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| **Process Design Document** | | | | Argyle Brand Guidelines | |
| **Title:** | Argyle- AI Project PDD | | | | |
| **Document Reference:** | | NA | **Issue:** | | DRAFT |

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1. **Version history**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Version** | **Date Issued** | **Summary of changes** | **Author** | **Reviewed by** |
| 0.01 | 20/08/2024 | Initial Draft | Sonal Aggarwal |  |

1. **Overview and scope**
   1. **Purpose**

The purpose of this Process Design Document (PDD) is to define the proposed (‘To-Be) Artificial Intelligence (AI) enabled process flow of extracting all the mandatory data fields from the slips that are received from broker via outlook to send the mandatory fields to Duck Creek to generate a Ballpark Quote Premium value and share the value with broker as a reply via email.

The document captures the input, output, the systems and applications, and the key dependencies, assumptions, and challenges relating to this proposed AI enabled process. This document is subject to review and sign-off as an accurate description of the proposed AI enabled “to-be” state by the designated approvers / process owners.

* 1. **Project Background**

AI powered Document Extraction solution will be developed for Argyle Australia capable of integrating with Outlook and download quote slip attachment, extract relevant data from quote slip / attachment, insert data into Duck Creek to generate a Ballpark Quote Premium value and share the value with broker as a reply via email.

* 1. **Scope**
     1. **In Scope**
        + Fetch quote slip / attachment from dedicated mailbox.
        + Extract mandatory data as per section 3.3.1 from the quote slip / attachment.
        + Push extracted data (only mandatory data) into Argyle Duck Creek.
        + Quote data generation from Argyle Duck Creek
        + Duck Creek application to mail the quote generated back to user/broker.
     2. **Out of Scope**
        + Any forms other than Application, Quote Request and Confirmation of What you Told Us form.
        + Any other sender apart from Broker.
        + Validation Screen and any other human interaction.
        + Any other attachment apart from PDF is out of scope.
     3. **To Be Process map**

A diagram of a process

Description automatically generated



1. **Business Requirements**
   1. **Preliminary requirements**

N/A

* 1. **List of Functional Requirements**

|  |  |
| --- | --- |
| **List of Requirements** | |
| **Requirement Number** | **Requirement Name** |
| **1 Data extraction from Forms** | |
| 1. | Receiving the forms via dedicated email. |
| 2. | Downloading the forms |
| 3. | Extracting the mandatory fields from the forms |
| 4. | Pushing the extracted data into Duck Creek |
| 5. | Email the generated Quote to broker/user. |

* 1. **Business Requirements**
* Quote slip will be received as an attachment via dedicated mailbox.
* Received Quote slip will be downloaded from dedicated mailbox.
* Specific content /mandatory fields will be extracted from the quote slip.
* Push the extracted data (mandatory data) into the Duck Creek environment.
* Duck Creek team will generate Quotation/ Quote data.
* The generated Quote will be emailed back to broker/user.
  + 1. **Required Fields that needs to be extracted: -**

****

|  |  |  |  |
| --- | --- | --- | --- |
| **Field Name** | **Field Found in Application Form.**  **(Field Name – Section)** | **Field found in Quote Request Form.**  **(Field Name- Section)** | **Remarks** |
| Company Name | Insured Name- sec 1.2 | Insured Name- sec 5.1 |  |
| Address Line 1 | Address Line 1 - sec 1.2 | Address Line 1 - sec 5.1 |  |
| Suburb | Suburb- sec 1.2 | Suburb- sec 5.1 |  |
| Postcode | Postal Code - sec 1.2 | Postal Code - sec 5.1 |  |
| State | State - sec 1.2 | State - sec 5.1 |  |
| Country | Australia | Australia |  |
| GnF Code | Not required | Not required |  |
| What percentage(%) of input tax credits will you be claiming? | What is your Input Tax Credit?- sec 1. 2 | What is your Input Tax Credit?- sec 5.1 |  |
| Have you ever been convicted of any criminal offence within the past 5 years? | Been convicted of any criminal offence within the past 5 years (other than minor traffic convictions)? -- 1.3(4) | Been convicted of any criminal offence within the past 5 years (other than minor traffic convictions)? -- 5.2(4) |  |
| Have you ever been liable for any civil offence or pecuniary penalty (exceeding $5,000)? | Been liable for any civil offence or pecuniary penalty (exceeding $5,000)?-- 1.3(5) | Been liable for any civil offence or pecuniary penalty (exceeding $5,000)?-- 5.2(5) |  |
| Have you ever been involved in a company or business which became insolvent or subject to any form of insolvency administration (e.g. liquidation or receivership)? | Ever been involved in a company or business which became insolvent or subject to any form of insolvency or voluntary administration (e.g. liquidation or receivership)?-- 1.3(3) | Ever been involved in a company or business which became insolvent or subject to any form of insolvency or voluntary administration (e.g. liquidation or receivership)?-- 5.2(3) |  |
| Have you had an insurance policy cancelled, declined or terms imposed? | Ever had an insurance policy cancelled, declined or terms imposed?- sec 1.3(1) | Ever had an insurance policy cancelled, declined or terms imposed?--5.2 (1) |  |
| Have you ever been declared bankrupt? | Ever been declared bankrupt?- sec 1.3(2) | Ever been declared bankrupt?--5.2(2) |  |
| Insurer | not mandatory | not mandatory |  |
| Add Loss | if it is not present then not mandatory | if it is not present then not mandatory |  |
| I have read and understood the statement below 11/10 - Add the text shown below under **Argyle DCOD Terms of Use (Updated)** | Notice - Section 11 | Searched for declaration but not found | send "yes" as a value by default |
| Occupation ~~(ANZSIC Code)~~ | Business -- sec 2.2 | Business-- sec 6.2 |  |
| ~~Business Establishment Date~~ Business Establishment year | Year built (yyyy) -sec 2.3 | Year built (yyyy)-- sec 6.3 |  |
| Annual Turnover | What is your estimated turnover for the next twelve months- sec 2.2 | Estimated turnover for the next twelve months--sec 6.2 |  |
| Full Time Employees | Total number of staff – Full Time- sec 2.2 | NOT found | keep it as blank if not found |
| Part Time Employees | Total number of staff – Part time / Casual-- sec 2.2 | NOT found | keep it as blank if not found |
| State | State- sec 2.5 | State-- sec 5.1 |  |
| % of turnover | blank if not present | blank if not present |  |
| Approm. State TurnOver | blank if not present | blank if not present |  |
| Stamp Duty Exemption Number | Are you exempt from stamp duty?--sec 1.2 | Are you exempt from stamp duty?--sec 5.1 |  |
| Zone | Adreess line 1- sec 1.2 | Adreess line 1- sec 5.1 |  |
| Location Type | Main or Suburban street--sec 2.4 | Main or Suburban street--sec 6.4 |  |
| Occupation Description | Describe Business if different from above- sec 2.2 | Describe Business if different from above- sec 6.2 |  |
| GNAF Code | leave blank if not found | leave blank if not found |  |
| Building - Sum Insured | Building - sec 3.2 | Building - sec 7.2 |  |
| Contents - Sum Insured | Contents - Sec 3.2 | Contents - Sec 7.2 |  |
| Storm | not required | not required |  |
| Theft Insured Amount - Contents (Including Stock) | Contents - including stock-- sec 5.1 | Not found | if glass is not checked under situation details section , keep it as blank |
| Glass Cover Type | External and internal glass - sec 9.1 | Not found - external and internal cover | if glass is not checked under situation details section, keep it as blank |
| Glass Sum Insured | if glass cover types is yes, then sum insured is 10k | Glass section is not found | if glass is not checked under situation details section , keep it as blank |
| Number Of Employees | if employee dishonesty is not checked then keep it as blank | if employee dishonesty is not checked then keep it as blank |  |
| Number of Directors | if tax audit is not checked then keep it as blank | if tax audit is not checked then keep it as blank |  |
| Has the business or any director who will receive protection under this section had any prevoius tax audits? | if tax audit is not checked then keep it as blank | if tax audit is not checked then keep it as blank |  |
| Excess Amount | Please indicate the Excess you prefer for Property Damage- sec 8.3 | Not found as public and product was not checked | present in section 5.3 in Application form (2) |
| Property in your physical or legal care, custody or control | Property in Physical & Legal Control - Limit- sec 8.2 | Not found as public and product was not checked | present in section 5.2 in Application form (2) |
| Exports to USA/Canada | USA / Canada Exports - sec 8.2 | Not found as public and product was not checked | present in section 5.2 in Application form (2) |
| Business Details | if good in transit is not checked, then keep it as blank | if good in transit is not checked, then keep it as blank |  |
| Sum Insured | if good in transit is not checked, then keep it as blank | if good in transit is not checked, then keep it as blank |  |
| Annual Gross Profits | Insurable Gross Profit--- sec 4.1 | Insurable Gross Profit--- sec 8.1 |  |
| Annual Gross Revenue | Annual Revenue- sec 4.1 | Annual Revenue- sec 8.1 |  |
| Loss of Rent Receivable | Loss of Rent Receivable- sec 4.1  Not found in Application form (2). | Not found | Need to discuss with Matt |
| Do you want to add Interested Party? | Do you wish to note any interested parties?--- sec 2.5 | Do you wish to note any interested parties?--- sec 6.5 |  |
| Effective Start Date | Start Date – sec 1.1 | Start Date – sec 2 |  |
| Expiration Date | Expiry Date – sec 1.1 | Expiry Date – sec 2 |  |
| Term | Indemnity Period – sec 4.1 | Indemnity Period – sec 8.1 |  |
| Applicant Type | Not found | Not found |  |

1. **Input: -**

* Incoming email from Vendor which has the slip.

1. **Output: -**

* Generated Quotation from Duck Creek.
* Outgoing Email to Broker.

1. **System and Applications: -**

* Duck Creek
* Outlook

1. **Key Dependencies: -**

* Duck Creek system should be 24hrs available.
* Application should be up and running.

1. **Email Response: -**

New email will be sent with the reference of original subject line with the quote attached as .pdf file.

Please find below the sample email response: -



1. **Risk**

|  |  |  |  |
| --- | --- | --- | --- |
| **Risk Item** | **Risk Details** | **Mitigation** | **Remarks** |
| Quote Accuracy generated in Duck Creek | In the absence of a validation screen, when the information directly moves from the IDP to Duck Creek Application, if there is accuracy/mismatch issues of extracted fields it may impact the Quote Premium generated in Duck Creek. | Introduction as a validation screen for user to verify information before pushing into Duck Creek. | Argyle have suggested to proceed without validation screen. |
| Quote Accuracy generated in Duck Creek | Some non-mandatory fields may also impact on Quote value but are not being passed to Duck Creek. | TBD |  |
| Duck Creek Application is down | Duck Creek application is down and not working. | User has to manually perform the quote extraction and data entry in Duck Creek. |  |

1. **Assumptions: -**

* Format of Forms/Slips will not be changed.
* Fields present in the form should not change.
* Single attachment will be present in an email.
* There will be only 3 types of forms i.e., Application form, Quote Request form and Confirmation of What you Told Us form.
* There is a dedicated mailbox where the emails with attachments are received. All emails in this mailbox are assumed to be valid requests with slips attached
* There is single and standardized format for quote generation [No variations]. This pdf format is digitally searchable document
* Language supported is Australian and English only.
* There should not be handwritten values in slip document.

1. **Challenges: -**

* Direct entry into Duck Creek might impact on the accuracy of the Quote Premium Generation.

1. **Non-Functional Requirements**

|  |  |
| --- | --- |
| **List of Requirements** | |
| **Requirement Number** | **Requirement Name** |
|  | |
|  | Volumes of slips are 600per month |
| 2. | Only one slip as an attachment will be received via email |
| 3 | SLA to be defined for responding to broker |

* 1. **Traceability/Accuracy calculation in production**

Accuracy will be measured between the original values in the slip against the values extracted by the AI solution/submitted to Duck Creek.

* 1. **Volumetric/Data Analysis**

The mailbox is expected to receive around 7200 emails annually. Any drastic increase in volume to be intimated to Coforge in advance.

1. **Appendix**
   1. Artefact 1: Slips in PDF format
   2. Artefact 2: - Mapping File



* 1. Artefact 3: - Quote PDF