(1001) Put generative AI to work with with Quick Start Solutions -

Transcript:

(00:07) awesome hey everyone thanks for joining us today at this final session at imagine 2023 today we'll be covering our generative AI quick start solutions and before we actually go in there just of Safe Harbor whatever we cover will be a little bit for might be forward leaning might have some things out there but make any purchasing decisions after knowing what you after knowing the product that is there out there today so yep so what we've done with generative AI is that we've built out some readymade quick start solutions

(00:38) for all of you to begin your journey with generative Ai and we'll be starting that really quick right now um just to introduce myself I'm aay I'm a Solutions engineering lead here at automation anywhere um and I'm excited to show you what we have in store for you just to recap our automation success platform now this is the platform you we saw yesterday that ADI introduced it is your new system of work it combines the power of automation generative AI across every team process and even system and

(01:14) it helps you drive the growth of your business with increased savings and and and Innovation and helps you get ahead of the competition so that's this is that's the platform and this is the same platform we have used to build out these solutions for you and bring them to Market with all these guides and Dev kits that we'll be talking about let's take a look at these Solutions it's three distinct solutions that help you in different ways depending on which industry you are in the first one is an employee co-pilot

(01:49) solution now as an employee don't you feel that there's a lot of mundane repetitive tasks you do that might be able to be done by a bot probably and you just need a good way to trigger that bot off that's exactly what we can do now with the power of co-pilot we can embed our co-pilot in teams or any other application that you're using like Salesforce or service now and are easily able to do your task like put a vacation request in or ask for an approval for for something request a new monitor a

(02:21) new chair anything we can build Bots that can be easily triggered through the employee co-pilot the next one is for a customer service scenario in an L1 service triage and we will see this live in a few minutes essentially what we're doing here is if we our customer our customer service centers receive a lot of tickets on a daily basis and it becomes a real task for everybody to be able to triage those tickets categorize them and see what to do that's where this will come in we will use generative AI embedded

(02:57) directly into service now today to be able to go in and triage these tickets and say and check what the issue is all about and even provide some recommendations to our to our customer service agent to make their job easier and make them more efficient at what they are doing the last one we will see is a document processing use case with loan application processing now if you take a mortgage document there are 500 pages that you need to process through to be able to First understand what each page is all about and then extract the data

(03:31) out of it with generative AI that has become really easy for us and we have also released a quick start solution for this so these are the three main areas that we'll be looking at and how we can use the power of generative AI to be able to get to be able to get more more out of our system so what have we done for you we've done we've given you for each of these Solutions we are giving you three things first one is our expertise with simple templates you'll get a bot template you'll get some templates on

(04:05) how you can embed this into different applications think service now Salesforce Microsoft teams and you'll get a step-by-step deployment guide as well as to what exactly you need to do to go step by step and lastly you always have our Pathfinder Community to take you and give you any help that you need we have thousands of members on the community so these are the three things and now let's dig deeper into our employee productivity solution or the employee co-pilot so we were talking I was just talking about this as an employee we

(04:41) have so much to do between going into our HR System maybe workday or Oracle at CM going into teams going into OCTA on a daily basis and having to do apply for leave or apply for a requisition approval and that takes up a lot of our day what if if we could use the power of Automation and generative AI to make that much easier for us and this is how our new view would look you'd have your employee working within teams today just easily start up their co-pilot in natural language send a request to their llm of choice and

(05:24) that llm will determine what needs to be done it'll come back and say hey I have a couple of bots for what you're looking for why don't you go in and why should I go in and run those Bots for you it'll go in run those bots in the background while I can go back and do something else I can respond to somebody on teams who wants who's asked for some more Vital Information or I can go in and actually do some real productive work while my leave application is put in place so let's take a look at this

(05:58) live so that is how we could see from you

(08:52) know chaos of a million different systems I could just be in teams and get done with whatever whatever I need needed so that is our employee co-pilot um a few things right these are a few of the other Industries and use cases we have seen being successful with employee co-pilot and with 100% Improvement in processing time 70% productivity gain and 100% employe engagement one of the big things that we want to do is get our expense reports automated very soon using this moving forward let's take a look at customer

(09:30) service now we we spoke about the L1 triage issue and anytime an L1 triage is issue comes up on our service desk it's a lengthy process every user out there has millions of tickets to take care of and they're never able to get to our tickets in time and we have the customers calling us and that's primarily because they need to go into service now they need to go into sap they need to go into other systems to figure out what's going on to be even able to figure out what's in the ticket and now with automation co-pilot

(10:04) embedded right within service now it can come in under an employee can go in and say hey I have five tickets or 10 tickets assigned to me maybe even in different languages it will come in understand what those tickets are all about give the employee a a quick description of hey this is what's going on with each of your tickets and then come back in here get and tell them what do you want to do with each of them do you want to escalate the case further do you want to send an email to the user because this is maybe an easy thing to

(10:37) fix and you don't need to pay much attention to it um do you want to go in and put a product enhancement request to this it gives them those options right there within service now in their system of work to be able to do it more easily let's take a look at how this will also work so that's where we just saw our service

(17:39) now co-pilot helping Joe to solve five tickets that would generally take his entire day do it within minutes and that's how we want to go ahead and use more of these co-pilot Solutions in other Industries like Financial Services Healthcare uh Logistics Etc especially in our customer service providing 100 with 100% data accuracy and all the all the benefits from employ co-pilot the last solution we have is around complex document processing and we hinted upon this a little bit in the beginning where if I see something like

(18:16) a mortgage application or a loan application that is 500 to 600 pages to be able to actually index each page understand if this is a bank statement or is this uh one of those application forms or is this a paste tuub coming in and understanding each of those and then extracting the data from them can be a long and lengthy process at an average it takes just three to seven business days to understand what's in these documents before even making a decision on the mortgage application to to provide it or not provide it now with

(18:53) generative Ai and the automation success platform these documents can easily first be indexed and classified using the using generative Ai and then based on the classification we can send part of the documents directly to document Automation and the second part to generative AI to be able to extract data from unstructured documents like contracts and leases and document automation can take care of our bank statements and structured forms that that are there as part of the application document Automation and generative AI do their job it comes back

(19:29) and it even provides you recommendations and pro gets you some verification done that hey the name was not the same on the bank statement and the proof of address so there may there might be something wrong something you want to investigate further and that's exactly what this does with the power of generative AI let's take a look at this as well so with document processing and com and

(22:01) complex documents like contracts Lees we open up many more use cases out there going from bank statements and Bill of leading documents to contracts leases even structured documents that we can get as a part of our loan application form all of this with a high accuracy quick speed and getting our customers happier and more satisfied so with over the last couple of days we've seen a lot of things around generative AI we know that it's a game Cher in the industry for us where we can go in be ahead of our competition

(22:37) using generative AI so my one call to action to everybody is let's go ahead and start disrupting and make generative AI real in all our businesses today um happy to take any questions this is all we had for the quick start solutions can go ahead yeah techology we already used India and when youy 6 months back coot it almost 6 months and when we implemented theot it just weeks and wow so awesome thank you any other questions uh I'm I'm getting giving you the mic oh thanks Linda a co-pilot it works in teams and

(23:48) uh does it work in custom applications we can embed into custom web applications yes okay we can use we can we can embed into any web based application custom applications whatever you have out there okay thank you any other questions yeah I don't know if I missed it so these quick start packages where would we get them are they in the bot store or what so they will be on the Community page for you to download and you can there'll be there as zip files with everything I mentioned from the step-by-step guide to the bot shell um

(24:34) that you'll need to just go in and customize a little bit so they should be on the Community page uh along towards the end of the day today or tomorrow in the next week or so thank you thank you there's a question in the first example you gave the prompt that the employees giving to the to the bot and it goes in in it looks at your repository and picks out which ones it might want to do is that based on like the description that you're writing of the bot like how can you make sure that it's pulling accurate

(25:07) um Bots for the employee to run so yeah that's based on the description so one of the things is in the control room as you put a bot together you put a description of the bot together so yeah it does read the description and then understand does this bot meet the requirements of what's being asked all right did you mention the all the developer kits that folks that that's the the step-by-step guides we have out there yeah that that'll be part on the community portal as well way to about this the right way to think about

(25:54) that you need to have a you already have a a library of Bots available and then to make it more effective using those Bots you use uh this this copilot correct so the first one specifically the employee copilot we saw integrated into teams right um yeah it is the the the point is if you have a library of bots uh in most of our clients what we see is that people they have 200 Bots out there but they don't know what each of those Bots does because it increases with size which is where you can use this to understand what each bot does

(26:28) and use a library of B you have the library of bots ready to go and get queried out upon so and then the which part is that the this generic JN AI is put into use like do you need to train the the ji like how many box you have what it do uh is that the part of a training so uh and just in the case of the employee copilot there is no none of these Solutions have any training as part of it you're we are using the foundational models from uh Google AWS Microsoft and you can just ask questions of the foundational model so essentially

(27:06) we are saying hey we have this library of 200 Bots with these descriptions this is this is something they want to do with one of this so can you match it up and make sense of it so there's essentially no training happening out there you just have the library of bots but you do need to feed feed feed your library box and description into the model correct correct into your llm yes but but then uh do you uh do does people I guess does that information fit back into the the this a foundational that information does not

(27:38) fed back it's now it's it's proprietary information it does not fit back go back into the foundational model there's a war there okay yeah it just yeah the training happens outside this is just asking the foundational models questions based on some additional context okay and then the training the training itself the feeding the the BS and the description is for the EV process yes that's part of your as anybody's developing a bot there's a option there for a description of the bot in the

(28:04) control room itself okay got it thank you wor which co-pilot do you think are the most in need right now in your industry let's do a voting let's do a quick voting the first one from these three yeah yes out of the three the first one is automation co-pilot for your employees that is it can be embedded all the intern intelligent automation can be embedded into any application for miscellaneous administrative work that is uh use case number one use case number two is a very packaged solutions for customer

(28:49) service the third is a processing very complex un structured documents all right let's do a voting one one one raise your hand if you think number one all right about onethird number two customer service o I'm surprised it's not no more than the number one almost a little bit more I think close to half and number three processing complex documentations wow oh wow so let's let's uh let's do another survey dig a little bit deeper because I mean the reason we are asking this is because this awesome solution

(29:25) engineering team here and the product marketing and solution marketing we'll be working very close together to package more of those solutions by each category in the coming month so your feedback will definitely help us Channel our resources better so on the third processing documents uh you know automation what kind of documents are we talking let's let's do a voting on by line of businesses first Finance and Accounting invoices oh POS POS okay ah oh interesting very interesting HR HR sorry sales sales oh sales orders of course

(30:13) how many of you would agree to sales orders okay how about HR documentations oh well I'm not surprised uh that's that's sort of aligned with our chch what about uh Logistics documentations Transportation platings way bills way bills interesting all right and uh how about the other give me a just shout it out what other documents you're struggling with how about claims [Music] insurance yes yeah Insurance nodding nodding okay great awesome well for customer service uh you know think of is it call center

(31:02) or it's a customer service in general for you guys call center is that true one hand yes one knob or customer service we're talking about uh the combination of all the chat Bots with your backend workflow is that of an interest or you're separating the two at the moment B I see Omni Channel CH how many of how many of you are looking at Omni Channel engagement as a priority for customer service we're getting there okay all right well thank you for the feedback but coming back to employee how important is employee productivity is

(31:53) for your automation project in the coming year no or everything is employee productivity you're talk develop no I'm talking about your business users productivity let's separate the two because we have two co-pilots right one is for the business users when is for the developers so let's do a quick voting for your business users what is the priority when it comes to their productivity that's going to impact how you are going going to develop how soon you're going to develop your automations

(32:31) raise your hand if this is the party one two oh man how about your developers leveraging leveraging natural language or just you know turning through your pipeline of 200 automations yes okay all right so that's great well thank you very much for the feedback awesome thanks everybody thank you

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https://www.youtube.com/watch?v=Mr2rVAiXmJg