IBM Business Automation 2022 User Group Event

Lauren Maddern & Dwight Bowman

The Dayhuff Group

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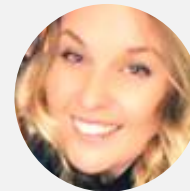
Agenda

- Dayhuff Group Introduction

- Watson Assistant & Frevvo Forms Overview

- Demo & Integration to Business Automation Workflow

- Q&A

ABOUT THE DAYHUFF GROUP

Delivering Automation & AI to Business

AUTOMATION PRACTICE
- Workflow
- Document Management
- Datacap / eForms
- Robotic Process Automation

DATA SCIENCE & ANALYTICS PRACTICE
- BI, ETL, Data Warehouse
- Planning Analytics
- Cognos
- Cloud Migrations
- SPSS

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AI PRACTICE
- Machine Learning
- Natural Language Pro
- Watson APIs: Assistant, Discovery, TTS & STT
- Visual, Audio Recog
- Sentiment Analysis

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Watson Assistant

Conversational AI that fuels smart customer self-service

Single path to get the job done, including phone

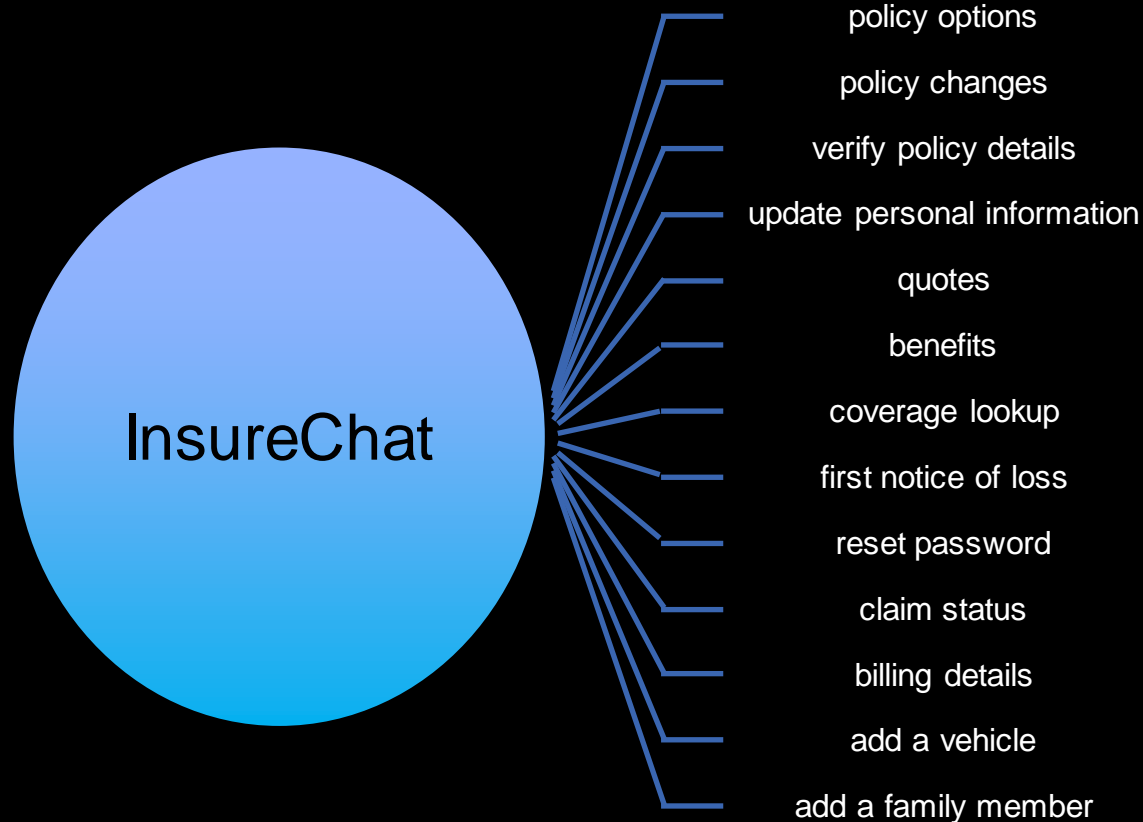Uses AI to resolve customer questions the fastest in the market

Combine conversational AI, with AI-powered search

Connect to any systems or applications you need

Watson Assistant

Skills

Watson Discovery

Dialog

Search

Agent

Customer, Employee

Channel

Resolution
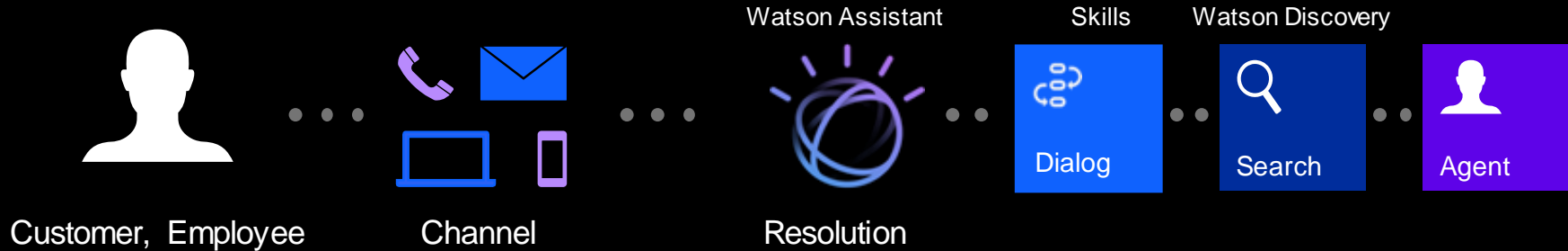
Watson InsureChat: The Power of Virtual Agents in Insurance

Offering an improved experience with a self-service option that resolves issues in real-time

InsureChat

- policy options
- policy changes
- verify policy details
- update personal information
- quotes
- benefits
- coverage lookup
- first notice of loss
- reset password
- claim status
- billing details
- add a vehicle
- add a family member

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Chat is the New Form

- Chat will replace the need to fill out forms online
- Performs lookups on information to fill in details
- Interactive, asks follow up questions
- Answers multiple questions with one answer
- Reduces the number of questions on a form
- Gathers signatures
- Can send to person if wrong form
- Increases customer satisfaction

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Dayhuff Offers IBM eForms replacement solution with FREVVO

IBM FileNet eForms went out of support in 2021!

IBM eForms customers need to plan now to replace the dated solution.

Dayhuff's Forms Solution Provides:

- An advanced replacement for FileNet eForms that is On-Prem or SaaS based with all of the current capabilities and more

- Available cloud hosted or on premise

- Less expensive than the annual maintenance for IBM eForms

- More form functionality than IBM/FileNet eForms

- Ability to upgrade FileNet in the future without fear of forms limitations

- Easily developed and deployed by business stakeholders **– *no more waiting in the queue for precious IT resources***

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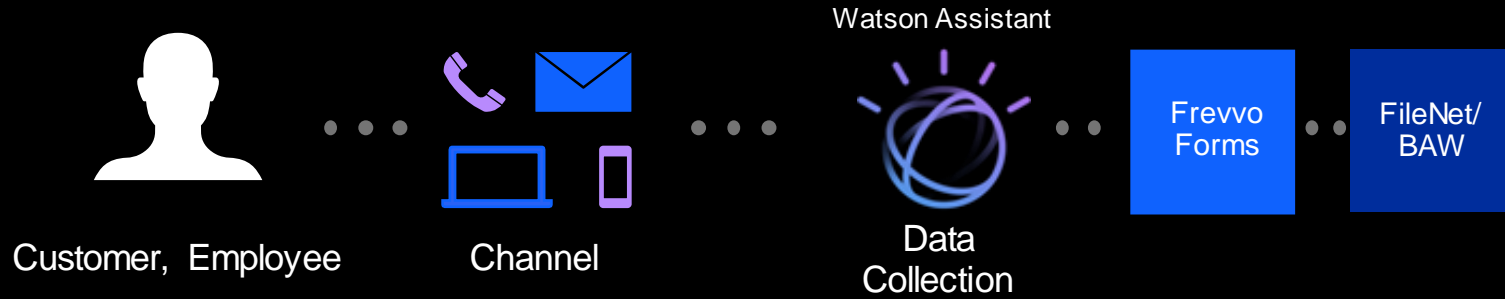# Dayhuff Frevvo Forms Solution Features & Benefits

- Fill and submit Frevvo forms to IBM ECM workflows

- Use Frevvo forms within IBM Business Automation Workflow (Case Manager / Business Process Manager) pages

- Save form attachments to IBM FileNet

- Submit form data as IBM FileNet and workflow properties

- Render approved form as PDF (if desired)

- Enable your FileNet solution to use the latest IBM Business Automation tools

IBM Business Automation Platform

Unified User Experience

Modeling | Tasks — Workflow — Decisions — Content — Capture | Governance

Low-code authoring for business and IT

Operational Intelligence
Analytics | Machine Learning | AI

Cloud — Hybrid — On-premises

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Demo Overview
HR Onboarding Use Case

Watson Assistant

Customer, Employee

Channel

Data Collection

Frevvo Forms

FileNet/ BAW

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Demo

Watson Assistant
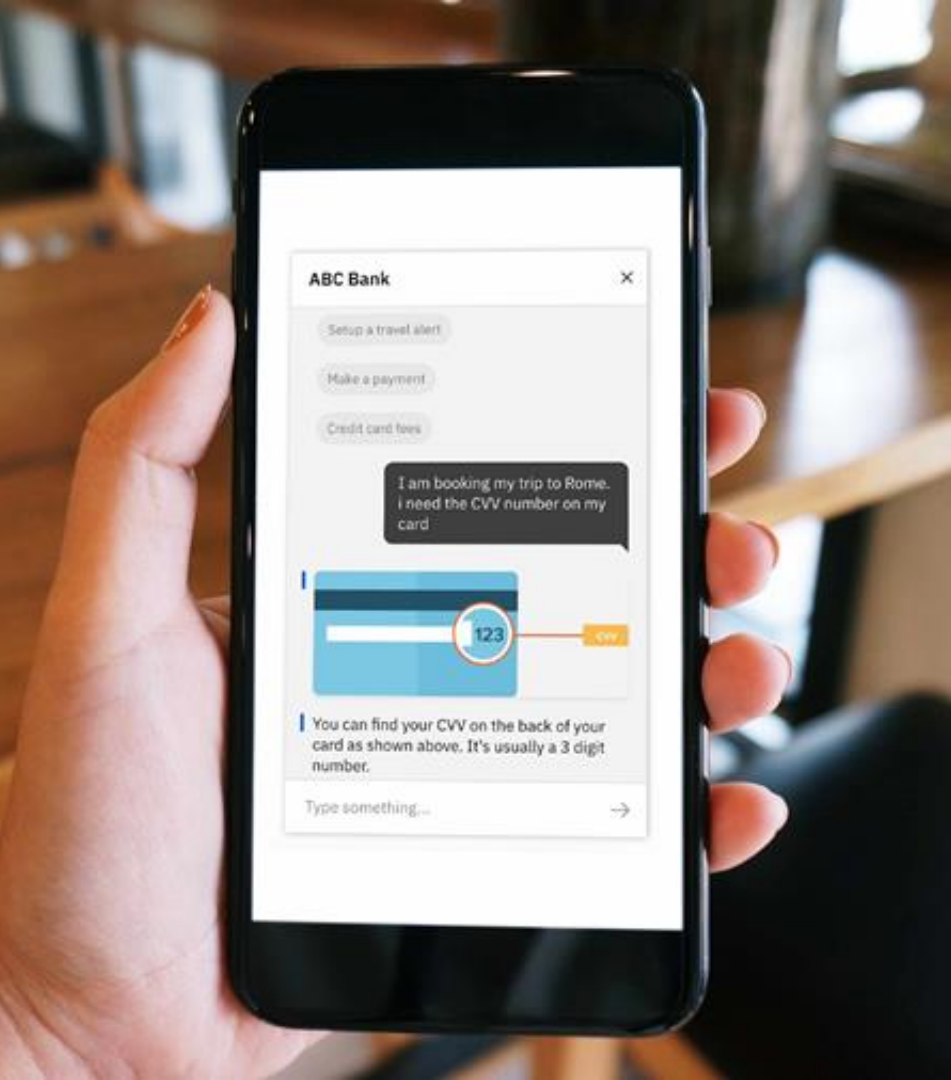
Market Differentiation

Low-code platform
Intuitive building interface that helps you– from coders to the C-suite – to successfully build and deploy an assistant quickly.

Deploys anywhere
One of the only vendors in the market that allows you to deploy and run a virtual assistant on premises or on *any* public cloud.

Powered by best in class NLU
Best in class AI powers the underlying language models, so you can build the smartest assistant your business.

Seamlessly hands off to your agents
Connect to your existing service desk to transfer conversations to human agents

Connects to any channel
You have channels, applications, and content in place. Make the most of them. We make it possible to connect to (almost) *anything*.

Built in Disambiguation
Watson doesn't assume anything and automatically disambiguates a users utterance.

Watson Recommends
You only know what you know. Watson recommendation engine automatically identifies patterns, trends and intents to continuously optimize containment and emerging intents/topics

Deploy in Minutes
Web chat integration is as simple as copy and pasting of 3 lines of code with build in agent escalation, and secure login

Slotting
Slots collect information at the users pace to complete a process/action. Details provided are saved and Watson only asks for missing details it needs to fulfill a request

Long Tail or bust
Often, the answer to questions being asked are locked away in unstructured documents, pictures or URLs. At the click of a button, Watson can add ANY knowledge base directly into the Assistant dialogue to improve coverage and first call resolution

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Job Title
—
email address