

As-Is / To-Be Workflow (Able.ai Platform)

Process Name: Context-Aware User Support Workflow

System: Able.ai Platform

Diagram Type: As-Is / To-Be Process Flow

Audience: Business & Technology Stakeholders

Notation: Swimlane Flow (User / System / Integration)

Flowchart legend

Terminator

Process

Decision

Database

Data (I/O)

User

System

External Integrations

BUSINESS OUTCOMES

Reduced decision fatigue

Faster task recovery

Increased user trust

Improved engagement

