Meet WorkFusion's New Digital Workforce

An Exclusive WorkFusion Community Event

Housekeeping Notes

All lines are in listen-only mode for the duration of the presentation.

You can ask a question at any time by typing it in the Q and A tab.

All attendees will receive a copy of the presentation in a follow-up email.

Today's Speakers

Adam Famularo

Chief Executive Officer

Peter Cousins

Chief Technology Officer

Mariann McDonagh

Chief Marketing Officer

Today's Agenda

- What we've heard from our customers and how we are addressing your needs

- The exciting evolution of our solutions and platform

- Our Digital Worker strategy and what it means to you

- What's coming next

- Q and A

The Global Talent Crisis is Real

- Everest Group study respondents cite finding enough talent to run the business as their #1 challenge

- It's imperative to improve the experience of existing employees with meaningful work

- Traditional RPA has only addressed commoditized, low-end activities

- The solution? A new approach for complex, document-intensive work that requires decision-making and continuous learning and improvement

< yahoo!

FORTUNE

Bank of America's CEO gets real about the labor shortage: 'We don't have enough people now' and those who quit aren't coming back

Amiah Taylor
Fri, January 21, 2022, 6:00 PM · 1 min read

Like many business leaders these days, Bank of America CEO Brian Moynihan is feeling the impact of the Great Resignation at his company. That would be the record numbers of U.S. workers

View comments

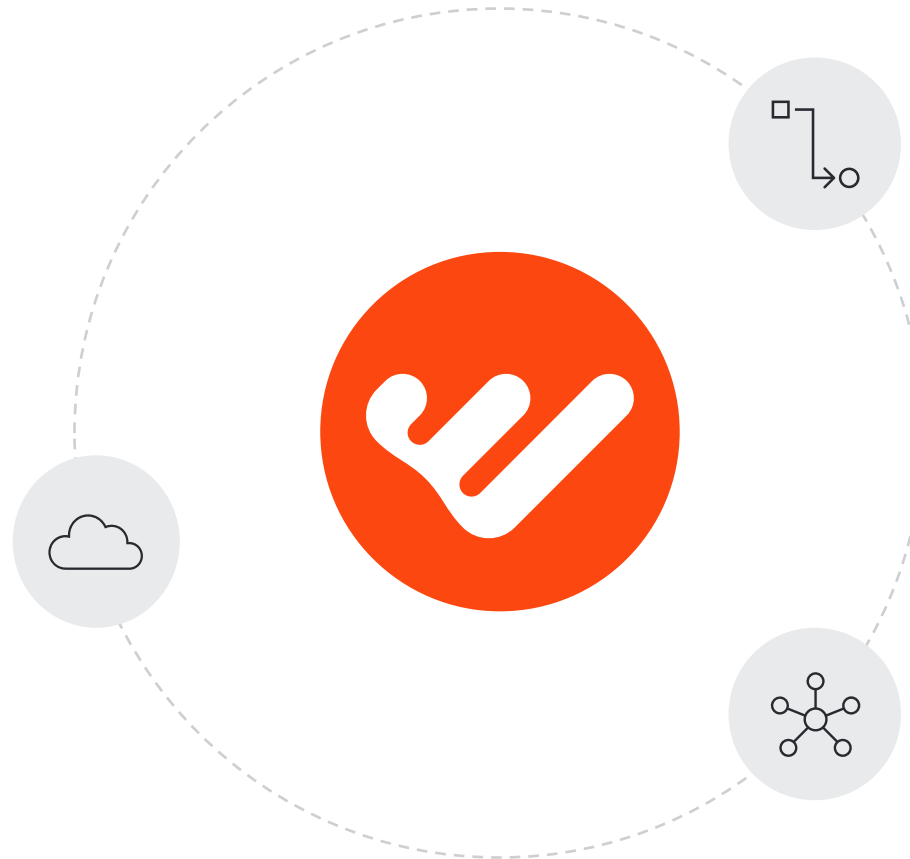# Our Technology Evolution

Peter Cousins

Key Areas of Innovation in 2022

Ease of Use

Simple creation and configuration of automation that helps to get scale

Cloud Enablement

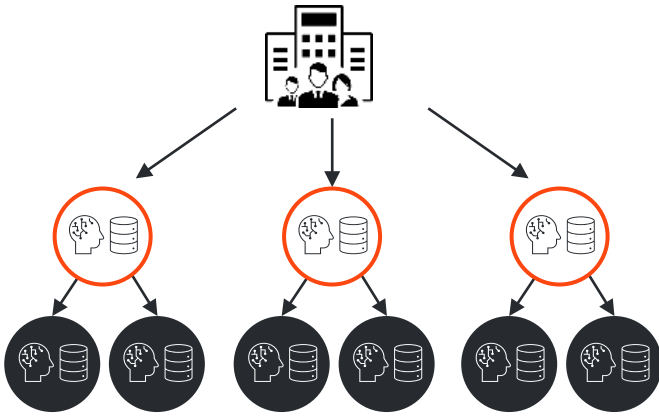Automation-as-a-service, Short Time-To-Value, Low TCO

WorkFusion Network

Collaborative creation of even more powerful automation with other industry partners

WorkFusion Cloud Operating Models
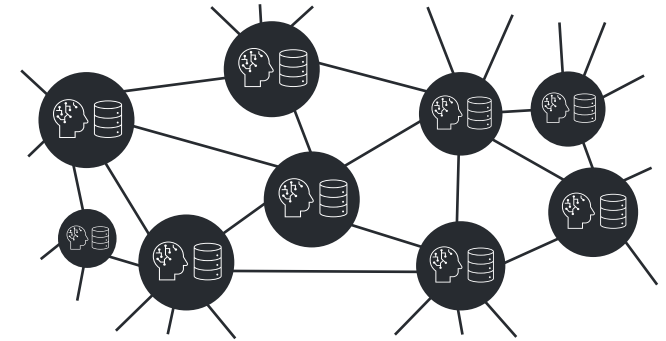
Private Cloud
WorkFusion Enterprise

Managed Services
WorkFusion Enterprise

SaaS
WorkFusion Network

- Can be on premise or VPC
- Customer owns and operates
- Greatest degree of flexibility and control
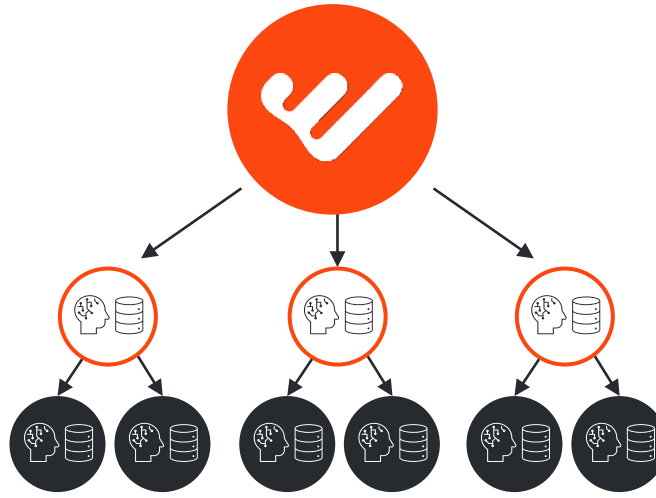
- Single Tenant / VPC per customer
- WorkFusion owns and operates
- WorkFusion provides Business SLA and enforces quality / change control

- Optional, WorkFusion owns and operates
- Solution Catalog
- Continuous Learning Nexus
- Shared Knowledge Co-operative
- Standard Use Cases can run in cloud

Certification Journey

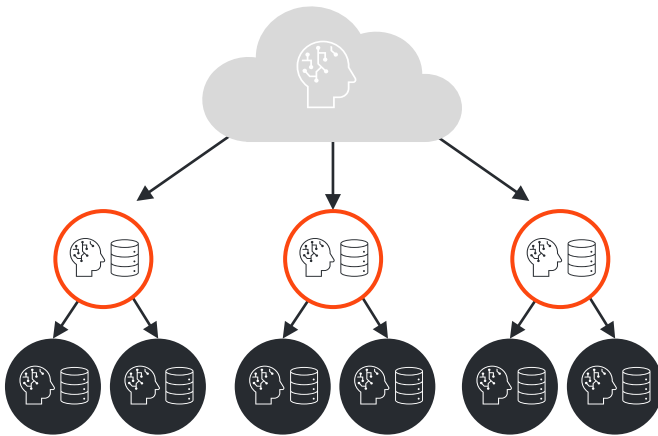ISO/IEC 27001:2013 Certified

IBM Cloud

FFIEC

8

Cloud Native

- Focus on four platforms: Amazon, Google, Microsoft, and IBM

- Cloud Formation - with one click you can form a WorkFusion cluster in a VPC

- Cloud Elasticity – shrink and grow compute resources according to loads

- Cloud Services – leverage ecosystem instead of installing services (e.g., DB, S3)

- Cloud Marketplaces - self-service provisioning, first agreement with GCP

Introducing the WorkFusion Network

Solution Catalog
Jump-start your automation, then adapt & scale

Continuous Improvement
Stay up-to-date with industry changes and innovations

Shared Knowledge
Benefit from the network effects of the WorkFusion community

- Select your solution instead of training models from scratch
- From cold start to jump-start – get things done from day one
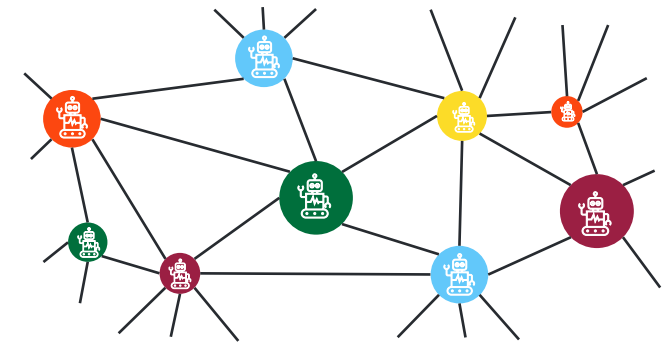- Solutions can be adapted and customized to fit your data and business requirements

- Early warning system prevents performance decay and model drift
- We monitor the latest innovations so you can deploy the best algorithms
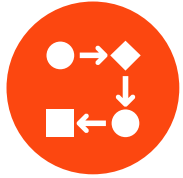- Continuous optimization avoids extensive effort to address regulatory changes

- Compare your performance to industry benchmarks and peers
- Domain-specific knowledge graph improves performance
- Shared database of actionable intelligence, such as bad actors and true hits

Omnichannel Enhancements

Digital Workers					
Business Processes Across All Enterprise Channels					

RPA	IDP	API	ESB	Connectors	Database / Data Lake
Support for Microsoft Power Automate	Support for new structures and patterns	Register REST APIs as producer or consumer from YAML	XML / JMS messaging	Certified connectors for packaged applications	Monitoring data, triggering processes from data conditions
NLP analysis of RPA targets to recompute bindings from intent	Standardized handwriting engines	Ajax Capture from RPA Channel	Service discovery / registration	Platforms like Salesforce or Dynamics, and extensibility	Query by example, generating secure SQL queries or computing KPIs

WorkFusion Intelligent Automation Cloud
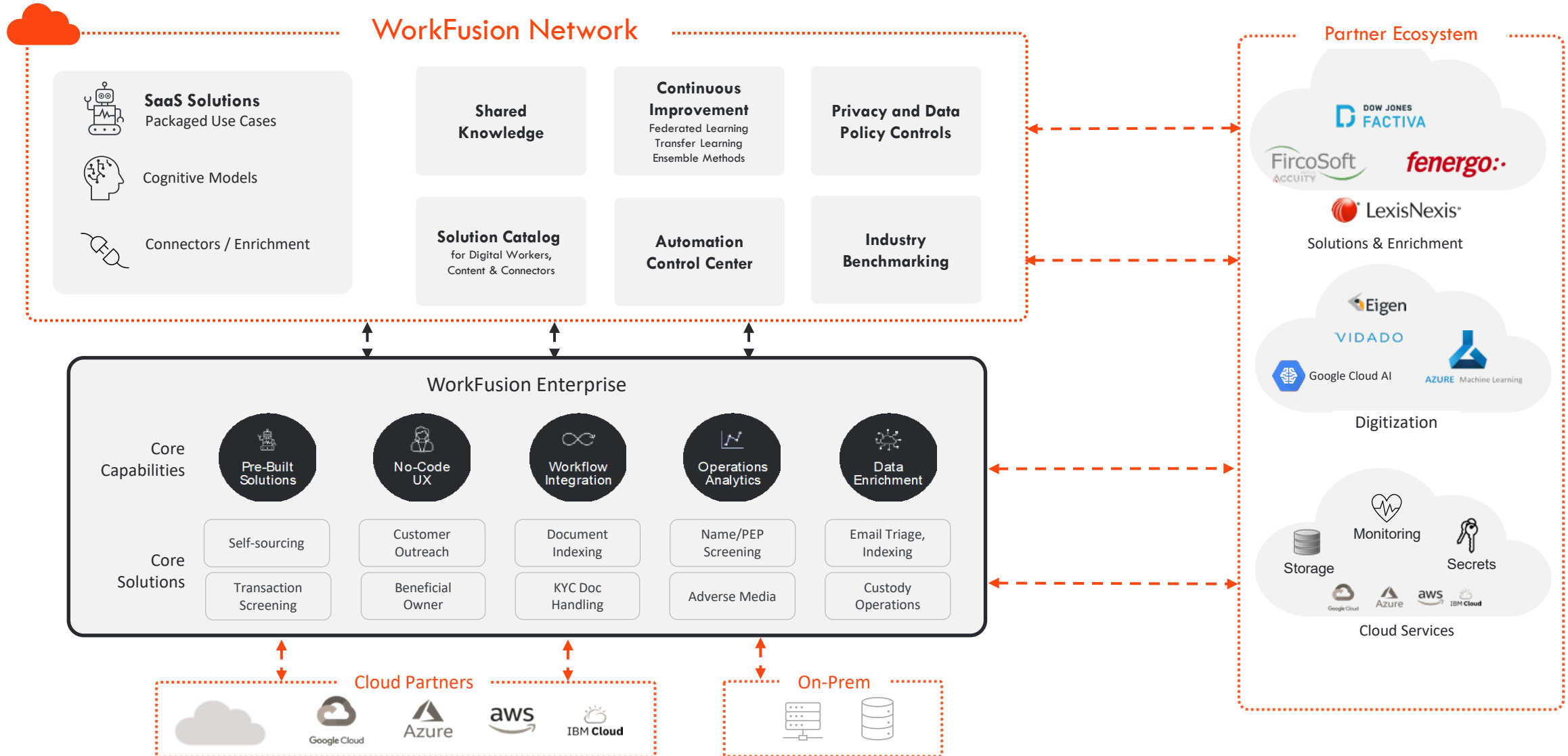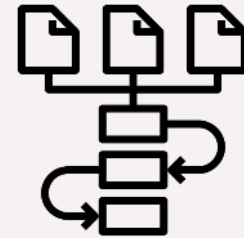
Digital Workers

Next Generation of Use Cases

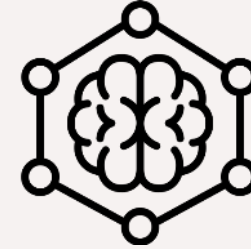**Solution Catalog – LinkedIn for Digital Workers**

Continuous Network Learning

100% Packaged

Real-time Support

End to end workflow

Pre-trained and template models

UI configuration

Analytics

Typical integrations

API & standard inputs/outputs

Translatable Skills for Every Environment
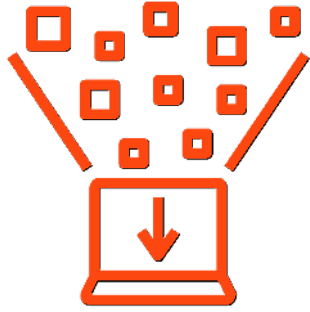
Data Collection

- Extract information from structured, semi structured and unstructured documents

- Self-source data from multiple internal and external sources to enrich data

- Client Outreach/ Follow-up Requests

Data Interpretation

- Validate data between documents and systems of record, including determining if required data and documents are present

- Classify 100+ categories and take an action based on the class

- Interpret sentiment, subject, and context of free form text

- Match names or text, even when variations are significant
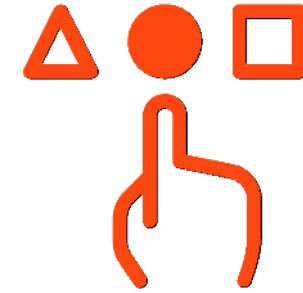
Reasoning & Judgement

- Write human-readable summaries or responses

- Compile dossier and perform analysis of possible links between data

- Complex decision making, including anomaly detection and risk assessment

- Authorship/Language Authenticity/Proximity Forensic Analysis

Meet Our Digital Workforce

Meet our New Digital Workforce

Tara
Transaction Screening
Analyst

Evelyn
Sanction Screening
Analyst

Darryl
Customer Due Diligence
Analyst

Casey
Customer Service
Coordinator

Kendrick
Customer ID Program
Analyst

Ilana
Insurance
Underwriter

Digital Workers Package
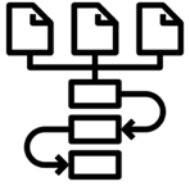
End to end workflow

Pre-trained and template models

UI configuration

Analytics

Typical integrations

API & standard inputs/outputs

Defined pricing

Technical Details:

✓ Available via SaaS, managed service and on-prem

✓ Defined performance and throughput

✓ POC and Professional Services runbook

✓ Support documentation and enablement

✓ Troubleshooting and monitoring guide

Ilana - Insurance Underwriter

Skills: New Application Submission – Commercial GL, Property and Umbrella

Monitor select inboxes to ingest and classify email request, extract key fields from email body, classify document types, extract key information from each document type, and prepare data for enrichment. When all is completed, have data model prepared that can be called via API to input required fields into internal systems

Documents and Data
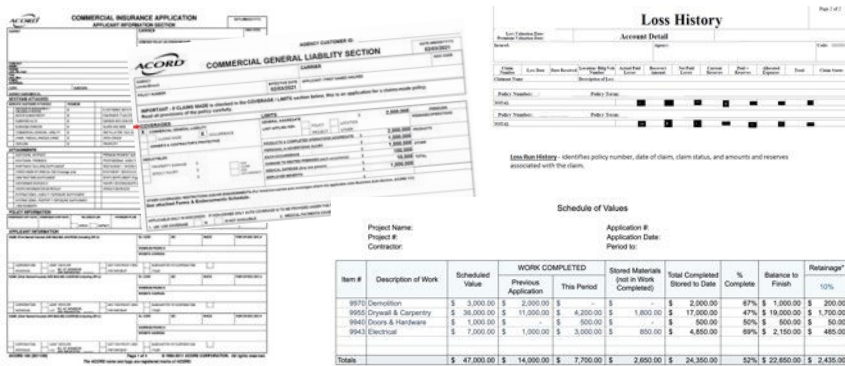
Models
- ACORD
- - 125, 126, 131, 140
- Loss Runs
- Statement of Value (SOV)
- Broker/Carrier Application Forms

Analytics
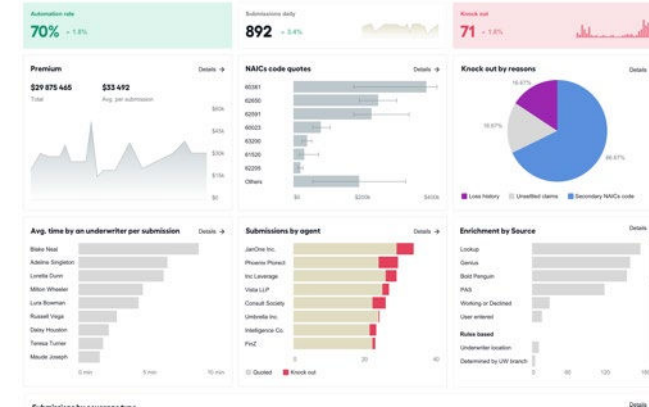
Workflow
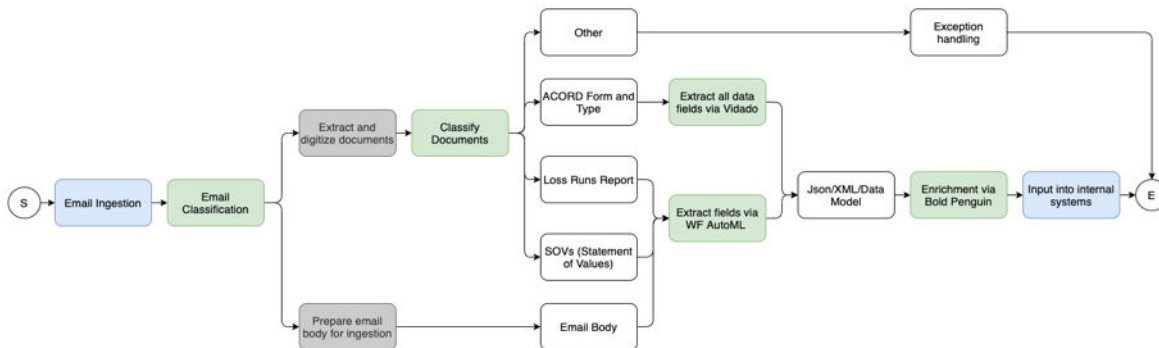
Integrations

Evelyn - Entity Sanctions Screening Analyst

Skill 1: Name Sanction Screening Alert Review

Reviews sanctions alerts for individuals, entities and securities. Matches alerts with search target through: Name matching; DOB; location; stop words; historical hits

Skill 2: Adverse Media Monitoring

Search for adverse media on an individual or entity. Review adverse media to: Determine search target is focal, determine sentiment.

Both:

Integrates with screening or case management systems to update case. Self-sourcing to enrich data from internal or 3rd party.

Data

Models & Decision Factors
- -

- Name matching (Individual/Entity/Securities)

- Decision matrix
- Historical decisions

Analytics

Screened names: 3,937

Hits: 158,432

Workflow

Sanctions/Media System → Name/DOB/Location Match → Enrichment from internal/3rd party → Historical Decisions → Final Decision + Summary → HITL* → Upload to System → System of Record

Search Media* → Focal & Sentiment → Enrichment from internal/3rd party → Historical Decisions → Final Decision + Summary → HITL* → Upload to System

Integrations

DOW JONES FACTIVA · REFINITIV · rdc Smarter Screening · FircoSoft ACCUITY · LexisNexis

Kendrick - Customer Identity Program Analyst

Skill 1: Proof of Identity

Classes types of ID documents, extracts key information from IDs, validates ID data against data from case management system, uploads classed documents to document management system

** Can be combined with Darryl CDD Worker & skills

Documents & Data

Documents & Models

- Drivers License
- Passport
- National IDs

- Rotation
- MRZ

Analytics

Workflow
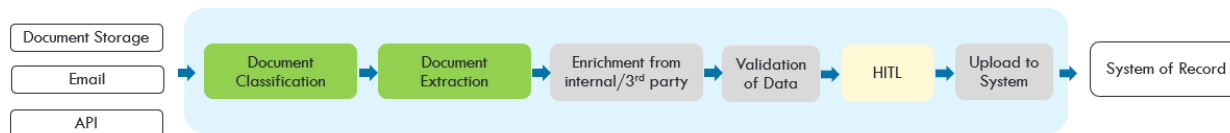
Integrations

Darryl - Customer Due Diligence Analyst

Skill 1: Ownership
Classes types of ownership documents (UBO forms), extracts key information from ownership documents

Skill 2: Legal Formation/Structure
Classes types of legal structure documents (Trust Agreements, Articles of Incorporations), extracts key information from ownership documents

Both:
- Validates data against data from case management system, uploads classed documents to document management system

Data

Documents & Models

- Trust Agreements
- UBO Forms
- Articles & Certificates of Incorporation

- Signature Detection

Analytics

Workflow
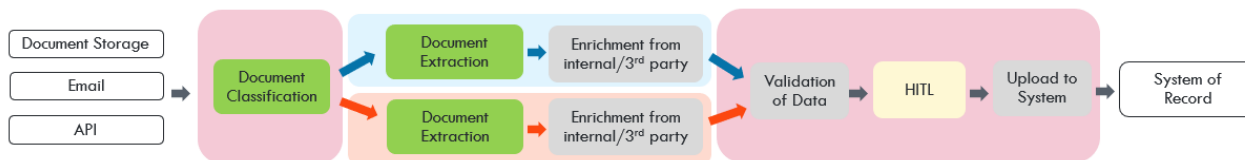
Integrations

Tara - Transaction Screening Analyst

Skill 1: Payment Sanction Screening Alert Review

Reviews payment alerts for individuals and entities, matches alerts with search target through: Name matching; DOB; location; stop words; historical hits.
Self-sourcing to enrich data from internal or 3rd party, integrates with screening or case management systems to update case.

Documents & Data

Models & Decision Factors

- Entity Recognition
- Name matching (Individual/Entity)

- Decision matrix
- Historical decisions

Analytics

False positive (message rate)	Messages total	Messages resolved
28.54%	131,694	37,584

False positive (hit rate)	Reason codes
29.34%	

Workflow

Payment Sanctions System → Entity Recognition → Name/DOB/Location Match → Enrichment from internal/3rd party → Historical Decisions → Final Decision + Summary → HITL* → Upload to System → System of Record

Integrations

FircoSoft ACCUITY
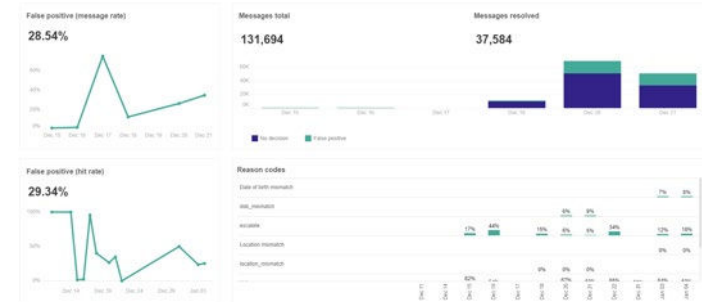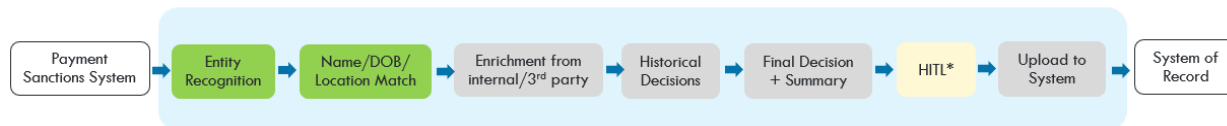
LexisNexis
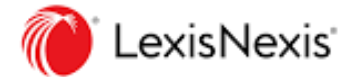
opencorporates

Casey - Customer Service Coordinator

Skill 1: Email Triage

Opens emails and downloads attachments, classes the emails and their relevant attachments, determines next action based on classification. Actions can include: Forward email to another group, automatically respond to the email, upload documents to a document management system.

Documents & Data

Models & Actions
- -
- Classification model template
- Actions template

Analytics

Workflow

Integrations

2022 – WorkFusion Digital Workers Roadmap

Digital Workforce 2022

Front Office Workers

Q1

Insurance Underwriter
General Liability New Submissions
Commercial Property New Submissions
Commercial Umbrella New Submissions

Q2

Insurance Underwriter
Commercial Auto New Submissions
Loss Runs

Q3

Customer Outreach Coordinator
Response and Case Tracking

Insurance Underwriting Associate Workers
Commercial Auto Endorsements

Q4

Sales/Service Operations Workers
Customer Lead / Opportunity Management

Customer Lifecycle Management
Commercial Account Onboarding
Consumer Account Onboarding

Insurance Underwriting Associate Workers
Cancellation Requests
Reinstatement Requests

Operations Workers

Q1

Entity/Transaction Screening Analyst
Adverse Media Monitoring
Name Sanctions Screening
Payment Sanctions Screening

KYC Customer Identity Program Analyst
Proof of Identity

KYC Customer Due Diligence Analyst
Ownership Structure
Legal Structure/Formation

Q2

KYC Customer Identity Program Analyst
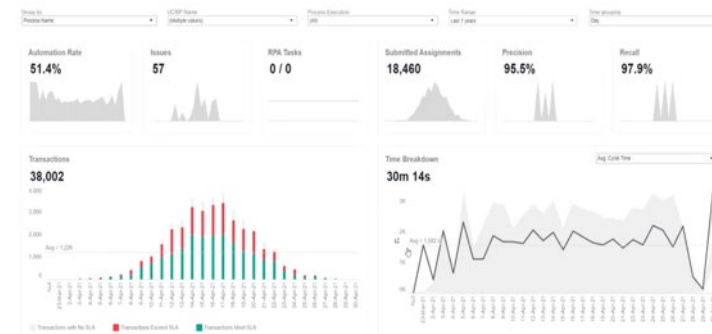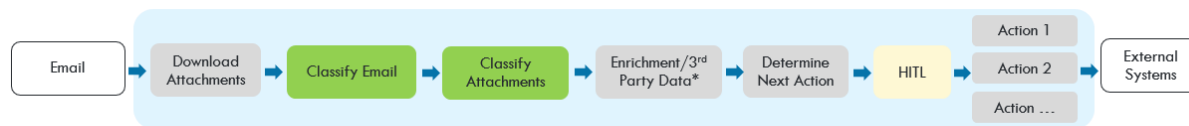*Proof of Address*

KYC Customer Due Diligence Analyst
Source of Funds/Wealth
Research/Record Enhancement

KYC Enhanced Due Diligence Analyst
EDD Forms Intake
EDD Questionnaire Intake

Q3

KYC Customer Due Diligence Analyst
Nature of Relationship
Ongoing Monitoring

Lending Analyst
Proof of Employment/Income
Proof of Assets

Q4

Virtual Investigator
Financial Statement Risk Assessment
Business Ops/Location Risk Assessment
Document Fraud Checks
Transaction Anomaly Detection

Lending Analyst
Proof of Payment History

General Workers

Q1

Customer Service Coordinator
Inbox Triage & Forwarding

Q2

Customer Service Coordinator
Intelligent Responder

Q3

Business Intelligence Worker
Ongoing Reporting

General Screening Worker
HR Adverse Media Checks

Q4

General Validation Worker
Completeness Checks
Validity Checks

Q1 — Q2 — Q3 — Q4

Summary

- Our digital worker strategy was developed based on feedback from our customers

- Each skilled digital worker comes preconfigured for rapid implementation, faster time to value

- Our workers learn from the jobs they perform, from their traditional teammates and from the "network effect" of the WorkFusion community

- A wide variety of digital workers for front-office, operations, and other high-value areas will be generally available by year-end

- All making it easiest to hire, deploy and get immediate value from your new digital workforce

WorkFusion

Questions?

What's Next?

Dive deep into this digital workforce at the WorkFusion Buzz, our 6-part webinar series starting in March.

Help us raise awareness with a review of our software with Gartner or other industry organizations. If you're interested, let us know in the chat or by emailing your account manager and we will send you more information.

Mark your calendars for June 22, 2022 for the return of our user conference.