

IBM Cloud Pak for Business Automation Demos and Labs 2025

End to End Demo for Cloud Pak for Business
Automation Using Client Onboarding Scenario

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Table of Contents

1 Introduction	4
1.1 Cloud Pak for Business Automation.....	4
1.2 Business Scenario	5
1.3 Lab Setup Instructions	7
2 Exercise: Onboarding a Client with Low Confidence Level (Manual Intervention).....	8
2.1 Introduction.....	8
2.2 Exercise Instructions	8
2.2.1 Taking the call from Legacy Consulting and collecting base information	8
2.2.2 Verifying required documents and submitting the onboarding request.....	13
2.2.3 Onboarding request confirmation page	15
2.2.4 Checking the automatic email to Legacy Consulting & Uploading Utility Bill.....	15
2.2.5 Checking the automatic email to Legacy Consulting & Uploading a second Utility Bill	17
2.2.1 Checking the automatic email to Legacy Consulting about manual handling.....	18
2.2.2 Checking the Review Client Onboarding Request task for the Account Mgr	18
2.2.3 Checking the automatic email to Legacy Consulting about onboarding rejection	22
2.2.4 Checking the Client Rep notification about rejected onboarding	23
2.2.5 Review of Stages Performed Automatically	25
3 Exercise: Onboarding a Client with High Confidence Level (Fully Automated).....	28
3.1 Introduction.....	28
3.2 Exercise Instructions	28
3.2.1 Taking the call from Automation Elite Inc. and collecting base information	28
3.2.2 Verifying required documents and submitting the onboarding request.....	31
3.2.3 Onboarding request confirmation page	34
3.2.4 Checking the automatic email to Automation Elite Inc.	34
3.2.5 Checking the Client Rep notification about automated onboarding.....	35
3.2.6 Review of Stages Performed Automatically	38
4 Exercise: Explore the Business Performance Center Dashboard.....	41
4.1 Introduction.....	41
4.2 Exercise Instructions	41
5 Outlook	44

1 Introduction

This lab is based on the use case of a simplified version of a **Client Onboarding solution** as part of **Focus Corp.'s service business**. Although intended to be realistic, it is fictitious, simplified and is meant to showcase key aspects of the Cloud Pak for Business Automation in an easy and quick way. This scenario highlights selected business functions and technical integration points across the Cloud Pak for Business Automation. It showcases how combining these platform capabilities can be used to build an end-to-end business solution that helps to digitize all aspects of business operations. This lab focuses on the business user experience executing a client onboarding from start to finish, not developing the solution itself.

1.1 Cloud Pak for Business Automation

IBM Cloud Pak for Business Automation is a set of integrated market-leading software, running on top of Red Hat OpenShift designed to help you solve your toughest operational challenges. It can be deployed on-premises, on the cloud, or in a hybrid way.

With AI-generated recommendations, analytics to measure impact, and business-friendly low-code tooling, IBM Cloud Pak for Business Automation helps customers to significantly reduce the amount of time spent on manual processes. Specialized business automation capabilities — for content, decisions, RPA, workflows, and document processing — are built on top of powerful automation services. Using the process mining and operational intelligence capability, you can get insights into how your processes run, visualize issues, pinpoint fixes, and prioritize actions.

A single business automation capability may contain multiple products. For example, Document processing encompasses IBM Datacap and IBM Automation Document Processing and Decision management encompasses IBM Operational Decision Manager and IBM Automation Decision Services. IBM Robotic Process Automation while shown as part of Automation Foundation is directly featured in the Cloud Pak for Business Automation. While the server part of IBM Robotic Process Automation is containerized, and can therefore run on OpenShift, it is one of the few capabilities that requires Windows. Both for the authoring environment and for executing the bots.

The products are integrated in many ways. Automation Services and an Automation Service catalog, APIs and reusable UI libraries are the core ones. Currently Workflow and Automation Decision Services from the Decision capability can publish automation services while Automation Application Designer and Workflow can consume automation services. Automation services allow discovery and usage of services within the Cloud Pak without the need to consider technical aspects like offering product, protocols, authentication/authorization etc. This makes them especially suitable to no-code consumption through business users.

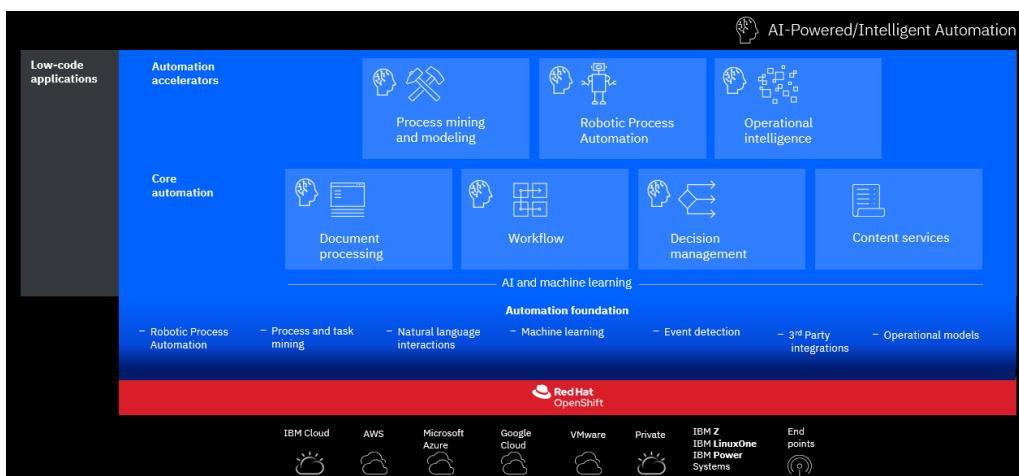


Figure 1: Architecture of the IBM Cloud Pak for Business Automation

1.2 Business Scenario

The overall Client Onboarding solution consists of a multi-page front-office intake app and a workflow that orchestrates all back-office activities (both automatic and system ones) to either onboard the client or reject their onboarding request.

The client representative initially works with the Client Onboarding app. This app has been created by the business using the low-code IBM Automation Application Designer. It leverages services created by IT in the other capabilities of the platform.

When a client calls, the client representative collects all required information about the client and the services the client wants to subscribe to before they submit the onboarding request to the back-office part of the solution. While the app can be used by multiple client representatives at the same time, each of them completes their own onboarding request independently.

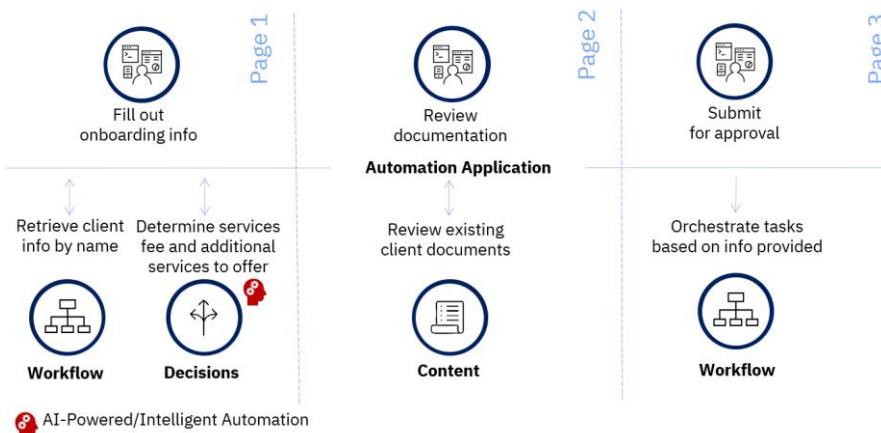


Figure 2: High-Level Client Onboarding Application Architecture

Figure 2 in the upper half gives a high-level overview of the three pages of the intake app designed using IBM Automation Application Designer and the purpose of the pages. The lower half depicts how the pages interact with other capabilities of the Cloud Pak for Business Automation to fulfil their purposes.

1. On the first page, the client representative can manually enter all client onboarding information or lookup the information for a known client. For the lookup the Automation Application calls out to Workflow. Additionally, once services to be onboarded have been selected, the fee for these services and potential upsell services are determined by calling out to Decisions. The red icon indicates that this place utilizes AI-Powered/Intelligent Automation with prescriptive rules and potentially predictive ML models that may be hosted on an external machine learning server.
2. On the second page, the client representative can review the documents that are already available for the client and change the status for those required for the onboarding request. For this the app uses Content capabilities.
3. On the third page, a message is displayed that confirms the successful submission of the onboarding request and includes a reference ID that is associated to that request. The submission of the onboarding request triggers the back-office workflow in Workflow.

Depending on various factors the back-office workflow using the Workflow capability may involve the client, an account manager, and/or the client representative.

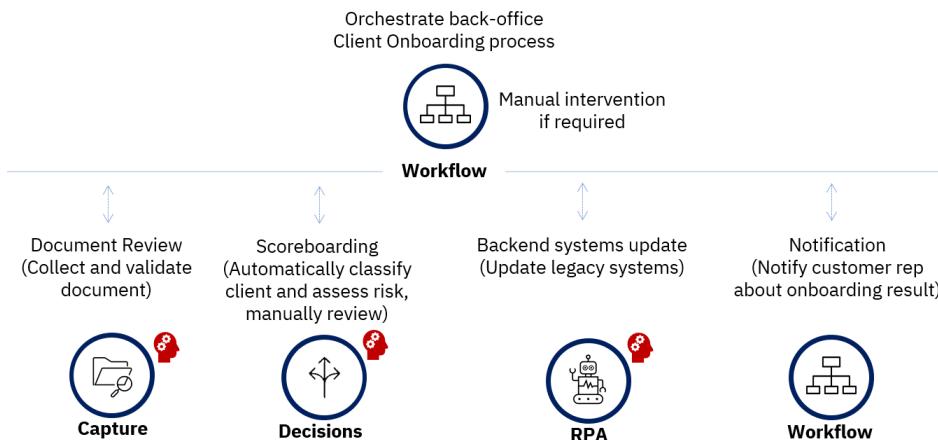


Figure 3: High-Level Client Onboarding Back-Office Solution Architecture

Figure 3 depicts that Workflow orchestrates various activities, both human-driven knowledge work and system activities, to perform the actual client onboarding in the back-office. The Case capability in Workflow is specifically suited as it supports semi-structured use-cases. The red icon symbolizes again where AI-Powered/Intelligent Automation capabilities are applied. These are built into the respective capability or can be provided by a potentially externally hosted machine model. Depending on the circumstances of the onboarding request one or multiple of the activities are executed or skipped. These activities are grouped into four stages:

1. The activities performed in the **Document Review** stage depend on the availability or non-availability of documents required for the onboarding request. If all documents are available and they have all been verified by the client representative, no activity is required, and the stage is automatically completed. If documents are missing the client receives an email with information about what documents are missing including a link to a web page to upload them. Once a document is received the Capture capability is triggered to determine the type of document and to extract the required data. IBM Automation Document Processing with its advanced AI-infused features is used for this purpose. If the extracted data is as expected the Workflow proceeds to the next stage. If not, the client receives another email with the details giving them the opportunity to upload additional documents.
2. The first activity in the **Scoreboarding** stage uses rules and machine learning models from Decisions to categorize the client into a segment 1 or segment 2 client (using prescriptive rules), determines if the onboarding request is a low or high-risk request, and computes an assessment confidence (both based on using a predictive model). If the confidence is equal or higher than 80%, the decision to accept (low risk) or reject (high risk) the client onboarding request is performed automatically. When the scoreboarding confidence is lower than 80%, a second activity is assigned to an account manager who must manually assess the onboarding request through a task in Workflow.
3. The third stage **Backend Systems Update** consists of an activity to update two legacy system of records of Focus Corp. As these systems don't have APIs available, an IBM Robotic Process Automation (RPA) bot is utilized.
4. In the fourth and final stage, **Notification**, the client representative is informed of the onboarding result for the onboarding request they have initiated using a task in Workflow which completes the onboarding request.

Throughout the stages of the workflow the client is notified about status changes and activities needed to be performed by them through email.

1.3 Lab Setup Instructions

1. Access the document that lists the available systems and URLs along with login instructions. For this lab, you will need to access the **Client Onboarding Desktop**, the **Local Email Client**, and the **Business Performance Center**.
2. Download the files **Old Utility Bill - Legacy Consulting.pdf** and **Current Utility Bill - Legacy Consulting.pdf** from the **Lab Data** folder of the lab onto your computer. The files will later be uploaded as part of the first exercise which is to onboard Legacy Consulting.

2 Exercise: Onboarding a Client with Low Confidence Level (Manual Intervention)

2.1 Introduction

In this exercise, Legacy Consulting wants to subscribe to two services from Focus Corp.'s healthcare services.

You will first take the role of the client representative, a Focus Corp. employee, who is on the phone with Legacy Consulting for this request. Initially, you collect all the required information. As part of that you will notice that a utility bill is not on file for Legacy Consulting. It is required to validate the client address. You will submit the onboarding request after letting the client know that they will receive an email with upload instructions for the pending document.

Because of the missing utility bill, you will switch into the role of the client to upload it. You will experience that uploading a utility bill with an outdated address will fail the validation resulting in an additional email letting you know that fact. Uploading a more recent utility bill will pass the validation and progress the internal processing of your onboarding request.

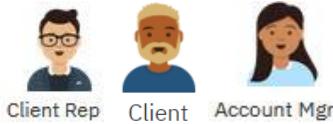
With all documents being present and having been validated, a scoreboarding activity will classify Legacy Consulting as a Segment 2 client with a high-risk profile and an assessment confidence of less than 80%. Under these circumstances, the request cannot be handled automatically and will require manual handling by an account manager. The client is notified about this via email.

You will take over the role of the account manager to manually review the request. As the default risk is too high, you will reject the onboarding request. The client will be informed via email as will be the client representative via a notification task as they initiated the onboarded request.

This path through the onboarding scenario exemplifies that often for complex, high value, high risk decisions or those where a machine generated decision has low confidence, knowledge workers need to get involved and need to make the final decision. The decision made by a human can then be used to further train the machine learning model so for future cases even more automation is possible.

2.2 Exercise Instructions

You will use the same user to perform all tasks even when assuming the different roles of Client Representative, Client, and Account Manager. To remind you which role you currently perform, most screens show an icon and label in the top right corner. In this flow the ones for the Client Representative, the Client, and the Account Manager.



2.2.1 Taking the call from Legacy Consulting and collecting base information

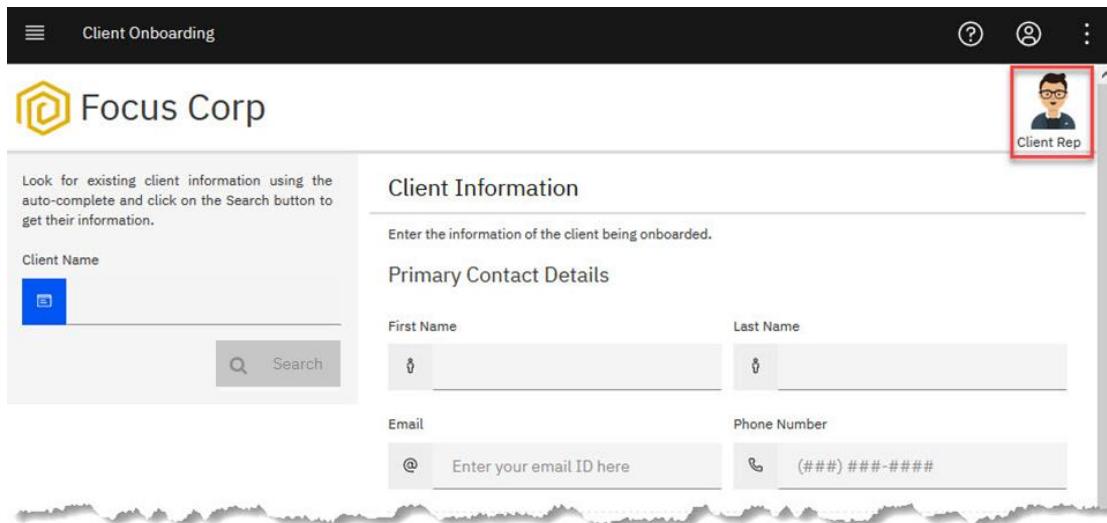
- _ 1. Navigate to the **Client Onboarding Desktop** using the link provided.
- _ 2. Select **Enterprise LDAP** from the dropdown on the Log in page.

A screenshot of a web-based login interface titled 'Log in'. At the top, there's a dropdown menu labeled 'Log in with' containing the option 'Enterprise LDAP', which is highlighted with a red border. Below the dropdown are fields for 'Username' and 'Password', both of which are currently empty. At the bottom of the form is a 'Log in' button with a right-pointing arrow.

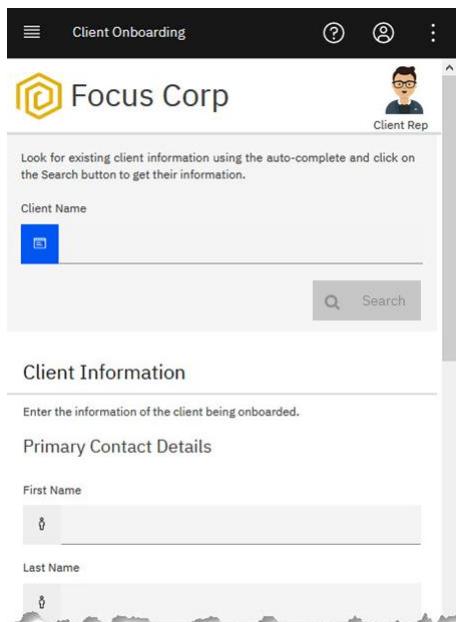
_3. **Login** with the username and password that has been assigned to you.

_4. As the **Client Representative** (see icon in the top right corner) **explore** the first page of the Client Onboarding app.

It provides means to search for an existing client by name, enter various information about the client, a selector for the industry for which Focus Corp. offers services, a list of services the client can sign up for, and the ability to calculate the services fee and upsell recommendations based on the selection.



When you resize the browser window you will observe that the page is responsive. That means that a single app can be designed that it can easily be used on a large screen like a desktop/laptop, on a tablet, or even mobile phones.



_ 5. Type **Leg** in the **Client Name** field in the left panel to search for **Legacy Consulting** which is an existing client of Focus Corp.

The screenshot shows the Focus Corp client onboarding interface. On the left, there's a sidebar with a yellow hexagonal icon and the text "Focus Corp". Below it is a note: "Look for existing client information using the auto-complete and click on the Search button to get their information." A "Client Name" input field contains "Leg", and a dropdown menu shows "Legacy Consulting". A blue "Search" button is highlighted with a red box. On the right, under "Client Information", there's a note: "Enter the information of the client being onboarded." Below it is a "Primary Contact Details" section with fields for First Name (with a placeholder "John") and Last Name (with a placeholder "Doe"). There are also fields for Email (@ jdoe@example.com) and Phone Number ((424) 888-1234). The top right corner shows a user icon and the text "Client Rep".

_ 6. Click on **Legacy Consulting** once the type-ahead feature offers it.

_ 7. Click on **Search** to load the details for the client. It retrieves the client details using integration with the Workflow capability.

Observe that the Search button becomes active once you entered something in the text field and leave it or select the proposed entry from the pop-up window.

The screenshot shows the Focus Corp client onboarding interface with the client details filled in. The "Client Name" field now contains "Legacy Consulting". The "Search" button is now a standard blue button. The "Primary Contact Details" section shows "First Name: John" and "Last Name: Doe". The "Main Business Address" section shows "Street: 172 S Topanga Canyon Blvd", "Unit: # 410", "City: Topanga", "Postal / Zip Code: 90290", "State: CA", and "Country: United States of Amer...". The "Additional Information" section shows "Company Age: 12 years", "Number of Employees: 30", "Annual Revenue: \$ 2,500,000.00", and "Payment History: Defaulted Payment".

_ 8. The **Email** field is pre-populated with the local email address of your user and is made read-only.

Email
@ usr001@example.com

In case the environment you are using is configured to use an external email server, **optionally replace** the **Email** with an email address of your choice that you can use to receive client emails associated with the scenario.

9. Select **Healthcare** in the **Industry** drop-down list as Legacy Consulting requests to onboard to two services in that domain.

Selecting an entry from the drop-down dynamically changes the options in the services to onboard.

The screenshot shows the 'Service Onboarding Information' section. At the top, there is a currency input field with '\$ 2,500,000.00' and a 'Defaulted Payment' checkbox. Below this is a 'Service Onboarding Information' heading. To the left, a note says 'Select the industry for which the services are being offered'. A dropdown menu is open, showing 'Federal' at the top, followed by a red-bordered 'Healthcare' option, and other options like 'Finance', 'Insurance', and 'Telecom' below it. To the right, another note says 'Select the services that the client is interested in' and lists four checkboxes: 'Education Funding', 'Green Technology Equipment', 'Infrastructure Consultation', and 'Transport Security'. At the bottom, there is another currency input field with '\$ 0.00'.

10. Check **Employee Benefits Plan** and **Mental Health Care** as the services that Legacy Consulting wants to onboard to.

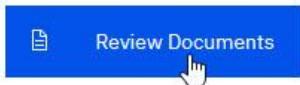
The screenshot shows the 'Service Onboarding Information' section. At the top, there is a currency input field with '\$ 2,500,000.00' and a 'Defaulted Payment' checkbox. Below this is a 'Service Onboarding Information' heading. To the left, a note says 'Select the industry for which the services are being offered' and a dropdown menu is open, showing 'Healthcare' at the top. To the right, another note says 'Select the services that the client is interested in' and a red-bordered box contains two checked checkboxes: 'Employee Benefits Plan' and 'Mental Health Care'. Below these, there are two unchecked checkboxes: 'Onsite Medical Testing' and 'Virtual Medical Assistance'. At the bottom, there is a large blue button with '\$ Calculate Services Fee' and a cursor icon pointing to it. This button is also surrounded by a red border. Below the button, there is a note 'Services Fee' and a currency input field with '\$ 0.00'. At the very bottom right, there is a 'Review Documents' button.

_11. **Click Calculate Services Fee** to calculate the fees and get upsell recommendations. Having the client information fields filled and the services fee calculated enables the Review Documents button at the bottom.

The screenshot shows a service onboarding form. At the top, there is a field for 'Defaulted Payment' with a value of '\$ 2,500,000.00'. Below it is a section titled 'Service Onboarding Information'. On the left, there is a dropdown menu set to 'Healthcare'. On the right, there is a list of services with checkboxes: 'Employee Benefits Plan' (checked), 'Mental Health Care' (checked), 'Onsite Medical Testing' (unchecked), and 'Virtual Medical Assistance' (unchecked). A blue button labeled '\$ Calculate Services Fee' is visible. Below this, a box contains 'Services Fee' (\$ 35,000.00) and 'Additional services the client may be interested in' (Onsite Medical Testing). The 'Onsite Medical Testing' entry is highlighted with a red box. At the bottom right is a blue 'Review Documents' button.

The fees are calculated by an external service pricing engine build using prescriptive rules. The additional services that the client representative could offer as upsell opportunity to the client are currently also based on prescriptive rules but could also be generated based on a machine learning model.

_12. **Click Review Documents** to navigate to the next page.



2.2.2 Verifying required documents and submitting the onboarding request

_13. Explore the second page of the Client Onboarding app.

The left pane lists all information provided on the previous page. In the right pane, all documents that may be relevant to this onboarding request are listed with their individual status of either Pending (Default), Verified, or Not Required. At the bottom a list of all potentially relevant documents Focus Corp. already has for Legacy Consulting is shown.

The screenshot shows the 'Review Documents' section of the Client Onboarding app. On the left, there's a sidebar with 'Primary Contact Details' (John Doe, 424-888-1234, cpmanager@cp.internal), 'Main Business Address' (410-172 S Topanga Canyon Blvd, Topanga, CA - 90290, USA), 'Additional Information' (Company Age: 12 years, Number of Employees: 30, Annual Revenue: \$2,500,000, Defaulted Payment: Yes), and 'Service Onboarding Information' (Services Fee: \$35,000, Services Requested, Employee Benefits Plan, Mental Health Care). The main area shows a table of documents with columns 'Document Name' and 'Document Status'. Two documents are listed: 'Banking Information' (Pending) and 'Utility Bill' (Pending). Below the table is a list of associated documents: 'Legacy Consulting - Banking Information' and 'Legacy Consulting - Certificate of Incorporation'. At the bottom are 'Back' and 'Submit Onboarding Request' buttons.

_14. View the Legacy Consulting – Banking Information document by clicking the three dots at the right end of the row that appear when you hover over the line and selecting View. This opens the document in the integrated viewer. Afterwards close the viewer window again.

A context menu is open over the 'Legacy Consulting - Banking Information' item in the list. The menu options are 'View', 'Download', and 'Properties'. The 'View' option is highlighted with a red box and a cursor icon pointing to it.

The screenshot shows the 'Client Onboarding Viewer - Google Chrome' window displaying the 'Banking Information' document for Legacy Consulting. The document contains fields for Client Name (Legacy Consulting), Bank Name (XYZ Bank), Bank Phone Number (+1-213-111-8980), Bank Address (887 Cypress Rd, Garden Grove, CA 92840), and Routing Number (32043559).

_15. Select Verified for Banking Information.

_16. Keep Pending for Utility Bill as we have no utility bill on file.

Focus Corp. recently made the change to require a utility bill to verify the client address. As we don't have one for Legacy Consulting, Legacy Consulting will need to upload one after the client representative has completed their onboarding request.

_17. **Check the box for the banking information document** (Legacy Consulting – Banking Information) in the document list at the bottom to make this document part of the request when you submit the onboarding request.

The screenshot shows the Focus Corp. Client Onboarding Request interface. On the left, there's a sidebar with company details: Primary Contact (John Doe, 424-888-1234, cpmanager@cp.internal), Main Business Address (410-172 S Topanga Canyon Blvd, Topanga, CA - 90290, USA), Additional Information (Company Age: 12 years, Number of Employees: 30, Annual Revenue: \$2,500,000, Defaulted Payment: Yes), and Service Onboarding Information (Services Fee: \$35,000, Services Requested: Employee Benefits Plan, Mental Health Care). The main area is titled 'Review Documents' and includes an 'AI Assisted Review' button. It shows a table of documents with columns 'Document Name' and 'Document Status'. Two documents are listed: 'Banking Information' (Status: Verified) and 'Utility Bill' (Status: Pending). A red box highlights the 'Banking Information' row. Below the table, a list of documents to associate with the request is shown, with 'Legacy Consulting - Banking Information' checked and highlighted by a red box. At the bottom right are 'Back' and 'Submit Onboarding Request' buttons.

_18. **Click Submit Onboarding Request** to complete Legacy Consulting's request and navigate to the final confirmation page.

The submission may take a few seconds during which you might notice a little spinner icon next to the Client Rep icon. Please wait until you are taken to the third page.



Client Rep

2.2.3 Onboarding request confirmation page

_19. Explore the third page of the Client Onboarding app.

The left pane again lists all information provided on the first page. The right-hand side provides a reference ID for the request that the client representative can share with the client and a comment that an email was sent to the client about their request.

The screenshot shows the 'Confirmation' page of the Client Onboarding app. At the top, there is a logo for 'Focus Corp' and a placeholder for a 'Client Rep' profile picture. The main content area is divided into two sections: 'Legacy Consulting' (left) and 'Confirmation' (right).
Legacy Consulting:

- Primary Contact Details:** John Doe, 424-888-1234, jdoe@example.com
- Main Business Address:** 410-172 S Topanga Canyon Blvd, Topanga, CA - 90290, United States of America
- Additional Information:**

Company Age	12 years
Number of Employees	30
Annual Revenue	\$2,500,000
Defaulted Payment	Yes
- Service Onboarding Information:**
 - Services Fee: \$35,000
 - Services Requested: Employee Benefits Plan, Mental Health Care

Confirmation:

The onboarding application has been submitted successfully.
The reference ID for the request is: 90LBW3XI

Please ask the client to monitor their email for further updates.

[Start a New Request](#)

_20. Note down the **Reference ID** for future reference.

_21. Click on **Start a New Request** to get back to the first page so you will be able to onboard the next client in the next exercise.

2.2.4 Checking the automatic email to Legacy Consulting & Uploading Utility Bill

_22. Open the email client in a browser using the URL provided to you.

If you specified your own email address on the first page, **open or bring to the front** your **email client**.

_23. Check your inbox for an email (the sender depends on the configuration of the environment you are using).

Request for pending documents [Reference ID: 90LBW3XI]

focuscorpdemo@gmail.com
to jdoe@example.com ▾
Hello John,

This is with reference to your request with reference ID: 90LBW3XI

We need additional documents to process your request:
Utility Bill

Please [upload the documents on the following page.](#)

Regards,
Focus Corp

The email contains the reference ID as displayed on the final page of the Client Onboarding app. It lets you know that the Utility Bill is required to further process your onboarding request. It contains a link for you to get to a web page to upload the document. The link takes you to an application built using Business Automation Application and this application requires no authentication as public access is enabled for it.

_24. **Click** on the **link** in the email to open the upload page.

If you have not previously provided an email address proceed as follows:

- Copy the URL of the front-office intake app (should end with desktop=ClientOnboarding)
- Open a new tab in the browser you are using
- Paste the previously copied URL and replace “/icn/navigator/?desktop=ClientOnboarding” with “/ae-workspace/public-app/Client%20Onboarding%20Document%20Upload(CODU)?ReferenceID=<Your Reference ID>” where <Your Reference ID> is the reference id shown on the last page of the front-office intake app that you noted down.
- Save the URL for future use.

_25. **Explore** Focus Corp.’s Client Document Upload page.

The icon in the top right shows that you are still in the role of the client. The page is simple to use, providing only a control to select a file to upload and a submit button that becomes active once a document is selected.

You don’t have to provide your reference id manually as it is included in the URL and will be automatically sent to the server.

 Focus Corp 
Please upload the requested document(s) to complete your onboarding request.

_26. **Click** on the **Upload Document** control and select **Old Utility Bill - Legacy Consulting.pdf** from the location where you downloaded the documents to before.

This utility bill contains an old address of Legacy Consulting which does not match the address the client representative captured in the onboarding request.

 Focus Corp 
Please upload the requested document(s) to complete your onboarding request.

_27. **Click** the **Submit Document** button to upload the document to the server.

_28. After a short moment you will see a confirmation page that lets you know that the file was successfully uploaded.

 Focus Corp 
Your document has been submitted successfully.
You can now upload another document or close this window if your document submission is complete.

_29. **Close** the Client Document Upload browser tab.

2.2.5 Checking the automatic email to Legacy Consulting & Uploading a second Utility Bill

_30. Open the email client in a browser using the URL provided to you.

If you specified your own email address on the first page, open or bring to the front your email client.

_31. Check your inbox for another email (the sender depends on the configuration of the environment you are using).

If it has not arrived yet, give it a moment as the uploaded document may still be processed.

Request for pending documents [Reference ID: 90LBW3XI]

focuscorpdemo@gmail.com

to jdoe@example.com ▾

Hello John,

This is with reference to your request with reference ID: 90LBW3XI

The address provided in the utility bill you provided does not match the address in your request.

The address in your request is: 172 S Topanga Canyon Blvd, CA, Topanga 90290

The address in the utility bill is: 2381 Augusta Park Marlinton, WV 24954

Please re-upload a utility bill with the right address [on the following page](#).

Regards,
Focus Corp

The email again contains the reference ID as displayed on the final page of the Client Onboarding app. It lets you know that the address in the Utility Bill that you have uploaded does not match the address as stored in the onboarding request. It contains a link for you to get back to the Client Document Upload web page to re-upload a utility bill with the correct address on it.

_32. Click on the link in the email to open the upload page again.

If you have not previously provided an email address, use the URL you have previously constructed and saved.

_33. Click on the **Upload Document** control and this time select **Current Utility Bill - Legacy Consulting.pdf** from the location where you downloaded the documents to before.

This utility bill contains the address of Legacy Consulting which matches the address the client representative captured.



Please upload the requested document(s) to complete your onboarding request.

_34. Click the **Submit Document** button to upload the document to the server.

_35. You will again see a confirmation page that lets you know that the file was successfully uploaded.

_36. Close the Client Document Upload browser tab again.

2.2.1 Checking the automatic email to Legacy Consulting about manual handling

_37. Open the email client in a browser using the URL provided to you.

If you specified your own email address on the first page, open or bring to the front your email client.

_38. Check your inbox for a third email (the sender depends on the configuration of the environment you are using).

If it has not arrived yet, give it a moment as the uploaded document may still be processed or proceed to the next chapter as this is informational only.

Your request is under review [Reference ID: 90LBW3XI]

focuscorpdemo@gmail.com
to jdoe@example.com ▾

Hello John,

This is with reference to your request with reference ID: 90LBW3XI

Your request is being manually reviewed by one of our account managers. We will reach out to you in 2 to 3 business days. Thank you for your patience.

Regards,
Focus Corp

The email again contains the reference ID as displayed on the final page of the Client Onboarding app. It lets you know that your onboarding request is being handled manually by an account manager and that you can expect a result within 2-3 business days.

2.2.2 Checking the Review Client Onboarding Request task for the Account Mgr

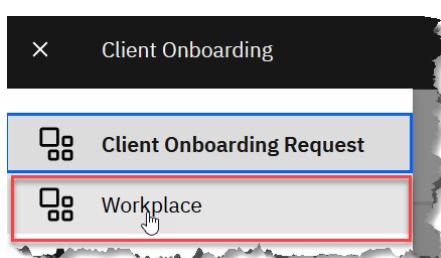
Having completed the upload of the missing utility bill as the client and being notified about the manual review, you are now taking the role of a Focus Corp. account manager.

_39. Open or bring back in focus the browser tab of the **Client Onboarding front-office intake app**.

_40. Click on the **hamburger menu icon** in the top left corner and **select Workplace** to switch from the Client Onboarding app to your general workplace. After a short moment it shows the tasks available to you.

Workplace is the next generation end-user client that complements the existing Process Portal and Case Client. It allows launching and working with processes and cases and unifies access to all kinds of tasks, workflows and cases. Its Task prioritization feature is another example of AI built into the product. When enabled it uses AI and historic runtime data to automatically order the tasks in the task list in terms of skill and impact, leading to workforce efficiency improvements.

While you can see process instances on the Workflows tab in Workplace when you have active tasks, you will not be able to see the case or cases you have started. This is due to how the scenario is designed, to achieve full separation between multiple users performing the scenario simultaneously.



When you complete a task, the task may still be shown for some seconds in the task list. It will disappear when the task list auto-refreshes itself.

_41. Open the task that is available to you by clicking on it.

If the task is not showing up after some time, please check for any emails with document upload instructions. In case stuck please reach out to one of the instructors for help.

Depending on the network latency it may take a moment until the task page is loaded.

Status	Priority	Name	Due on
On track	Normal	Review Client Onboarding Request	Feb 25, 2022

_42. Explore the task page.

The icon in the top right signifies that you are performing this task as an Account Manager. At the top (1) the four stages of the request processing are shown. This task is part of the scoreboarding stage where you as the account manager have to manually assess those onboarding requests that have a confidence below 80%. The first panel on the left (2) provides a summary of the request, mainly the Client Name, Reference ID and the Approval Status. The panel below (3) contains comments related to the request, for example that all required documents have been verified. The main panel on the right (4) has four tabs. On the Details tab the scoreboard is shown that contains the segmentation, Legacy Consulting belonging to the Segment 2 clients, the risk assessment, here High Risk, and the Confidence for the risk assessment, here with 75% being below the threshold to take an automatic decision based on the risk (the actual values may differ slightly for your onboarding request).

Workplace / Review Client Onboarding Request

Normal priority | Due on Feb 25, 2022, 1:46:41 PM

Focus Corp

Account Mgr

Stages

Document Review Scoreboarding Backend Systems Update Notification

Details

Client Name: Legacy Consulting
Approval Status: Under Review
Reference ID: 90LBW3XI
Created on: Feb 25, 2022, 11:02:09 AM
Status: Active
Escalation Status: No value

Add comment

cp4admin: A utility bill was provided by the client and has been verified automatically.
Feb 25, 2022, 12:46:34 PM

cp4admin: The address in the utility bill provided does not match the address in the request. Waiting for the client to send another utility bill.
Feb 25, 2022, 12:05:10 PM

cp4admin: Waiting for the client to provide pending documents.
Feb 25, 2022, 11:02:36 AM

Scoreboard

Segment: Segment 2
Risk: High Risk
Confidence: 75%

Onboarding Information

Re-check Score Reject Approve

43. Explore the Documents tab.

The **Documents** tab shows the document (Legacy Consulting - Banking Information) that you had previously selected on the Review Documents page of the Client Onboarding app. It has been made part of the actual onboarding request. In addition, the utility bill uploaded by the client that passed the validation is also part of the onboarding request.

A screenshot of the 'Client Documents' list. The 'Documents' tab is selected. There are two items listed:

Name	Size	Modified by	Last modified	Version
Legacy Consulting - Banking Information	124 KB	cp4badmin	02/25/2022	1
Utility Bill - Legacy Consulting	278 KB	cp4badmin	02/25/2022	1

Items per page: 20 | Items 1-2

44. For the Utility Bill click on the three vertical dots and select Properties to bring up the properties of this document.

The properties shown reflect those values that got extracted when the document was uploaded. These values were also used to compare the address stored in the client onboarding request to the one in the utility bill.

A screenshot of the 'Client Documents' list. A context menu is open over the 'Utility Bill - Legacy Consulting' row. The 'Properties' option is highlighted with a red box. The menu options are: View, Download, Properties, Re-check Score, Reject, and Approve.

Document properties view is shown on the right side of the screen, containing the following fields:

Utility Bill	
Document Title	Utility Bill - Legacy Consulting
Client Name	Legacy Consulting
Reference ID	Q9XBCYJN
Service Address	172 S Topanga Canyon Blvd, CA, Topanga 90290

Buttons at the bottom: Cancel and Save.

If the properties don't show in a similar way as shown on the right-hand side, please close the properties view and re-open it.

Once done, click on Cancel.

45. Explore the Activities tab.

The **Activities** tab shows the status and type of all activities of the client onboarding request. Since this is a case in the Workflow system, you can have a mix of required, optional, and discretionary activities defined in the case.

The optional “Create New Proposal” activity is ready to be started by the account manager. For example, if they plan to reject this specific client onboarding request, they may still decide to make a different onboarding proposal (e.g. for a higher fee) to the client.

The second optional activity, Follow Up with Client, is not yet enabled. The customer representative will be able to start it in the final Notification stage to initiate any follow up work with client.

Name	Status	Type
Notification	⌚ Waiting...	Required
Update Backend Systems	⌚ Waiting...	Required
Handle Client Comments	⌚ Started on Feb 25, 2022, 12:46:15 PM	Required
Perform Scoreboarding	⌚ Started on Feb 25, 2022, 12:46:21 PM	Required
Review Documents	☑️ Completed on Feb 25, 2022, 12:46:10 PM	Required
Follow Up with Client	⌚ Waiting... Disable	Optional
Create New Proposal	🟢 Ready Start Disable	Optional

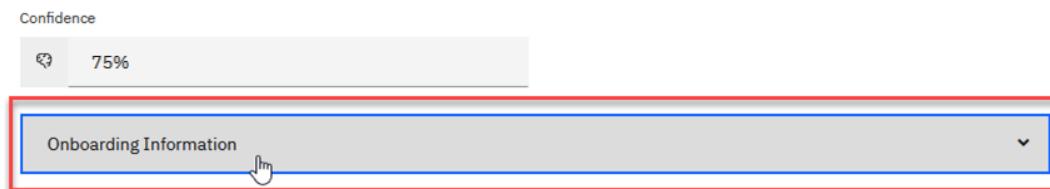
46. Explore the History tab.

The **History** tab shows information about different types of events that happened for the client onboarding request.

Event	Details	User	Last modified on
Activity Completed	Review Documents	cp4badmin	Feb 22, 2022, 12:46:25 PM
Activity Started	Perform Scoreboarding	cp4badmin	Feb 25, 2022, 12:46:21 PM
Stage Started	Scoreboarding	cp4badmin	Feb 24, 2022, 12:46:21 PM
Stage Completed	Document Review	cp4badmin	Feb 25, 2022, 12:46:21 PM

For this lab the **Client Comments** tab has no meaning, therefore we are ignoring it.

_47. Go back to the **Details** tab and **Expand** the **Onboarding Information** section by clicking on the section header.



_48. Modify the **Annual Revenue** to be **\$45,000,000** instead of \$2,500,000.

A screenshot of a form with various fields. The 'Annual Revenue' field is highlighted with a red border and contains '\$ 45,000,000'. A blue toggle switch next to it is labeled 'Defaulted Payment'. Below the form is a row of buttons: 'Re-check Score' (highlighted with a red border), 'Reject', and 'Approve'.

_49. Click **Re-check Score** (5) to reevaluate the scoreboard and **observe** that the **risk** changed to low, and the **confidence** was computed to be 80%.

A screenshot of a software interface showing a client profile for 'Focus Corp'. The 'Scoreboard' section is visible, showing a 'Segment' dropdown set to 'Segment 2' and a 'Low Risk' toggle switch. Below it, a 'Confidence' field shows '80%'.

Optionally, change the Annual Revenue back to \$2,500,000 and perform the scoreboarding a final time by clicking Re-check Score.

_50. Click **Reject** (5) to reject the onboarding request by Legacy Consulting as you, the account manager, consider the risk to be too high.

This will trigger an email to be sent to the client with the final onboarding decision.

2.2.3 Checking the automatic email to Legacy Consulting about onboarding rejection

_51. Open the email client in a browser using the URL provided to you.

If you specified your own email address on the first page, **open or bring to the front** your **email client**.

_52. **Check** your inbox for a fourth email (the sender depends on the configuration of the environment you are using).

Your request has been rejected [Reference ID: 90LBW3XI]

focuscorpdemo@gmail.com

to jdoe@example.com ▾

Hello John,

This is with reference to your onboarding application with reference ID: 90LBW3XI

Your onboarding request has been rejected. For any questions, please use our live chat.

Regards,

Focus Corp

_53. **Check** the **email** that contains the reference ID as displayed on the final page of the Client Onboarding app. It lets you know that your onboarding request has been rejected.

2.2.4 Checking the Client Rep notification about rejected onboarding

_54. **Switch** back from the email client to the **browser** window containing the **Client Onboarding app**.

_55. **Open** the **task** that is available to you as client representative by **clicking on it**.

The screenshot shows the 'Workplace' dashboard of the Client Onboarding app. At the top, there are four status indicators: 'On track' (0), 'At risk' (1), 'Overdue' (0), and 'Total tasks' (1). Below this, there are tabs for 'Tasks' (selected), 'Workflows', and 'Cases'. A search bar and a 'Start workflow' button are also present. The main area displays a table of tasks:

	Status	Priority	Name	Due on
▼	At risk	Normal	Notification: Review Request Completed	Feb 25, 2022

_ 56. Observe the **Approval Status** task page that shows that the client onboarding request was rejected.

The screenshot shows the 'Client Onboarding' task page. At the top, there's a header with a 'Client Onboarding' title, a status indicator ('Normal priority | Due on Feb 25, 2022, 3:00:22 PM'), and a user profile ('Client Rep'). Below the header, the page is titled 'Focus Corp'. The main area is divided into sections: 'Stages' (Document Review, Scoreboarding, Backend Systems Update, Notification), 'Details' (Client Name: Legacy Consulting, Approval Status: Rejected, Reference ID: 90LBW3XI, Created on: Feb 25, 2022, 11:02:09 AM, Status: Active, Escalation Status: No value), 'Scoreboard' (Segment: Segment 2, Low Risk), 'Confidence' (80%), and 'Onboarding Information'. There are several comments from a user named 'cp4badmin': one about the review being complete, another about a utility bill being provided, and two others regarding address verification and pending documents. A blue button at the bottom right says 'Complete Onboarding Request'.

_ 57. Checking the **Activities** tab.

All required activities except the one you are in and the one used to receive client comments (not used in this lab) are completed now.

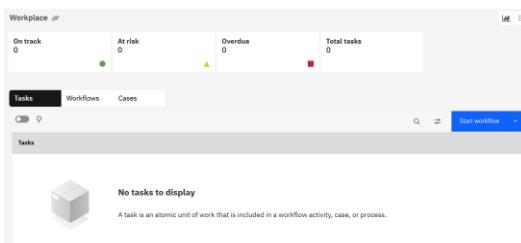
In addition to the optional activity **Create New Proposal** that has been ready before, now the optional activity **Follow Up with Client** is also ready. The client representative may decide to connect with the client as their onboarding request was rejected to discuss how they could still be onboarded or explain the decision. Alternatively, the client representative may decide to create a new proposal for Legacy Consulting to still allow them to onboard to services from Focus Corp. but for example with different subscription fees.

Yet these activities are optional, as the customer representative may choose not to perform any of them but just complete the notification.

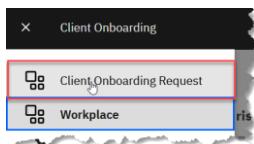
The screenshot shows the 'Activities' tab of the task page. The tab navigation includes 'Details', 'Documents', 'Activities' (which is selected and highlighted in blue), 'History', and 'Client Comments'. Below the tabs is a table with columns: 'Name', 'Status', and 'Type'. The table lists the following tasks:

Name	Status	Type
Handle Client Comments	Started on Feb 25, 2022, 12:40:15 PM	Required
Notification	Started on Feb 25, 2022, 2:00:18 PM	Required
Perform Scoreboarding	Completed on Feb 25, 2022, 2:00:16 PM	Required
Review Documents	Completed on Feb 25, 2022, 12:46:25 PM	Required
Update Backend Systems	Completed on Feb 25, 2022, 2:00:19 PM	Required
Create New Proposal	Ready Start Disable	Optional
Follow Up with Client	Ready Start Disable	Optional

_ 58. Click Complete Onboarding Request to complete the task. This closes the task and brings you back to the now empty work list for the client representative.



_ 59. Click on the hamburger menu icon in the top left corner and select Client Onboarding Request to switch back to the Client Onboarding app.



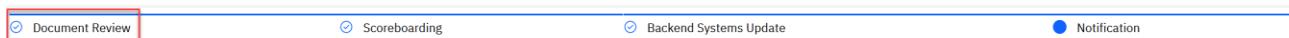
This completes the part of the exercise where you actively perform steps.

2.2.5 Review of Stages Performed Automatically

This section provides information on how different aspects that happen automatically as part of the Client Onboarding are performed. You will not actively need to perform any steps, just read about them. In chapter 3 you will again work directly with the Client Onboarding solution.

As part of the above client onboarding workflow, you worked on the second (Scoreboarding) and fourth (Notification) stage of the request processing. The first (Document Review) and the third (Backend Systems Update) stages were automatically completed, and no manual activities were needed to be performed.

2.2.5.1 Document Review



The first stage during processing the onboarding request is the **Document Review** stage. For the above request you have specified in the front-office intake app that only one of the two required documents are verified while the second (utility bill) was pending.

This caused the client to receive an email about the utility bill document they need to upload. While the onboarding request was started and the Document Review stage became active, it only contains an automatic activity that waits for a utility bill to be added to the case.

With the client uploading a valid utility bill that is attached to the request, the automatic activity gets started, performs some processing, and completes. This makes the Document Review stage complete as well. The verification of the utility bill is done by matching the extracted address from it with the address stored in the onboarding request. Only if both match the utility bill is accepted otherwise as seen another email is sent to upload a utility bill with the correct address.

2.2.5.2 Backend Systems Update



As part of the **Backend Systems Update** stage, Focus Corp. needs to update some of its legacy systems of record:

- The first is the Client Management System. It offers a Java rich client to add or update data.
- The second is the Service Management System. It offers a web interface to interact with it.

As Focus Corp. strives for a high level of automation, they want to update the legacy systems automatically without involving a user. This also helps to remove the risk of potential human errors when copying and pasting information from one system to another. Therefore, they apply IBM Robotic Process Automation (RPA).

The execution of the RPA bot happens automatically in the background. To get an impression how the bot operates the following screenshots explain the steps performed.

The first step is to create a client record or update an existing client record in the Client Management System and to retrieve the Client ID for the client:

- The bot **starts** the **Client Management System** (with a Java UI) and **logs into it**.



- The bot enters all values from the Client Onboarding solution into the respective fields, clicks on the **Add/Update Client** button, and retrieves the **Client ID** from the output text.

This screenshot shows the "Client Management System" window for adding or updating a client. The client is named "Legacy Consulting" and has an "Onboarding Status" of "Rejected". The "Primary Contact" section includes fields for Name (John Doe), Phone (424-888-1234), and Email (jdoe@example.com). The "Client Address" section includes fields for Street (Topanga Canyon Blvd), Unit (410), City (Topanga), State (CA), Zip Code (90290), and Country (USA). The "Company Age" is listed as 12, and the "Number of Employees" is 30. In the "Financial History" section, the "Annual Revenue(\$)" is set to 2500000, and the "Defaulted Payment" checkbox is checked. The "Segment" section shows "Segment 2" selected. A message at the bottom states: "Legacy Consulting has been added or updated into system with Client ID: 66083728". At the bottom of the window are three buttons: "Add/Update Client", "Query", and "Exit".

- Finally, it **closes** the Client Management System by **clicking** on **Exit**.

As we rejected the onboarding request in the Scoreboarding stage, the bot does not need to record the services the client wants to onboard to in the Service Management System.

These two System of Records in our scenario are just mockups of potential real client systems. They represent systems that don't offer APIs at all to programmatically interact with them or where parts like updates are just exposed through the native UI and not an API. Such systems can easily be automated using the RPA capability.

3 Exercise: Onboarding a Client with High Confidence Level (Fully Automated)

3.1 Introduction

In this exercise, Automation Elite Inc. wants to subscribe to one service from Focus Corp.'s financial services.

You will again take over the role of the client representative, a Focus Corp. employee, who is on the phone with Automation Elite Inc. for this request. Initially, you collect all the required information before you submit the request.

Based on the information contained in the submission, the scoreboarding activity will classify Automation Elite Inc. as a Segment 1 client with a low risk profile and an assessment confidence equal or greater than 80%. Therefore, this onboarding request will be handled automatically without a manual review required by the account manager. The client will be informed about the decision via email while you, as the client representative, will get a notification task as you initiated the onboarding request.

This path through the onboarding scenario exemplifies one of the main goals when embarking on an automation journey, which is to automate business transactions as much as possible reducing the number of involved employees and therefore reducing cost, time required and manual errors.

3.2 Exercise Instructions

You will use the user assigned to you to perform all tasks as the client representative.

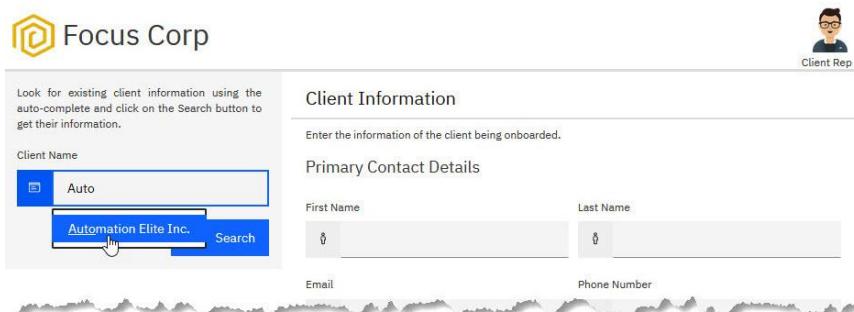
To remind you which role you currently perform, most screens show a Client Rep icon and label in the top right corner.

For this exercise, you will only assume the role of the Client Rep.



3.2.1 Taking the call from Automation Elite Inc. and collecting base information

- _60. If not already shown, **navigate** back to the **Client Onboarding Desktop**.
- _61. As the **Client Representative** type **Auto** in the **Client Name** text field in the left panel to search for **Automation Elite Inc.** which is also an existing client of Focus Corp.



The screenshot shows the 'Client Onboarding Desktop' interface. At the top, there's a search bar with placeholder text 'Look for existing client information using the auto-complete and click on the Search button to get their information.' Below it, a 'Client Name' input field contains 'Auto'. A dropdown menu is open, showing 'Automation Elite Inc.' as a suggestion. To the right of the input field is a 'Search' button with a magnifying glass icon. To the right of the search bar is a 'Client Information' section with a placeholder 'Enter the information of the client being onboarded.' Below this are 'Primary Contact Details' fields for 'First Name' and 'Last Name', both currently empty. At the bottom of the interface, there are fields for 'Email' and 'Phone Number'.

- _62. **Click on Automation Elite Inc.** once the type-ahead feature offers it.

_63. Click on **Search** that got enabled when selecting Automation Elite Inc. to load the details for the client into the panel on the right. It retrieves the client details using integration with the Workflow capability.

The screenshot shows the 'Client Information' section of a software interface. At the top left, there is a note: 'Look for existing client information using the auto-complete and click on the Search button to get their information.' Below this, a 'Client Name' field contains 'Automation Elite Inc.' with a magnifying glass icon and a 'Search' button next to it. The main area displays 'Primary Contact Details' for a contact named 'June Marie Sample'. The contact's email is listed as '@ jmarie@example.com' and their phone number as '(517) 555-0000'. Below this is the 'Main Business Address' section, which includes fields for Street ('3974 Carson St'), Unit ('# 1A'), City ('Lansing'), Postal / Zip Code ('48911'), State ('MI'), and Country ('United States of America'). Under 'Additional Information', there are fields for Company Age ('30 years'), Number of Employees ('75'), Annual Revenue ('\$ 50,000,000.00'), and Payment History ('No Defaulted Payments').

_64. The **Email** field is pre-populated with the local email address of your user and is made read-only.

A screenshot of a form showing an 'Email' field. The field contains the text '@ usr001@example.com' with a '@' symbol and a placeholder 'example.com'. The '@' symbol is highlighted with a red box.

In case the environment you are using is configured to use an external email server, **optionally replace** the **Email** with an email address of your choice that you can use to receive client emails associated with the scenario.

_65. Select **Finance** in the **Industry** drop-down list as Automation Elite Inc. requests to onboard to one service in that domain.

Selecting an entry from the drop-down dynamically changes the options in the services to onboard.

The screenshot shows the 'Service Onboarding Information' section. At the top, there are fields for 'Annual Revenue' (\$ 50,000,000.00) and 'Payment History' (No Defaulted Payments). Below this is a 'Service Onboarding Information' section. It includes a note: 'Select the industry for which the services are being offered' and a note: 'Select the services that the client is interested in'. A dropdown menu for 'Industry' is open, showing 'Federal', 'Finance' (which is highlighted with a red box), 'Healthcare', 'Insurance', and 'Telecom'. To the right of the dropdown is a list of service categories: 'Education Funding', 'Green Technology Equipment', 'Infrastructure Consultation', and 'Transport Security'. At the bottom left is a 'Services Fee' field (\$ 0.00) and a 'Review Documents' button.

_66. Check **Corporate Credit Card** as the service that Automation Elite Inc. wants to onboard to.

_ 67. Click Calculate Services Fee to calculate the fees and get potential upsell recommendations.

The screenshot shows the 'Service Onboarding Information' section. At the top, there are input fields for 'Annual Revenue' (\$50,000,000.00) and 'Payment History' (No Defaulted Payments). Below these are dropdown menus for 'Industry' (set to 'Finance') and 'Services Interested In'. Under 'Services Interested In', the 'Corporate Credit Card' checkbox is checked and highlighted with a red box. A large blue button labeled '\$ Calculate Services Fee' is centered below the dropdowns, also highlighted with a red box. A cursor icon is shown clicking the button. Below the button, there is a 'Services Fee' field showing '\$ 0.00'. At the bottom right is a 'Review Documents' button.

The fees are calculated by an external service pricing engine build using prescriptive rules. The additional services that the client representative could offer as upsell opportunity to the client are currently also based on prescriptive rules but could also be generated based on a machine learning model.

This screenshot shows the same 'Service Onboarding Information' section after the 'Calculate Services Fee' button was clicked. The 'Services Fee' field now displays '\$ 13,500.00'. To the right of this field, under 'Additional services the client may be interested in', two options are listed: 'External Audit' and 'Fraud Protection', both of which have checkboxes next to them. The entire 'Services Fee' row and the 'Additional services...' row are highlighted with a red box. The 'Review Documents' button at the bottom right is also visible.

_ 68. Click Review Documents to navigate to the next page.



3.2.2 Verifying required documents and submitting the onboarding request

_69. Explore the **second page** of the Client Onboarding app.

The left pane lists all information provided on the previous page. On the right pane all documents that may be relevant to this onboarding request are listed with their individual status of either Pending (Default), Verified, or Not Required. At the bottom a list of all potentially relevant documents Focus Corp. already has for Automation Elite Inc. is shown.

Focus Corp

Client Rep

Automation Elite Inc.

Primary Contact Details

June Marie Sample
517-555-0000
jmarie@example.com

Main Business Address

1A-3974 Carson St
Lansing, MI - 48911
USA

Additional Information

Company Age 30 years
Number of Employees 75
Annual Revenue \$50,000,000
Defaulted Payment No

Service Onboarding Information

Services Fee \$13,500
Services Requested
Corporate Credit Card

Review Documents

AI Assisted Review

Document Name Document Status

Banking Information	Pending
Utility Bill	Pending

Select the documents that you want to associate with this request

<input type="checkbox"/>	Name
<input type="checkbox"/>	Banking Information - Automation Elite Inc
<input type="checkbox"/>	Certificate of Incorporation - Automation Elite Inc
<input type="checkbox"/>	Utility Bill - Automation Elite Inc
<input type="checkbox"/>	June Marie - Driver's License

Items per page: 20 1-4 of 4 items

← Back → Submit Onboarding Request

_70. View the **Banking Information – Automation Elite Inc.pdf** document by **clicking the three dots** at the right end of the row that appear when you hover over the line and **selecting View**. This opens the document in the integrated viewer. Afterwards **close** the viewer window again.

Select the documents that you want to associate with this request

<input type="checkbox"/>	Name
<input type="checkbox"/>	Banking Information - Automation Elite Inc
<input type="checkbox"/>	Certificate of Incorporation - Automation Elite Inc
<input type="checkbox"/>	Utility Bill - Automation Elite Inc
<input type="checkbox"/>	June Marie - Driver's License

Items per page: 20 1-4 of 4 items

View

Download

Properties

The screenshot shows a form titled "Banking Information - Automation Elite Inc". At the top right is the Focus Corp logo. Below it, a note says "This banking information provided here will be used by Focus Corp to withdraw the monthly services fee." The form contains four fields: "Client Name" (Automation Elite Inc.), "Bank Name" (The Digital Bank), "Bank Phone Number" (+1-289-333-1234), and "Bank Address" (2190 New Orchard Road, Armonk, New York - 10504). At the bottom are navigation buttons for Back, Next, and a large blue "Submit Onboarding Request" button.

71. Select Verified for Banking Information and Utility Bill.

This reflects the documents required for the selected service and the fact that these two documents are already available.

The screenshot shows the "Review Documents" page for "Automation Elite Inc.". On the left, there are sections for "Primary Contact Details" (June Marie Sample, 517-555-0000, jmarie@example.com), "Main Business Address" (1A-3974 Carson St, Lansing, MI - 48911, USA), "Additional Information" (Company Age: 30 years, Number of Employees: 75, Annual Revenue: \$50,000,000, Defaulted Payment: No), and "Service Onboarding Information" (Services Fee: \$13,500, Services Requested: Corporate Credit Card).

The main area is titled "Review Documents" and includes an "AI Assisted Review" button. It shows a table with columns "Document Name" and "Document Status". Under "Document Name", there are entries for "Banking Information" (Status: Pending) and "Utility Bill" (Status: Pending). A dropdown menu for the "Utility Bill" status is open, showing options: "Pending", "Pending", "Verified" (which is highlighted with a red border and a cursor arrow), and "Not Required". Below the table, a list of documents is shown with checkboxes:

- Banking Information - Automation Elite Inc.
- Certificate of Incorporation - Automation Elite Inc.
- Utility Bill - Automation Elite Inc.
- June Marie - Driver's License

At the bottom, there are buttons for "Back" and "Submit Onboarding Request".

_72. Check the boxes for the two documents Banking Information - Automation Elite Inc.pdf and Utility Bill – Automation lite Inc. in the document list at the bottom to make these two documents part of the request when you submit the onboarding request.

 Focus Corp

 Client Rep

Automation Elite Inc. Review Documents AI Assisted Review 

Primary Contact Details
June Marie Sample
517-555-0000
jmarie@example.com

Main Business Address
1A-3974 Carson St
Lansing, MI - 48911
USA

Additional Information
Company Age 30 years
Number of Employees 75
Annual Revenue \$50,000,000
Defaulted Payment No

Service Onboarding Information
Services Fee \$13,500
Services Requested
Corporate Credit Card

Review Documents
Review existing documents and mark them as pending if they need to be (re)uploaded.

Document Name	Document Status
Banking Information	Verified
Utility Bill	Verified

Select the documents that you want to associate with this request

Name
<input checked="" type="checkbox"/>  Banking Information - Automation Elite Inc
<input type="checkbox"/>  Certificate of Incorporation - Automation Elite Inc
<input checked="" type="checkbox"/>  Utility Bill - Automation Elite Inc
<input type="checkbox"/>  June Marie - Driver's License

Items per page: 20 | 1-4 of 4 items   

_73. Click Submit Onboarding Request to complete Automation Elite Inc.'s request and navigate to the final confirmation page.

The submission may take a few seconds during which you might notice a little spinner icon next to the Client Rep icon. Please wait until you are taken to the third page.



Client Rep

3.2.3 Onboarding request confirmation page

_74. Explore the **third page** of the Client Onboarding app.

The left pane again lists all information provided on the first page. The right-hand side provides a reference ID for the request that the client rep can share with the client and a comment that an email was sent to the client about their request.

The screenshot shows the Client Onboarding app's third page. The left sidebar contains company details: **Automation Elite Inc.**, **Primary Contact Details** (June Marie Sample, 517-555-0000, jmarie@example.com), **Main Business Address** (1A-3974 Carson St, Lansing, MI - 48911, United States of America), and **Additional Information** (Company Age: 30 years, Number of Employees: 75, Annual Revenue: \$50,000,000, Defaulted Payment: No). The right pane is titled **Confirmation** and includes the message: "The onboarding application has been submitted successfully. The reference ID for the request is: HP4A8LOJ. Please ask the client to monitor their email for further updates." A blue button labeled "Start a New Request" is highlighted with a red box and a cursor icon.

_75. Click on **Start a New Request** to get back to the first page to be able to continue onboarding more clients to Focus Corp.'s services.

3.2.4 Checking the automatic email to Automation Elite Inc.

_76. Open the email client in a browser using the URL provided to you.

If you specified your own email address on the first page, **open or bring to the front** your **email client**.

_77. Check your inbox for another email (the sender depends on the configuration of the environment you are using).

Your request has been approved [Reference ID: HP4A8LOJ]

focuscorpdemo@gmail.com
to jmarie@example.com ▾

Hello June Marie,

This is with reference to your onboarding application with reference ID: HP4A8LOJ

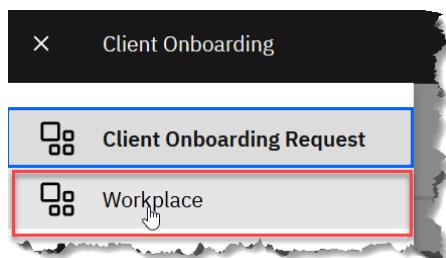
Your onboarding request has been approved. For any questions, please use our live chat.

Regards,
Focus Corp

The email contains the reference ID as displayed on the final page of the Client Onboarding app. It lets you know that your onboarding request has been approved.

3.2.5 Checking the Client Rep notification about automated onboarding

- _78. **Switch** back from the email client to the browser window containing the **Client Onboarding app**.
- _79. **Click** on the **hamburger menu icon** in the top left corner and **select Workplace** to switch from the Client Onboarding app to your general workplace. After a short moment it shows the tasks available to you.



When you complete a task, the task may still be shown for some seconds in the task list. It will disappear when the task list auto-refreshes itself.

- _80. **Open** the **task** that is available to you as client rep by **clicking on it**.

A screenshot of the "Workplace" task page. At the top, there are four status indicators: "On track" (0), "At risk" (1), "Overdue" (0), and "Total tasks" (1). Below this is a navigation bar with tabs for "Tasks" (selected), "Workflows", and "Cases". The main area displays a table with one task row. The task details are: Status (At risk), Priority (Normal), Name (Notification: Review Request Completed), and Due on (Mar 1, 2022). There is also a "Start workflow" button.

Depending on the network latency it may take a moment until the task page is loaded.

- _81. **Observe** the **Approval Status** on the task page that shows that the client onboarding request was **Approved**.

A screenshot of the "Client Onboarding" task details page for a task named "Notification: Review Request Completed".

Workplace / Notification: Review Request Completed ⓘ
● Normal priority | Due on Mar 1, 2022, 2:23:19 PM

Focus Corp

Client Rep

Stages

Document Review Scoreboarding Backend Systems Update Notification

Client Name	Automation Elite Inc.	Details	Documents	Activities	History	Client Comments
Approval Status	Approved	Scoreboard				
Reference ID	T6XVBJDN	Segment				
Created on	Mar 1, 2022, 1:22:02 PM	Segment 1				
Status	Active	Low Risk				
Escalation Status	No value	Confidence				

100%

Onboarding Information

cp4badmin
The review for the onboarding request is now complete and the client has been notified of the approval status.
Mar 1, 2022, 1:23:19 PM

Complete Onboarding Request

82. Explore the Documents, Activities, and History tabs.

The **Documents** tab shows all documents that you had previously selected on the Review Documents page of the Client Onboarding app. They have been made part of the actual onboarding request.

Details	Documents	Activities	History	Client Comments
Client Documents				
<input type="text"/> Filter list				
Name	Size	Modified by	Last modified	Version
Banking Information - Automation Elite Inc	125 KB	cp4badmin	03/01/2022	1
Utility Bill - Automation Elite Inc	396 KB	cp4badmin	03/01/2022	1
Items per page: 20	Items 1-2			

The **Activities** tab shows the status and type of all activities of the request. Since this is a case in the Workflow system, any discretionary activities defined in the case would be available here so that they can be started by the client representative.

All required activities except the one you are in and the one used to receive client comments (not used in this lab) are completed now.

Two optional activities **Create New Proposal** and **Follow Up with Client** are ready. The client representative may decide to connect with the client as their onboarding request was approved to discuss the next steps to utilize the service. In addition, the client representative may also decide to create a new proposal for Automation Elite Inc. to upsell additional services. Yet these activities are optional, as the customer representative may choose not to perform any of them but just complete the notification task.

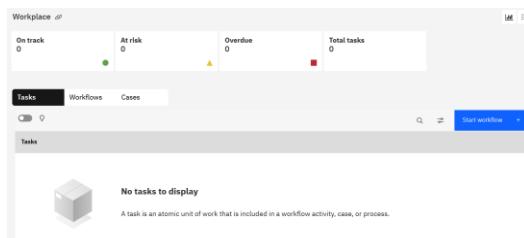
Details	Documents	Activities	History	Client Comments
Activity Log				
<input type="text"/> Filter list				
Name	Status	Type		
Handle Client Comments	Started on Mar 1, 2022, 1:22:00 PM	Required		
Notification	Started on Mar 1, 2022, 1:22:16 PM	Required		
Perform Scoreboarding	Completed on Mar 1, 2022, 1:22:14 PM	Required		
Review Documents	Completed on Mar 1, 2022, 1:22:10 PM	Required		
Update Backend Systems	Completed on Mar 1, 2022, 1:22:17 PM	Required		
Create New Proposal	Ready Start Disable	Optional		
Follow Up with Client	Ready Start Disable	Optional		

The **History** tab shows information about different types of events that happened for the request.

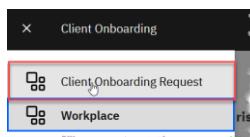
Event	Details	User	Last modified on
Comment added to case	The review for the onboarding request is now complete and the client has been notified of the approval status.	cp4badmin	Mar 1, 2022, 1:13:19 PM
Activity Completed	Update Backend Systems	cp4badmin	Mar 1, 2022, 1:13:17 PM
Activity Started	Notification	cp4badmin	Mar 1, 2022, 1:13:16 PM
Stage Started	Notification	cp4badmin	Mar 1, 2022, 1:13:16 PM
Stage Completed	Backend Systems Update	cp4badmin	Mar 1, 2022, 1:13:15 PM

For this lab the **Client Comments** tab has no meaning, therefore we are ignoring it.

_83. Click Complete Onboarding Request to complete the task. This closes the task, brings you back to the now empty work list for the client rep and completes the fully automated onboarding for a low risk, high confidence client like Automation Elite Inc.



_84. Click on the hamburger menu icon in the top left corner and select Client Onboarding Request to switch back to the Client Onboarding app.



This completes the part of the exercise where you actively perform steps.

3.2.6 Review of Stages Performed Automatically

As part of the above fully automated client onboarding workflow you directly worked on the fourth stage (Notification) of the request processing. The three stages before that were already automatically completed and did not need manual activities.

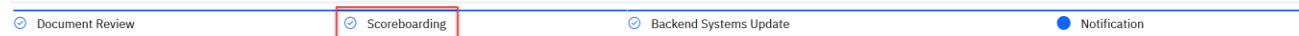
This section provides information on how different aspects that happen automatically as part of the Client Onboarding are performed. You will not actively need to perform any steps, just read through them. In chapter four you will again work directly with the Client Onboarding solution.

3.2.6.1 Document Review



The first stage during processing the onboarding request is the Document Review stage. For the above request you have specified in the front-office intake app that the two required documents are already verified. Therefore, this stage completes automatically.

3.2.6.2 Scoreboarding



As described before, the Scoreboarding stage consists of two activities:

- The first activity automatically applies prescriptive rules and an AI model. It determines the segment this client belongs to, the risk associated with onboarding the client and the confidence of the assessment.
- The second activity is to manually review the onboarding request. However, in the request you created, the calculated confidence of the assessment is equal or above 80%. Therefore, the second activity to manually review the request by an account manager is skipped.

For your request the client has been automatically onboarded, and the Scoreboarding stage has been automatically completed.

3.2.6.3 Backend Systems Update



As looked at before in the Backend Systems Update stage, Focus Corp. needs to update some of its legacy systems of record:

- The first is the Client Management System. It offers a Java rich client to add or update data.
- The second is the Service Management System. It offers a web interface to interact with it.

Striving for a high level of automation Focus Corp. wants to update the legacy systems automatically without involving a user. This also helps to remove the risk of potential human errors when copying and pasting information from one system to another. Therefore, they apply IBM Robotic Process Automation (RPA).

The execution of the RPA bot happens automatically in the background. To get an impression how the bot operates in this case where the client was onboarded the following screenshots explain the steps performed.

The first step is to create a client record or updating an existing client record in the Client Management System and to retrieve the Client ID for the client:

- The bot **starts** the **Client Management System** (with a Java UI) and **logs into it**.



- The bot enters all values from the Client Onboarding solution into the respective fields and clicks on the **Add/Update Client** button and retrieves the **Client ID** from the output text.

A screenshot of the "Client Management System" application window. The form includes fields for "Client Name" (Automation Elite Inc.), "Onboarding Status" (Approved), "Primary Contact" (Name: June Marie Sample, Phone: 517-555-0000, Email: jmarie@example.com), "Client Address" (Street: 3974 Carson St, Unit: 1A, City: Lansing, State: MI, Zip Code: 48911, Country: United States of America), "Company Age" (30), "Number of Employees" (75), "Financial History" (Annual Revenue: 50000000, Defaulted Payment checked), and "Segment" (Segment 1 selected). A message at the bottom states: "Automation Elite Inc. has been added or updated into system with Client ID: 82738058". At the bottom are buttons for "Add/Update Client", "Query", and "Exit".

- Finally, it **closes** the Client Management System by **clicking** on **Exit**.

The second step is to record the services the client wants to onboard to in the Service Management System. This only applies when the onboarding request has been accepted, as it has been for Automation Elite Inc. during the Scoreboarding stage.

- The bot **starts a browser, navigates** to the **home URL** for the **Service Management System**, and **logs into it**.



Service Management System

User ID:
Password:

- The bot **enters** the **Client ID** retrieved from the Client Management System as well as the **client name, industry, services** to be signed up to, and **services fees** from the Client Onboarding solution into the respective fields and clicks **Add**.



Service Management System

Client ID: Client Name:
Industry: Signed Services:

Services Fees:

Services have been recorded successfully.

- Finally, the bot **clicks Exit** to **logout** from the Service Management System and **closes** the **browser window**.

These two System of Records in our scenario are just mockups of potential real client systems. They represent systems that don't offer APIs at all to programmatically interact with them or where parts like updates are just exposed through the native UI and not an API. Such systems can easily be automated using the RPA capability.

4 Exercise: Explore the Business Performance Center Dashboard

4.1 Introduction

In this final exercise you switch into the role of the business owner of the Client Onboarding business of Focus Corp. You need to understand how your business performs and what actions to take to expand your business or course correct if needed.

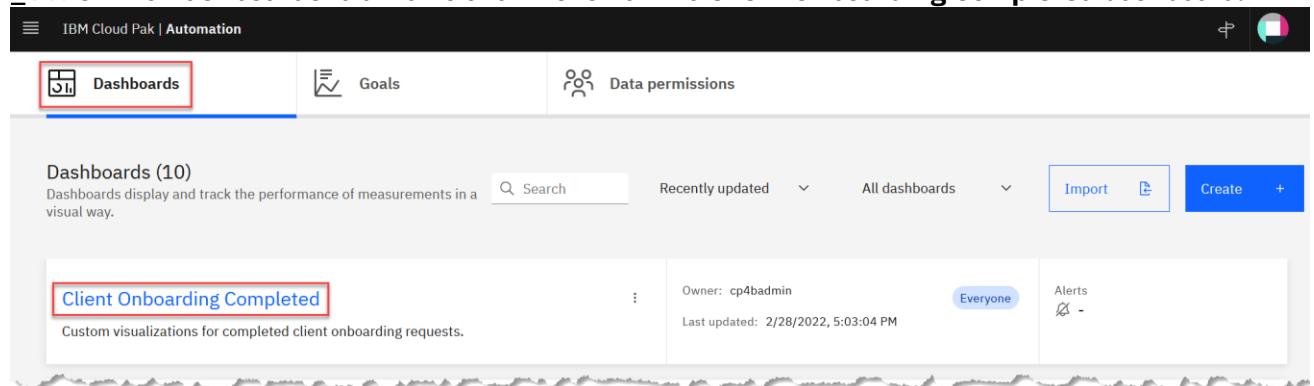
For this purpose, you will make use of **Business Performance Center** (BPC) as part of **IBM Business Automation Insights** (BAI). BPC provides easy to use and meaningful dashboards to visualize business relevant KPIs for lines of business to have a near real-time view on their business operations.

4.2 Exercise Instructions

You continue to use the same user to access the BPC dashboard. You will see live data, so it may differ from the screenshot shown and may change over time as you and other participants perform onboarding requests.

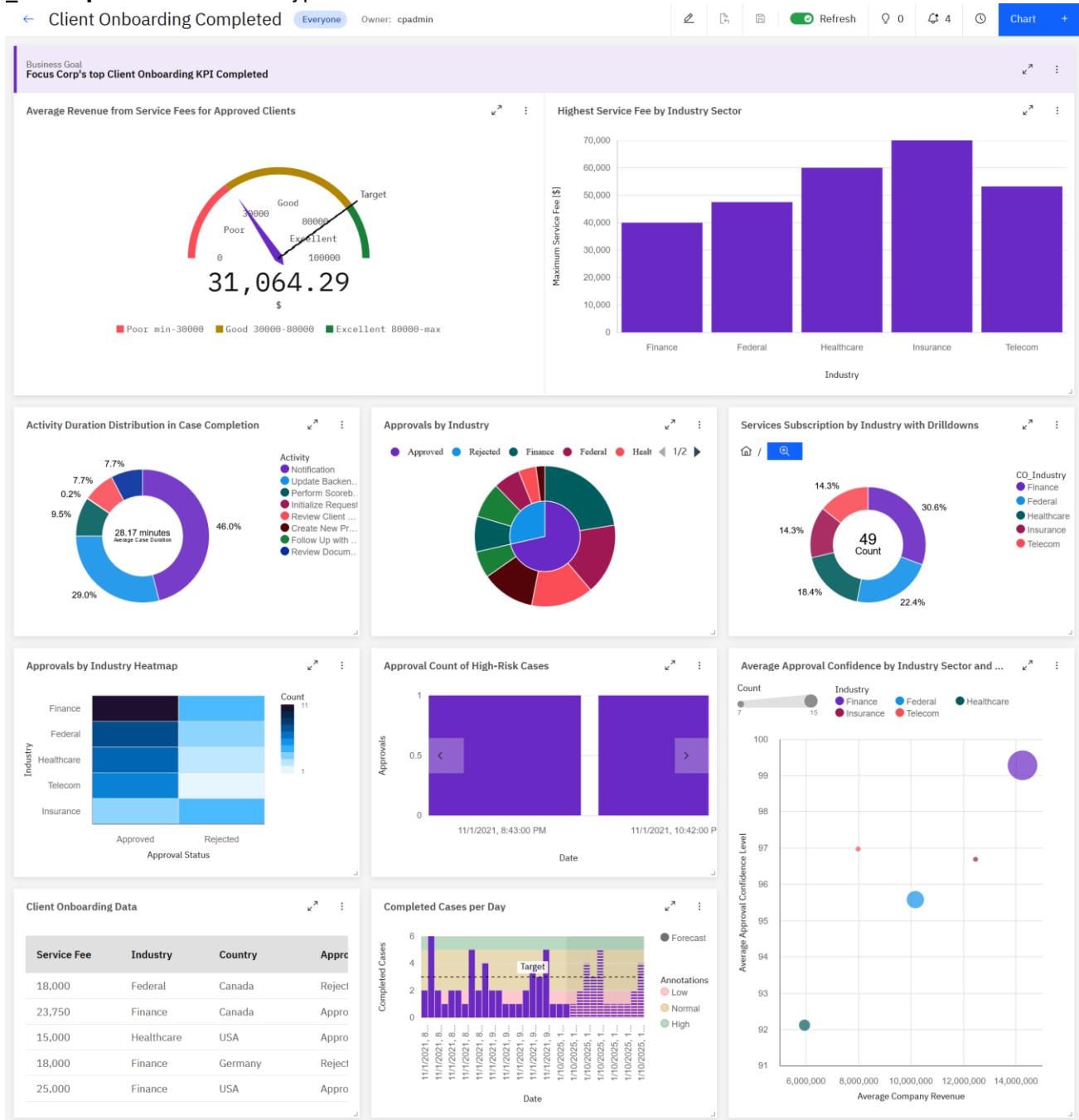
_85. Open the **Business Performance Center** (BPC) using the link for your environment.

_86. On the **Dashboards tab** that is shown click on the **Client Onboarding Completed** dashboard.



The screenshot shows the IBM Cloud Pak | Automation interface. At the top, there is a navigation bar with icons for Home, Dashboards, Goals, Data permissions, and a search bar. Below the navigation bar, there is a header with the text "Dashboards (10)" and a subtitle "Dashboards display and track the performance of measurements in a visual way." There is also a search bar, a "Recently updated" dropdown, a "All dashboards" dropdown, an "Import" button, and a "Create" button. The main area displays a list of dashboards. One dashboard, titled "Client Onboarding Completed", is highlighted with a red box. This dashboard has a subtitle "Custom visualizations for completed client onboarding requests." To the right of the dashboard title, there are details: "Owner: cp4badmin", "Last updated: 2/28/2022, 5:03:04 PM", and "Everyone". Below these details, there is a section for "Alerts" with a minus sign. The overall interface has a clean, modern design with a light blue and white color scheme.

87. Explore the different types of charts and information in the dashboard.



Some examples of how to use the data based on the screenshot above are:

- In the **Approvals by Industry** chart (second row, center) hover over the two segments in the inner circle to see which segment shows the approved and which the rejected onboarding requests and their respective percentage. You can then hover over the segment in the outer circle to see from which industries these are coming and their percentage. You might for example see that your business is weak in the insurance sector (brown color above) with a significantly high number of onboarding requests being rejected. This may lead you to investigate this issue more deeply and start an advertisement campaign.
- This is especially true looking at the **Highest Service Fee by Industry Sector** chart (first row, right) which indicates that in the Insurance industry you earn the highest service fees.
- In case the **Approval Count of High-Risk Cases** chart (second in the third row) shows a high and potentially increasing number of approvals for high-risk onboarding request, you

might want to investigate the cause of this. One reason might be that the machine learning model needs to be retrained or the threshold for the confidence needs to change. Another reason could be that your account managers approve too many high-risk onboarding requests to not lose business which may have a negative effect on the risk profile of your business.

- The **Completed Cases per Day** chart (second in the third row) can help you to see the distribution of completed onboarding request per day over a period of time. It also provides you a forecast based on past activity. This can enable you to plan your budgets and capacity.

5 Outlook

The Client Onboarding scenario is ever evolving. While it is already very comprehensive some interesting aspects are not yet implemented:

- **Business Insights into how Client Onboarding is performing**

Focus Corp. would want to have operational dashboards available for their managers to get operational details on the execution of the solution components to understand metrics such as task distribution, time taken by services, number of decisions executed and so on.

- **Client Onboarding to Focus Corp.'s Services Online**

Currently the client must call Focus Corp. to place their onboarding request by talking to a customer representative. Focus Corp. may want to allow clients to request onboarding themselves by filling in a form. In addition to the ability to upload missing documents online, Focus Corp. may want to offer a self-service capability on their web site.

In a future version of the end-to-end scenario, an agentic chat capability based on watsonX Orchestrate could be added to facilitate such requirements.

- **Analyzing the Client Onboarding solution using IBM Process Mining**

Focus Corp. is always looking for improvement opportunities to streamline their business activities.

IBM Process Mining provides various means of analyzing execution logs of performed business processes to generate insights on how to improve them.

One of the challenges is having access to execution data to derive meaningful insights from. IBM Process Mining provides built-in capabilities to extract these from the Workflow capability as a part of Cloud Pak for Business Automation.

- **Utilizing the capabilities of other IBM Cloud Paks**

Focus Corp. has multiple custom Systems of Records and packaged solutions that should be connected to the client onboarding solution. Similarly, as this is a very critical business application, Focus Corp. needs to ensure that it is constantly available, outages are avoided, or that it can at least be recovered instantly. As the solution accesses critical client data and internal information, it needs to be secured against any threads and attacks. Finally, as Focus Corp. is seeing the value of using machine learning they want to expand on it introducing proper governance etc.

In a future version of the end-to-end scenario, we expect to address these by integrating capabilities from the

- IBM Cloud Pak for Integration to address connecting various systems
- IBM Cloud Pak for Watson AIOps to automate IT operations and deliver actionable insights
- IBM Cloud Pak for Security to gain insights into threats and risks and respond faster
- IBM Cloud Pak for Data to scale AI-powered transformation easily by unifying data and tools in a single solution

This completes the lab to experience how IBM Cloud Pak for Business Automation can be used in a simplified version of a Client Onboarding solution as part of Focus Corp.'s service business.

Congratulations on completing the lab!

We love to hear your **feedback**.

Depending on the venue, please provide feedback via the Slack channel, during the Webex calls, by sending an email to the author (Olaf.Hahnl@de.ibm.com), and through the survey at the end of the event.