating business processes in the enterprise from simple data entry to complex workflows using AI-powered cognitive intelligence. For more information, refer to the Features Comparison table.

Are there any parts of Business Edition that have to be installed?

RPA, then cognitive, what is this path?

The path typically begins with RPA, followed by the adoption of more intelligent automation solutions that can deliver increasing amounts of value to the enterprise. WorkFusion Stairway to Digital Operations looks as follows.

![Stairway to Digital Operations](image)

Does it seamlessly integrate with Enterprise Edition? Will Express or Business Editions be seamlessly upgraded when a client decides to move forward with Enterprise Edition?

Yes – and you do not have to rebuild anything you’ve already built. Any automation created in Intelligent Automation Cloud – Express and Business – can be transferred to Enterprise Edition.

What does Enterprise-class mean in context of Business Edition and how does it compare to competitive products?

Enterprise-class means that Business Edition has everything an enterprise needs to implement RPA, similar to competitive products that charge software licensing fees.

How is the integration handled with other components of platforms (like machine learning or cognitive)?
All bots built using Intelligent Automation Cloud – Express or Business – can be seamlessly upgraded to Enterprise Edition when a client is ready to take advantage of capabilities offered as a part of WorkFusion Intelligent Automation Cloud (e.g., machine learning or cognitive automation).

Intelligent Automation Cloud – Express and Business – Support

Are you partnering with any service providers to deliver this to enterprise?

WorkFusion service provider partners will have the opportunity to certify on Express Edition or Business Edition so they can deliver training, implementation, and support offerings to their customers.

How does Intelligent Automation Cloud - Express and Business - fit into the service environment?

Intelligent Automation Cloud – Express or Business – will allow service providers to cut costs, eliminate errors, and increase efficiency in the work that they do for their clients.

Does it include free support?

Support for Express Edition and Business Edition is free. Support (e.g., questions and general feedback) is provided through our online community forum. While Business Edition users can make use of customer service.

Can we access product documentation?

Yes, you can access it here.

Does the training/tutorials extend to certification or badges?

Yes, you can start from the Introduction to Intelligent Automation Cloud Express course and then take the Building Bot Tasks course on Automation Academy.
Is this an open source kind of thing or managed and controlled by WorkFusion?

Intelligent Automation Cloud – Express and Business – is not open source.

Is there a GNU type requirement to share IP with others?

No. You retain the intellectual property for any RPA you develop with Intelligent Automation Cloud – Express and Business.

**Intelligent Automation Cloud Business Trial**

**What is a 30-day trial?**

Business Edition includes a 30-day introductory trial of Business capabilities, which include multiple bots, multiple machines, and 10,000 complimentary OCR pages. At the end of the trial, users are limited to Express Edition capabilities.

**What happens when the trial expires?**

When the trial of Business Edition capabilities expires, users are still able to use Intelligent Automation Cloud Business. Business Edition features include:

- multiple bots on one server
- multiple processes on the server simultaneously
- ability for multiple development workstations to create bot tasks that can then be published to the server when ready.

After the trial period, if users do not subscribe, they are still able to use Business Edition, which offers:

- one bot on the machine where Business Edition is installed
- ability to run consecutive business processes on a local machine
- access to the full functionality of WorkFusion Studio, Control Tower, and other Business Edition components on a local machine.