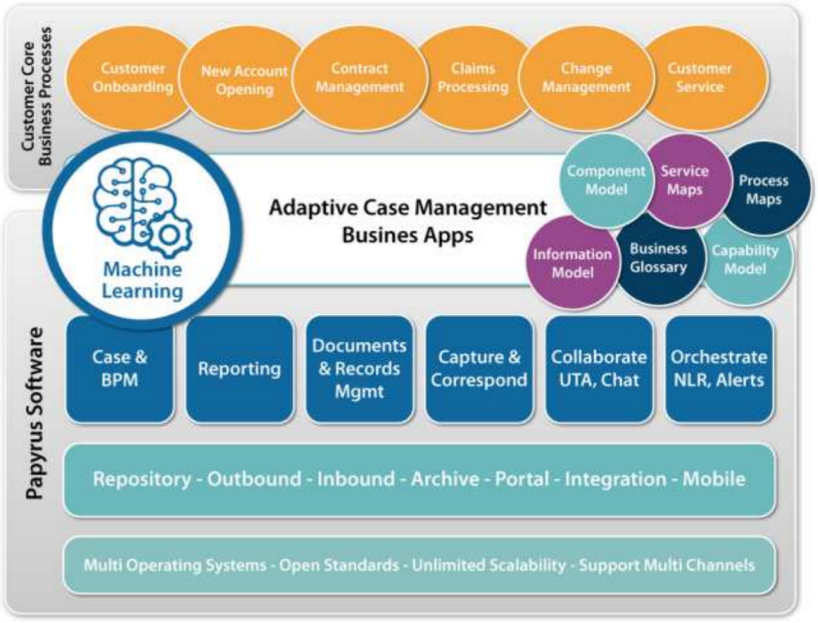
2.1 Adaptive Case Management

Power BI + R? Decision trees?

The **Adaptive Case Management** solution (ACM) implements ACM technologies within a Papyrus Objects environment and contains everything needed in order to build and execute a model. Additionally, sample processes are provided that can be used for learning/training purposes.

The implementation of ACM in Papyrus Objects is built loosely on Business Process Modeling Notation (BPMN) with several extensions to allow processes to be redefined on execution time. This implementation strives to be compatible with BPMN version 2.0 and uses XPDL (XML Process Definition Language) for describing the structure of processes.

The Papyrus solution for Adaptive Case Management provides a fully integrated platform for inbound and outbound correspondence.



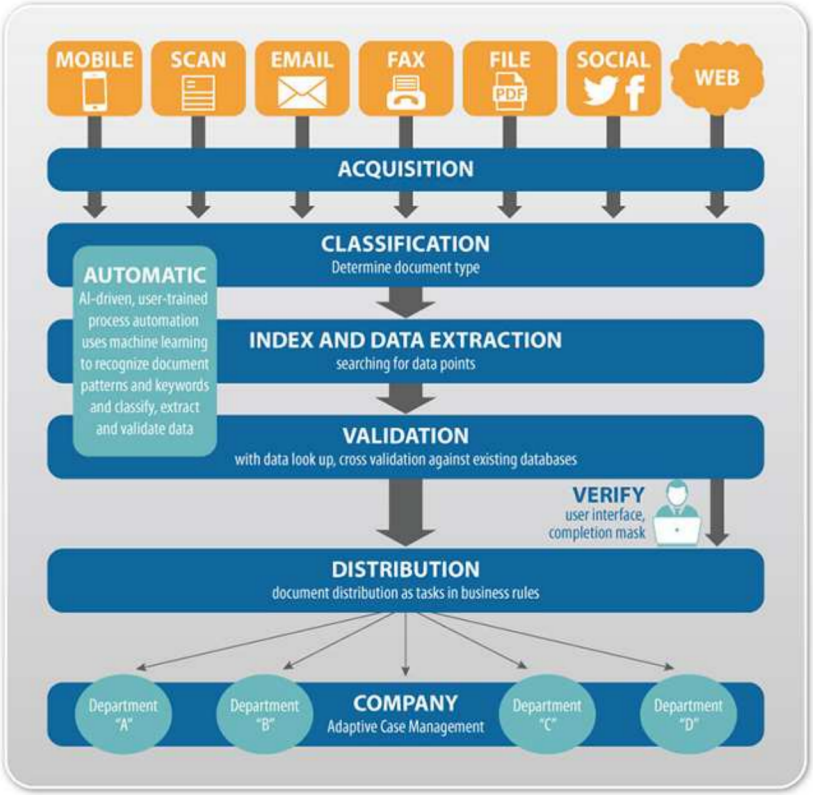
Adaptive Case Management on the Papyrus Platform

Papyrus Adaptive Case Management is implemented by the **Papyrus ACM Application**. In addition, it employs **Natural Language Rules**, a **User-Trained Agent**, and a visual **Workflow Designer** tool. It is built on the core features of the Papyrus platform and thus offers a centralized versioned repository, embedded enterprise-grade security, and auditing.

All components of a Papyrus Customer Response Management solution can be fully integrated within a Papyrus Adaptive Case Management solution, including solutions for inbound correspondence (Papyrus Business Document Capture) and outbound correspondence (Papyrus Business Correspondence and ADF). This allows businesses to close the communication loop: Within one solution, they can receive customer communication, create and manage cases based on this information, and finally send a response to the customer. Any further responses would again be captured and fed into the case as well.

2.2 Business Document Capture

The **Papyrus Business Document Capture** solutions provide the means to define applications for acquiring inbound communication, automatically classifying it, extracting and validating index values and data, as well as categorizing and distributing it for further processing. Thesolution make use of Papyrus Enterprise Application Integration Adapters and Type Managers to connect to outside data sources (data acquisition) and leverage the Papyrus Capture Framework for automatic classification, extraction and validation. If necessary, manual classification and data verification can be performed on a flexible and user-definable graphical user interface (GUI) based on Papyrus EYE technology, which guarantees an identical look across fat (Papyrus Desktop/EYE Widgets) and thin clients (Papyrus Desktop/HTML, web browser).



Processing inbound business communication with a Papyrus business document capture solution

A typical workflow in a Papyrus Business Document Capture solution includes scanning incoming paper-based communication followed by an automatic classification (i.e. determining the document type, e.g. an incoming invoice, a letter from a customer, etc.). Instead of scanning physical documents, content can also be acquired by e.g. classifying incoming e-mail messages. After classification, relevant data is extracted from the incoming documents. Depending on the document class, different extraction definitions are used. All extracted data is validated (e.g. against constraints but also against a customer database). If the extracted information is successfully validated, the incoming documents are distributed to e.g. responsible departments within the company for further processing. In case of inconsistencies during validation, the document is routed to the appropriate persons for manual data correction and verification. All incoming documents and the extracted index information, data, and attached meta information are stored for later retrieval and archiving purposes.

Documentation: For details, see *Business Document Capture Solution Administrator and Developer Guide (popcfade)*. Papyrus Software also offers a "Papyrus Capture Solution Workshop" training course.

2.3 Business Correspondence

The **Papyrus Business Correspondence** solution has been designed to manage all the aspects of customer correspondence creation regardless of its input and output delivery channel. It simplifies the creation and generation of documents. It provides an object-oriented approach where documents are structured into document tasks. A document may have a sequence of states that define its life cycle within a workflow. This makes it easy to control processes (e.g. business task requested, business task is being edited, task checked, etc.).

The following main end-user tasks are supported:

- Document creation and editing
- Distribution of documents according to the organizational workflow
- Quality assurance (four-eye principle) for created documents

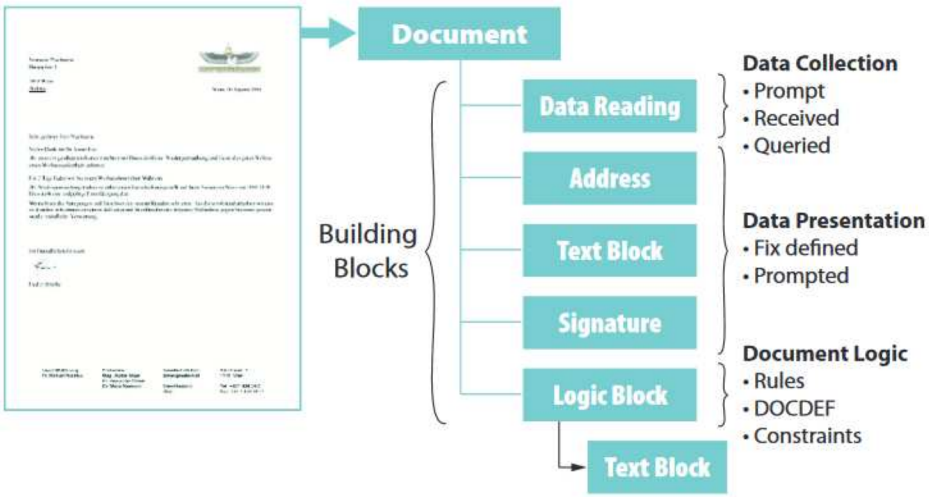
The solution enables business users to create business documents from reusable building blocks without technical knowledge of interfaces to the underlying data and the necessary logic. This allows for fast change and update options. Technical users provide the building blocks and the underlying logic, while business users compose the documents based on the building block types provided to them.

Reusability of content and **task sharing** are the core concepts of a Correspondence Framework setup:

Each document consists of re-usable **building blocks** and new duplicates. Virtually anything in a document can be a building block; common examples are:

- Texts and images
- Text boxes
- Barcodes
- Dynamic graphics and charts
- Tables
- Freely editable elements

Reusability is a very important and efficient concept. It reduces effort when a document needs to be changed and also guarantees corporate design and identity across all document types going out to the customer. Documents are developed in building blocks for text, data, and logic. When there is a change, only one building block needs to be modified. The change is then distributed by the system to all documents that use this building block. The modular structure in this distributed system allows reusing existing parts of documents instead of each user or each document having a separate set of text blocks.



Document building blocks