

automation
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Automation Hero's

AI Studio

Automation Hero uniquely embeds the possibilities of artificial intelligence right at the core of business process automation (BPA) and robotic process automation (RPA) — in an end-to-end platform.

With AI Studio, data-centric users such as data analysts and citizen data scientists can quickly build, train, and validate AI models with a point-and-click experience, no coding required. Data scientists can productionalize their pre-built AI models by uploading them into AI Studio. Once uploaded, these models are now available to integrate into business automations via Flow Studio and circulate throughout the organization for maximum organizational ROI.

Types of AI



OCR

Convert an image / PDF / hand-written document to text



Prediction

Predict risk, next product, next customer, next step, etc.



Dark Data Extraction

Extract entities (structured data) from unstructured data



Classification

Classify documents into predefined categories



Intent Detection

Predict intent of text



Object Detection

Identify objects or people in a picture



Generative

Generate test data or predict missing fields



Reinforcement Learning

Self learning from feedback e.g. dynamic ad bidding

Understanding and Automating Customer Requests

For strong business ROI, businesses need to daisy chain multiple AI models together to intelligently automate full business processes.

For example, businesses often receive common customer requests such as a pricing inquiry or address change through multiple modes of communication - both structured (e.g. form fill) or unstructured (e.g. email, fax, mailed letters). Requiring employees to monitor all communication channels to properly route these requests has become hugely inefficient. Employee time could be channeled into far more productive activities.

With AI Studio, users can quickly create an OCR model that converts unstructured data into structured data including translating hand-written text or fax into digitized data. Then, another AI model can recognize the intent of the request. It can be modeled to take one course of action if the intent is known, for example, route to the appropriate department or person for processing.

To go one step further, often once the request is routed, it still requires manual effort to extract pertinent information such as a phone number, address, competitive product reference, etc., input into a system of record and conduct the appropriate output (e.g. update the address, respond to the pricing inquiry). With AI Studio, another AI model can extract this information and automatically input the necessary information in the system of choice for an address update, or pull together the relevant response to the pricing inquiry based on the parameters provided.

Three AI models were built and trained in AI Studio and then integrated into an automated business process developed in Flow Studio. The automation could then be carried out unattended, or attended via Robin, Automation Hero's personal virtual assistant for human-in-the-loop exception handling.

