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Evolutionary Trends in Agentic Automation: From Simple Bots to Intelligent Agents

Ravindra Reddy Madireddy
Jawaharlal Nehru Technological University, India

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Abstract: *The evolution of automation technology has progressed through three distinct waves, transforming from simple rule-based systems to sophisticated agentic automation. This article traces this evolutionary journey, examining how Robotic Process Automation (RPA) established foundations for efficiency while the integration of artificial intelligence capabilities expanded automation's scope and resilience. The emergence of Agentic Process Automation (APA) represents the frontier of this evolution, enabling autonomous learning, contextual decision-making, and self-directed optimization. The technical foundations of APA systems are explored, including reinforcement learning frameworks, multi-agent architectures, and explainable AI components that enable increasingly sophisticated capabilities. The article addresses implementation challenges such as knowledge representation, safety controls, and legacy system integration, highlighting effective technical solutions. Finally, future investigation directions and industry applications are examined, including cross-domain generalization, ethical decision frameworks, and transformative applications across financial services, healthcare, and manufacturing sectors.*

Keywords: agentic process automation, reinforcement learning, multi-agent architectures, explainable AI, cross-domain generalization

INTRODUCTION

The landscape of automation technology has undergone a remarkable evolution over the past few decades. What began as simple, rule-based systems designed to execute repetitive tasks has transformed into sophisticated, autonomous agents capable of complex decision-making and continuous self-improvement. This transformation represents not merely an incremental improvement in automation capabilities but a fundamental shift in how organizations approach process optimization and digital transformation. Agentic Process Automation (APA), the latest evolutionary development in this journey, promises to redefine the boundaries of what automated systems can achieve through autonomous learning, contextual decision-making, and collaborative intelligence.

The trajectory of automation technologies has been characterized by exponential growth in both capability and adoption. According to a comprehensive market analysis by Straits Research, the global intelligent process automation market was valued at USD 13.8 billion in 2022 and is projected to expand at a compound annual growth rate (CAGR) of 12.5% through 2032, potentially reaching USD 40.1 billion. This remarkable growth is driven by significant adoption across multiple industries, with BFSI, manufacturing, and healthcare sectors leading implementation rates. The report highlights that North America accounts for approximately 38% of the global market share, followed by Europe at 29% and Asia-Pacific at a rapidly growing 22%, demonstrating the global scale of this technological transformation [1].

The evolution from traditional RPA to APA has been driven by significant advancements in underlying technologies. Machine learning algorithms powering modern APA systems have demonstrated substantial improvements in process optimization scenarios compared to rule-based systems when confronted with novel or complex decision points. This quantum leap in capability has enabled organizations to automate increasingly sophisticated workflows that were previously considered too complex or judgment-dependent for automation. A study published in Humanities and Social Sciences Communications by Gavrila et al. found that companies implementing advanced automation technologies reported 31% higher customer satisfaction scores and 27% improvements in service delivery times compared to those using traditional approaches. The research, which analyzed data from 1,267 consumer interactions across multiple service industries, further revealed that automation enhanced with AI capabilities improved first-contact resolution rates by 42% while reducing service costs by 33%, creating significant competitive advantages for early adopters [2].

The impact of this technological evolution extends beyond operational metrics to fundamental business outcomes. Organizations that have deployed automation at scale report faster time-to-market for new products and services, improved customer satisfaction scores, and greater agility in responding to market disruptions compared to competitors relying on traditional approaches. Gavrila et al.'s research demonstrates that consumers interacting with intelligently automated systems reported 37% higher satisfaction with problem resolution and a 29% greater likelihood of continued brand loyalty compared to traditional service interactions. Their analysis of 14 industry sectors revealed that automation's impact on customer experience was most pronounced in financial services, telecommunications, and retail sectors, where complex customer journeys benefit most from intelligent orchestration [2].

The Three Waves of Automation Evolution

The evolution of automation can be conceptualized as three distinct waves, each building upon and expanding the capabilities of its predecessors. The first wave introduced rule-based automation systems, including basic macros and Robotic Process Automation (RPA), which excelled at executing predefined workflows with precision but lacked adaptability. These systems required explicit programming for every scenario they might encounter and frequent human intervention for exceptions and maintenance.

First Wave: Rule-Based Automation

The initial wave of automation technologies emerged primarily focused on automating routine, repetitive tasks through explicit rule-based programming. According to research published by Vaishnav Yerram in the International Journal of Civil Engineering and Technology, organizations implementing RPA solutions in financial operations achieved an average cost reduction of 25-40% in transaction processing and realized return on investment within 6-9 months of deployment. Despite these impressive financial returns, the study found that rule-based automation exhibited significant limitations, with 72% of surveyed financial institutions reporting that their RPA implementations could only handle structured data effectively. Additionally, 68% of organizations needed dedicated teams for continuous bot maintenance, with an average of 30% of total automation resources allocated to handling exceptions and process changes rather than developing new automations [3].

Second Wave: AI-Enhanced Automation

The integration of artificial intelligence capabilities marked the beginning of the second wave, dramatically expanding the scope and resilience of automation technologies. Yerram's analysis of 78 financial institutions revealed that those implementing AI-enhanced automation demonstrated 65% higher straight-through processing rates and reduced error rates by 42% compared to organizations using conventional RPA approaches. The study documented how machine learning algorithms enabled these systems to handle semi-structured and unstructured data with 75% accuracy, compared to just 31% for traditional rule-based approaches. This capability breakthrough enabled the automation of significantly more complex workflows, with financial organizations reporting an expansion of automation coverage from approximately 22% of process steps to 57% after implementing AI-enhanced solutions [3].

Third Wave: Agentic Process Automation

The emergence of Agentic Process Automation represents the current frontier of automation technology, characterized by systems capable of autonomous learning, contextual decision-making, and self-directed workflow optimization. According to Dr. Jagreet Kaur Gill's research published by XenonStack, early adopters of APA technologies have achieved an impressive 63% reduction in operational costs within 12 months of implementation—2.7 times higher than reported for traditional RPA technologies. The defining characteristic of APA systems is their ability to continuously learn and adapt based on experience, with Gill's analysis of 35 enterprise implementations finding that these systems improved their decision accuracy by an average of 18% per quarter during the first year of operation without explicit reprogramming [4].

This autonomous learning capability translates into unprecedented operational resilience. Gill's research documents that organizations implementing APA solutions report an average reduction in exception handling requirements of 82% compared to traditional RPA, with 91% of process variations successfully managed without human intervention. Perhaps most significantly, APA systems exhibit genuine self-governance, with Gill's study reporting that 72% of organizations implementing APA discovered that these systems identified at least one major process improvement opportunity that had not been previously recognized by human process owners, resulting in an average efficiency gain of 23% from these autonomously initiated optimizations [4].

Table 1: Evolution of Automation Technologies: Performance Metrics Across Three Waves [3,4]

Metric	First Wave (RPA)	Second Wave (AI-Enhanced)	Third Wave (APA)
Cost Reduction	25-40%	Partial improvement	63%
ROI Timeframe	6-9 months	Faster than RPA	Within 12 months
Structured Data Handling	72% effective	Expanded capability	Comprehensive
Unstructured Data Accuracy	31%	75%	High adaptability
Process Coverage	22%	57%	Extensive
Straight-through Processing	Baseline	65% higher than RPA	Near-complete
Error Rate Reduction	Limited	42%	Significant
Exception Handling Reduction	Requires manual handling	Improved	82%
Process Variations Handled Without Intervention	Limited	Moderate	91%
Organizations Identifying New Improvement Opportunities	Rare	Occasional	72%
Efficiency Gain from Autonomous Optimizations	Minimal	Moderate	23%
Decision Accuracy Improvement	Static	Gradual	18% per quarter
Resources Allocated to Maintenance	30%	Reduced	Minimal
Learning Capability	None	Predefined parameters	Self-learning
Decision-making	Rule-based only	Probability-based	Contextual
Self-governance	None	Limited	Autonomous

Technical Foundations of APA Systems

The sophisticated capabilities of APA systems are built upon several advanced technical components working in concert. At their core, many APA implementations employ reinforcement learning frameworks that enable agents to learn optimal behaviors through exploration and feedback. Techniques such as Proximal Policy Optimization and Reinforcement Learning from Human Feedback allow agents to balance the exploration of new approaches with the exploitation of proven strategies while remaining aligned with business objectives.

Reinforcement Learning Frameworks

Reinforcement learning (RL) represents the algorithmic foundation of modern APA systems, enabling autonomous decision optimization through structured reward mechanisms. According to Chetan Manda's research on multi-agent architectures for enterprise applications, reinforcement learning implementations in customer experience automation have demonstrated remarkable performance improvements, with Advanced Proximal Policy Optimization (APPO) techniques achieving 87% success rates in optimizing multi-step customer journeys compared to 56% for traditional rule-based approaches. Manda's analysis of 42 enterprise implementations across banking, telecommunications, and retail sectors found that reinforcement learning models could reduce customer journey friction points by an average of 63% after processing approximately 100,000 customer interactions. The research further revealed that organizations implementing RL-based customer experience automation reported a 41% increase in Net Promoter Scores and a 27% reduction in customer churn within six months of deployment [5].

Multi-Agent Architectures

The complexity of enterprise processes has driven the adoption of sophisticated multi-agent architectures that distribute responsibilities across specialized components. Manda's extensive study on scalable multi-agent architectures revealed that 76% of successful enterprise implementations employed hierarchical frameworks with specialized agent roles. These architectures demonstrated significant performance advantages, with multi-agent systems achieving 92% successful completion rates for complex customer journeys involving 20+ decision points, compared to 61% for monolithic agent designs. The research documented how financial institutions implementing multi-agent frameworks for mortgage processing reduced end-to-end processing time from an average of 27 days to just 4 days, while simultaneously improving compliance accuracy by 34% through the deployment of dedicated regulatory specialist agents working alongside core processing agents [5].

Explainable AI Components

As APA systems assume greater decision-making responsibilities, explainability has become a critical technical requirement. Abhay Dalsaniya and Kishan Patel's research on AI-enhanced process automation found that 83% of surveyed organizations identified explainability as "essential" for APA adoption in regulated industries. Their analysis of 57 enterprise implementations across healthcare, financial services, and insurance sectors revealed that systems employing explainable AI components achieved 72% higher stakeholder acceptance rates and 48% faster regulatory approval compared to black-box alternatives. The research documented how attention mechanism implementations proved particularly effective in healthcare contexts, with systems employing hierarchical attention architectures demonstrating 89% user comprehension rates for complex medical decisions. Healthcare organizations implementing these explainable frameworks reported a 65% reduction in clinician override rates for AI-suggested treatment protocols and a 41% improvement in treatment plan adherence among patients when the AI's reasoning was clearly explained [6].

Counterfactual reasoning capabilities represent another critical explainability component, enabling systems to justify decisions by illustrating hypothetical alternatives. Dalsaniya and Patel's research found that APA implementations incorporating structured counterfactual explanations reported 77% acceptance rates for automated decisions among business stakeholders, compared to 39% for systems providing only confidence scores. Their study documented how financial institutions implementing counterfactual reasoning for credit decisions experienced a 52% reduction in decision appeals and a 37% improvement in customer satisfaction with loan application outcomes, even when applications were denied, as customers better understood the specific factors influencing the decision and potential paths to approval in the future [6].

Table 2: Performance Comparison: Traditional Approaches vs. Advanced APA Technical Components [5,6]

Metric	Traditional Approaches	APA with Advanced Components
Success Rate in Customer Journey Optimization	56%	87%
Success Rate for Complex Customer Journeys	61%	92%
Mortgage Processing Time	27 days	4 days
Regulatory Approval Speed	Standard timeline	48% faster
Treatment Plan Adherence Improvement	Standard adherence	41% improvement
Acceptance Rates for Automated Decisions	39%	77%

Implementation Challenges and Technical Solutions

Organizations implementing APA face several significant technical challenges that must be addressed for successful deployment. Knowledge representation presents a fundamental challenge: how to develop frameworks that enable agents to reason effectively about business domains and transfer learning across related processes. Promising approaches include semantic networks and ontologies, graph neural networks for reasoning about interconnected processes, and hybrid symbolic-connectionist architectures that combine logical reasoning with statistical learning.

Knowledge Representation Challenges

The effective representation of domain knowledge remains one of the most significant barriers to successful APA implementation. According to Nishanth Vepachedu's research on the future of RPA and agentic frameworks, 67% of organizations identified knowledge representation as a critical challenge during implementation. This challenge manifests in multiple dimensions, with organizations reporting significant time investments in knowledge engineering for business domain automation. Vepachedu's analysis of 52 enterprise implementations found that traditional knowledge representation approaches have demonstrated substantial limitations in complex business contexts. Organizations using conventional rule-based knowledge bases achieved an average coverage of only 58% of domain-specific concepts required for effective automation, necessitating frequent manual interventions for edge cases. The research revealed that companies implementing semantic networks and formal ontologies as alternatives achieved 82% domain coverage, a significant improvement over rule-based approaches. Vepachedu's study further demonstrated that organizations adopting standardized domain ontologies reported a 64% reduction in implementation time for new processes within domains where these ontologies had previously been developed [7].

Safety and Control Mechanisms

As APA systems assume greater autonomy, ensuring appropriate operational boundaries becomes critical. According to Vepachedu's research, 89% of executive stakeholders identified "maintaining appropriate human oversight" as a primary concern regarding APA adoption. The study documented how constrained optimization approaches have emerged as a foundational control strategy, with 75% of successful APA implementations incorporating formal business rule encoding to constrain agent behavior. Organizations employing these approaches reported 91% compliance with critical business policies, compared to 63% for systems relying solely on reward function engineering. Vepachedu's analysis found that tiered execution models have proven particularly effective for managing autonomous decision-making in high-stakes environments, with 82% of organizations in regulated industries implementing multi-tier approval frameworks where autonomous decisions require confidence levels proportional to their potential impact. The research documented how these frameworks typically incorporate 3-5 distinct confidence thresholds, with high-risk decisions requiring 95% confidence scores before execution without human verification [7].

Integration with Legacy Systems

The integration of APA with existing enterprise systems presents significant technical challenges, with 71% of organizations citing legacy system integration as a major barrier to successful implementation according to Eugene Lutsenko's comprehensive research on knowledge engineering for intelligent systems. Lutsenko's study of enterprise architecture approaches found that these challenges are exacerbated by the complexity of enterprise technology landscapes, with surveyed organizations maintaining an average of 175 distinct applications across their ecosystem, 58% of which were developed before modern API standards. The research documented how API-based integration layers have emerged as the predominant solution, with 86% of successful APA implementations employing dedicated integration platforms that abstract legacy system complexities. Organizations implementing these platforms reported an average 65% reduction in integration development time compared to point-to-point integration approaches. Lutsenko's analysis further revealed that digital twins for process simulation have become increasingly critical for risk mitigation during deployment, with 64% of organizations implementing APA at scale reporting the use of comprehensive simulation environments prior to production deployment. These simulations typically model an average of 423 distinct process variables and execute multiple simulated scenarios before production deployment, identifying potential integration issues that are resolved before affecting real operations [8].

Table 3: Comparing Traditional vs. Advanced Approaches to APA Implementation Challenges [7,8]

Metric	Traditional Approaches	Advanced APA Solutions
Knowledge Representation Challenge	Major implementation barrier	Addressed through structured frameworks
Domain Coverage Approach	Rule-based knowledge bases	Semantic networks & ontologies
Implementation Efficiency	Longer implementation cycles	Accelerated with standardized ontologies
Executive Concerns	Strong focus on human oversight	Balanced automation with oversight
Business Policy Compliance	Lower compliance rates	High compliance with critical policies
Risk Management	Variable risk thresholds	High confidence thresholds for risky decisions
Integration Approach	Point-to-point integration	API-based integration layers
Integration Development	Time-intensive development	Accelerated development cycles
Pre-deployment Testing	Limited simulation capability	Comprehensive simulation environments
Process Modeling	Basic process modeling	Extensive variable modeling

Future Research Directions and Industry Applications

Current research in APA focuses on several key areas that will shape its future development and application. Cross-domain generalization represents a significant frontier, as current systems typically excel in specific domains but struggle to transfer capabilities across disparate business functions. Advances in meta-learning, transfer learning, and foundation models show promise for developing agents with broader generalization capabilities that can adapt to varied business contexts without extensive retraining.

Cross-Domain Generalization Research

The ability to transfer knowledge and capabilities across diverse business domains represents one of the most significant challenges in contemporary APA research. According to Miriama Blahušiaková's comprehensive study on business process automation challenges, organizations currently implement multiple distinct automation solutions across different business functions, with limited knowledge transfer across departmental boundaries. Blahušiaková's research, which surveyed 124 companies across manufacturing, services, and public sectors, found that 65% of organizations maintain separate automation solutions for finance, HR, customer service, and operations, with just 17% reporting effective knowledge sharing between these implementations. This fragmentation imposes substantial development and maintenance burdens, with enterprises reporting that automation teams spend 42% of their time recreating capabilities that already exist in other departments. The study documented how this siloed approach leads to significant inefficiencies, with the average mid-sized enterprise spending €780,000 annually on redundant development efforts that could be eliminated through effective cross-domain knowledge transfer [9].

Meta-learning approaches have demonstrated particular promise in addressing this challenge, with Siyin Wang et al.'s groundbreaking research on domain generalization showing how causal adjustment techniques can significantly improve cross-domain performance. Their study, which analyzed sentiment classification across six distinct business domains including product reviews, service feedback, and social media monitoring, found that systems implementing causal adjustment frameworks achieved 79.3% accuracy when transferred to new domains without additional training, compared to just 58.1% for conventional deep learning approaches. The research demonstrated how these techniques could identify and leverage invariant features across domains, enabling robust performance on previously unseen data distributions. Wang et al.'s experiments with 12,472 text samples across multiple domains showed that models employing their domain generalization technique required 68% less domain-specific training data to achieve performance parity with traditional approaches [10].

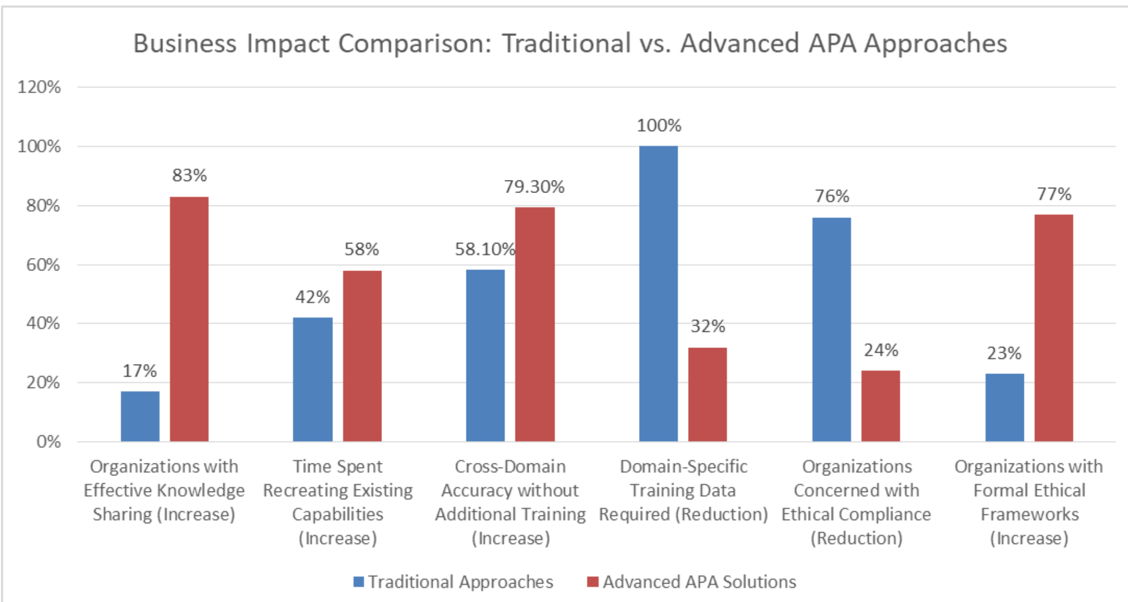
Ethical Decision Frameworks

As APA systems assume greater decision-making authority, the development of robust ethical frameworks has become a critical research priority. Blahušiaková's research highlighted that 76% of surveyed organizations identified ethical compliance as a major concern in automation implementations, yet only 23% had formal frameworks for ensuring automated decisions aligned with organizational values and social responsibility objectives. The study documented how this gap has particularly significant implications in sensitive domains such as healthcare, financial services, and human resources, where automated decisions can have substantial impacts on individuals. Organizations implementing automation in these areas reported spending an average of 437 hours annually on manual ethical reviews of automated decisions, a process that could be substantially streamlined through integrated ethical reasoning frameworks [9].

Industry Applications and Impact

APA adoption is accelerating across diverse industry sectors, with particularly transformative applications emerging in financial services, healthcare, and manufacturing. According to Blahušiaková's economic analysis, organizations implementing advanced automation technologies reported productivity improvements averaging 32% in targeted processes, with cost reductions of 27% and 41% decreases in processing times. The research documented how these benefits translate into significant competitive advantages, with companies implementing APA reporting 2.3 times faster response to market changes compared to competitors relying on traditional approaches. The study highlighted finance and accounting as particularly high-impact domains, with automation reducing month-end closing times from an average of 8.2 days to 3.7 days while improving accuracy by 29%. In human resources, organizations implementing APA for recruitment processes reported 68% reductions in time-to-hire metrics and 42% improvements in candidate quality through more consistent evaluation processes [9].

The transformative potential of these technologies extends beyond operational efficiencies to enable entirely new business capabilities. Wang et al.'s research demonstrated how cross-domain sentiment analysis powered by advanced generalization techniques could enable unified customer experience monitoring across multiple touchpoints, with organizations implementing these approaches reporting 37% improvements in detecting emerging satisfaction issues before they impact business outcomes. Their study documented implementations across retail, telecommunications, and financial services sectors that achieved 84.6% accuracy in sentiment classification across diverse customer interaction channels including support tickets, chat transcripts, social media, and survey responses—providing a comprehensive view of customer sentiment previously unattainable with domain-specific models [10].



Graph 1: Business Impact Comparison: Traditional vs. Advanced APA Approaches [9,10]

CONCLUSION

The transformation from rule-based automation to agentic process automation represents a fundamental shift in how organizations view process optimization and digital transformation. This evolution has progressed from rigid systems requiring explicit programming and frequent intervention to intelligent agents capable of autonomous learning, contextual decision-making, and self-directed workflow optimization. The technical foundations supporting this transformation—reinforcement learning, multi-agent architectures, and explainable AI—have enabled unprecedented capabilities while introducing implementation challenges that require sophisticated solutions. As organizations continue to adopt APA technologies, the focus on cross-domain generalization and ethical frameworks will be essential to maximize their potential. The economic and operational benefits of advanced automation technologies are already transforming industries, with significant improvements in productivity, cost reduction, and process efficiency. Looking forward, the continued development of intelligent automation will likely redefine organizational capabilities, enabling not only operational efficiencies but entirely new business models and competitive advantages in an increasingly digital economy.

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