

# Intelligent decision making for Appian Business Processes

## Business Problem Statement

Business processes are usually associated with different user-driven decision making processes to complete a transaction. Typically, an end user needs to act upon the task to take the business process further or complete the flow. As the number of transactions increase, users are unable to meet SLA's in a timely manner impacting efficiency and the client experience.

### Typical issues:

- Breaching SLA's can lead to compliance and legal issues.
- Poor customer experience and cascading problems
- Increasing costs and delays in downstream transactions
- Delays in the completion of high-value transactions

## Solution Overview

Coforge have created a dedicated intelligent decision making solution for Appian business processes that automates the decision-making process by configuring key business process features. Key data features which plays a crucial role in tasking the necessary decision is ingested from Appian to the machine learning model pipeline for training and inference of the ML model. The prediction model accuracy can be continuously improved by ingesting new transactional data regularly.

## Solution Benefits

- Automatic decision making to meet required SLA's.
- Significantly reduced processing time for transactions
- High accuracy levels.
- Reduced manual errors.

## Solution Features

- Automated decision making by minimizing human intervention (zero dependency of end user).
- Flexible configuration for expanding the capability to any Appian business process suitable for discrete output prediction High accuracy levels.
- Increased output as transaction turnaround time is greatly reduced.
- Generic component adoptable across all domains.

## About Coforge

Coforge is a global digital services and solutions provider, that enables its clients to transform at the intersect of domain expertise and emerging technologies to achieve real-world business impact. A focus on very select industries, a detailed understanding of the underlying processes of those industries and partnerships with leading platforms provides us a distinct perspective. Coforge leads with its product engineering approach and leverages Cloud, Data, Integration and Automation technologies to transform client businesses into intelligent, high growth enterprises. Coforge's proprietary platforms power critical business processes across its core verticals. The firm has a presence in 21 countries with 25 delivery centers across nine countries.

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