# Innovation | Building Digital Business Solutions

We are at a crossroads of technology in the evolution of business process management. Let me explain: Not everyone is aware that the majority of process executions require leaving the documented 'happy path' of a process for completion. Performers should not need to leave the process environment to perform unexpected work or simply to communicate. It should not be a technical challenge to modify an otherwise standardized process and extend its functionality for future use.

The Happy Path

Order fulfillment example

The Reality

13 ways to start the process
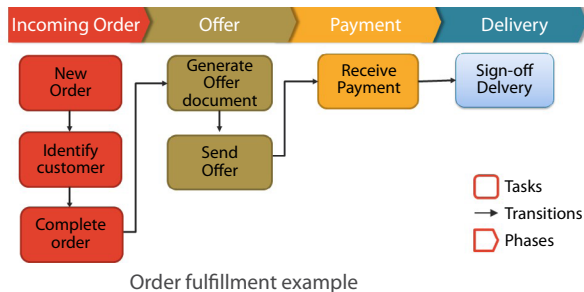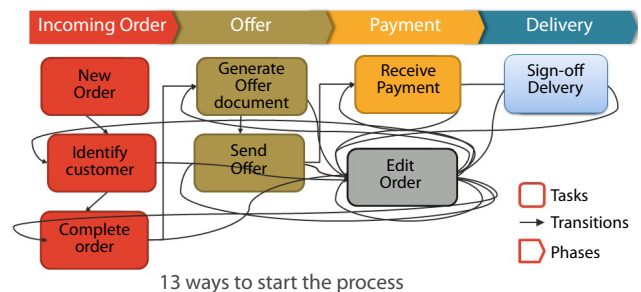
The decades-old approach of drawing tasks into flowcharts is just about good enough for documentation, but has reached its end-of-life and, more importantly, its viability for future progress and expansion. Not only are the participants not even aware of the needed outcomes and further ad-hoc automation produces unmanageable spaghetti-code...

We propose that a **conversational** approach with embedded rules in **business language** supported by machine learning is **the future**.

But we don't need to start from zero and therefore the use of the well-known **value stream definition** with stages and desired outcomes is practical. In **Converse Designer** the definition of a value stream actually starts from the desired outcome and is defined by the previous actions and rules until they achieve the outcome of each stage. A business related set of terms are used to freely define the data and rules from existing business libraries. In this way, management, analysts and consultants can be seamlessly involved in the analysis and the actual creation of a process. Only the data interfaces to other systems need to be defined once by technical staff and can be reused for each value stream.

01 Stages **02** Actions **03** Roles **04** Goals & Rules **05** Content
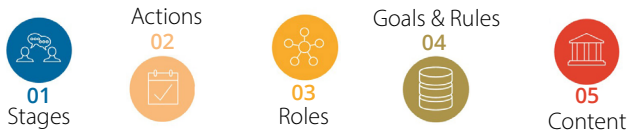
What makes Papyrus Converse stand out?

1. Implement any Business Value Streams in a fraction of time
2. No coding required | Declarative | based on Ontology
3. Business enabled | Avoiding translation gaps
4. Natural Language Rules and Policies during Execution
5. Conversational UI | Start with the outcome in mind | Implement in stages
6. Machine learning | User Trained Agent (UTA)
7. Over time improvements | No Legacy
8. The power of the Papyrus platform

From Design to Execution in ONE Step

CONVERSE Designer → CONVERSE Composer → CONVERSE Client

Users have full transparency over the definitions and their performance leads to further training through the integrated machine learning with the 'User Trained Agent', thus achieving the goals in the best possible way. Data can be entered by the user, read or written to and from interfaces, leading to orchestration. Activities do not have to follow a strict sequence, but are limited by business rules where necessary, so that maximum freedom in execution is achieved.

Operational excellence is best achieved when collaborative business conversations are integrated into operational tasks. The conversational user interface, by design, does not require coding as semantic meaning is supported by Natural Language Processing, with actions constrained by business rules stored in a conversational memory for effective machine learning and auditing.

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PAPYRUS SOFTWARE

Solutions | Turning Conversations into Business Transactions

Whether you are trying to handle a request, improve the contract process or you are onboarding a new client or employee, the activities are inherently collaborative. Creating, revising, reviewing, approving and signing contracts are tasks that often involve two or more people. Such process-driven collaboration is typically linked to fillable business forms and interactive business documents. Content is drafted, saved and organized with metadata and often requires multiple revision cycles before it is considered complete. The automated and ad-hoc tasks and activities that users need to perform to achieve a common goal are managed by Papyrus.

Requester   Reviewer   Evaluator   Officer   Review Board
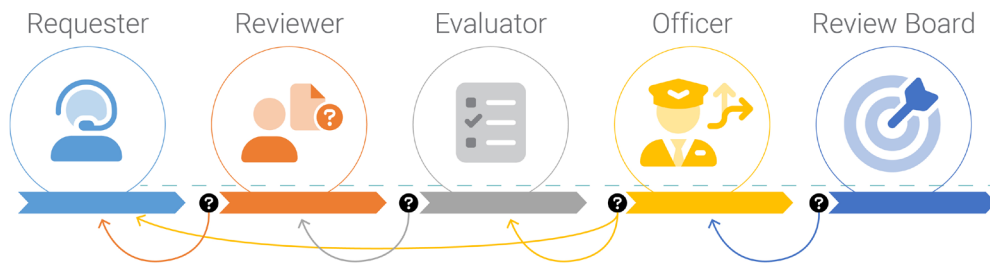
## Organizations Call For Digital Transformation of Forms

- Locating and manually filling out a paper or PDF form is time-consuming and error-prone for the requester
- Incorrectly entered information causes inefficiencies in the process
- Re-entering data into other systems costs time, resources and money, and is error-prone
- Sending emails with PDF forms containing Person Identifiable Information (PII) and other sensitive data increases the risk of fraud and privacy data violations
- Emailing forms means duplicates and different versions that take up disk space, making it hard to find the current version and adding to the complexity of information governance

The Papyrus **DocuFlow** solution seamlessly migrates paper and PDF Forms into digital forms and replaces emails with workflow and case management.

Organizations can now:

- Provide self-service online for customers and employees
- Migrate paper and PDF forms to HTML
- Improve user experience and data quality
- Increase process efficiency and process transparency
- Sign electronically and digital notarize
- Automate data exchange through services
- Govern information and content

Typical Use Cases: Self-Service Portal for Customers & Employees
On-boarding | Request Handling | Account Opening | Contracts

Migrate → Web Forms

Case Content & Data
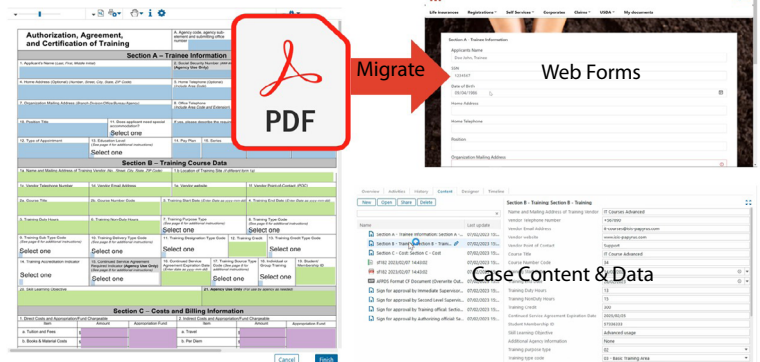
① Migrating the PDF Interactive Form

Create an envelope template in the Papyrus Business Designer and upload the Interactive PDF Form for analysis and migration. The migration uses a wizard to turn the PDF into web forms for the requester and recipients to get assigned the task of editing, approving, signing, and viewing the form or getting a carbon copy.

② Capturing the PDF or Paper Form

Form classification and extraction definitions are during the migration generated. Automatic handling of remaining incoming PDFs via email or upload is guaranteed. For PDF Forms that are not interactive or paper-only, the Business Designer Capture is used to define the classification and extract definitions to automate those scanned Forms.

③ Workflow and Case Management

The Papyrus workflow engine replaces the emails being sent to route the form. Tasks are planned and assigned for persons, roles, or departments, and service tasks automate the execution of integration. Notifications alert participants in the process if steps become due.

④ Simplified Integration

A variety of Papyrus adapters connect Papyrus customer communications with business application data from virtually any legacy or mainstream system or application. The entire process flow from request to close takes place in Papyrus Adaptive Case Management, simplifying collaboration by providing access to additional content and communication channels.

Case Study

Utmost Life and Pension opted for a customer Self-Service Portal that connects the front-end with back-office-teams, providing access to relevant information and top-notch customer service. "The MyUtmost project implemented by the Papyrus team was our crowning glory and a great success in 2022," said the CEO of Utmost Life and Pension in his year-end speech.

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