

# RAPID PROCESS AUTOMATION

CONTINUOUS WORKFLOW AUTOMATION BY TALKING

---

BY ROBOT-HUMAN INTERFACE DESIGN



# TALKING WORKFLOW BOTS

Copyright Talking.im 2016

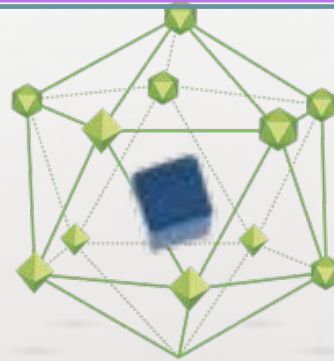
# EXPERIENTIAL FUTURE OF DIGITAL BANKING

Vision

Build products and services in real-time.

Manage risk and transparency  
by trust driven workflows.

Enabling consumer to feel  
control and dynamics.



Experiential  
Touch

Trust &  
Consensus

Automation  
On-Demand

# ACCELERATING COMPLEXITIES & FORMS

Why Change?

- ❑ Banking Products are becoming ever complex.
- ❑ Customization is essential to meet consumer demands.

## Complexity

- ❑ Serving Cost is increasing & efficiency is decreasing.
- ❑ Risk & regulatory needs are increasing.

Simplify the extra human complexity.



- ❑ Utilities are banking. E.g. Uber, Airbnb, other wallets
- ❑ New sink based credit and financing are enabling peer 2 peer & community banking.


## Everyone is Banking

- ❑ Data and its derivatives are creating new economies away from banks.
- ❑ Blockchain based smart contract is parallel banking.

Banks have to transform.

## 1. Permanently Solving the Workflow Conundrum

**Simplify** Complexity




Workflows are one of the most existent but elusive features of banking. We all know that they exist, but are never sure if we know it in true facts. Level-5 workflows take immense efforts to generate and more so to preserve with ongoing changes.

Talking bots capture workflows in motion on the fly. This can unlock many potentials. No human intervention. Even flexible to organization structure change, IT enhancements, attrition, etc.

## 2. Monitoring Robot & Human Together

**Manage** Complexity



Talking tracks workflows. So either a human or robot is doing any task on Talking bot desktop, the TALKING system tracks the workflow for deviations. This is essential feature of Robot-Human interface design. Robots track robots through human workflows, so that risk management is intuitive.

## 3. Continuous Automation

**Versatile** Bank

Talking provides complete flexibility of changing the workflows. The monitor provide optimization recommendations for creating improved workflows either by merging, eliminating, reducing, or splitting processes. The data generated by Talking framework provides capability of data-driven improvements in service industry, which is similar to six-sigma capability for manufacturing industry.



# TALKING IN ACTION – MEET THE BOTs

It works!

Framework consists of Bots and Monitors.

Proprietary IP

AI Driven

25x Faster\*

Enterprise Ready

1. Bots track, learn and help your staff. During learning phase, it learns all the tasks performed by your staff and also how every task move among peers, to track **workflows among peers**, irrespective of systems, applications, mails, or spreadsheet based workflows. After full or partial workflow automation, Bots also **track** any kind of **deviation** of workflow. This is state-of-the-art risk management.
2. Monitor is like manager of all bots, where you can setup staff and peer groups to track workflows. You need not provide any process map. Talking does that for you. You can **automate workflows**, fully or partially, upon optimization and based on consistency proven by data.



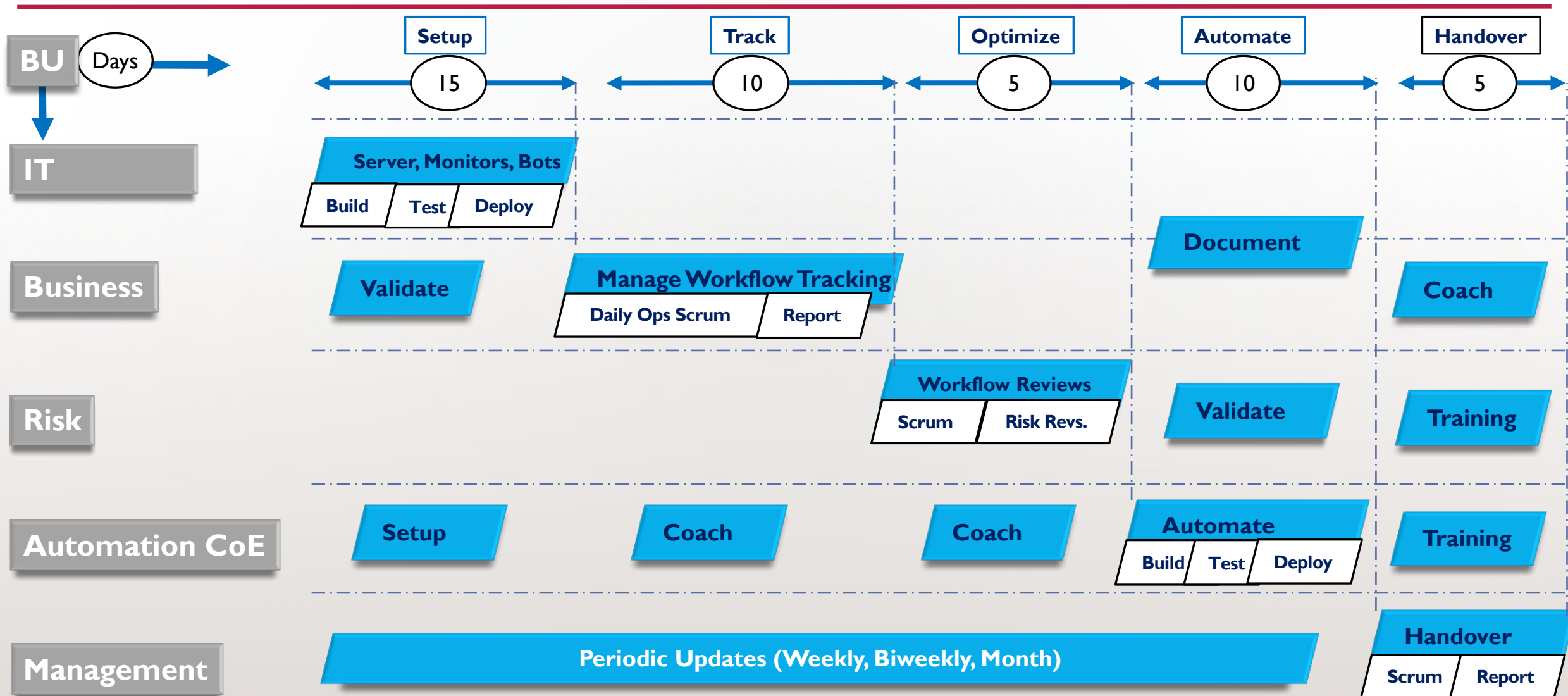
Desktop App



Server App

# MODEL IMPLEMENTATION PLAN

Go Live in 45 days



# Prabhat Kumar Singh

Linkedin /serialstarter

Follow me @prabhatkr

**Revolution** Join@Cobotstxt.org

Singapore +65 8493 6994

Bangalore +91 8600053202

[Talk@Talking.im](mailto:Talk@Talking.im)

<http://Talking.im>



[TalkingIm](http://Talking.im)

<https://www.linkedin.com/company/talking>

[@havetalking](https://twitter.com/havetalking)

- ❖ Founder of Talking.im for Continuous Automation
- ❖ Founder of Cobots.txt[Non profit] for web automation (Like Robots.txt for search engines)
- ❖ 10 Years of experience in business transformations

Know more <http://blog.talking.im>

Future of Enterprise IT

