Comidor
Low-Code Automation Platform
AI-ML cases
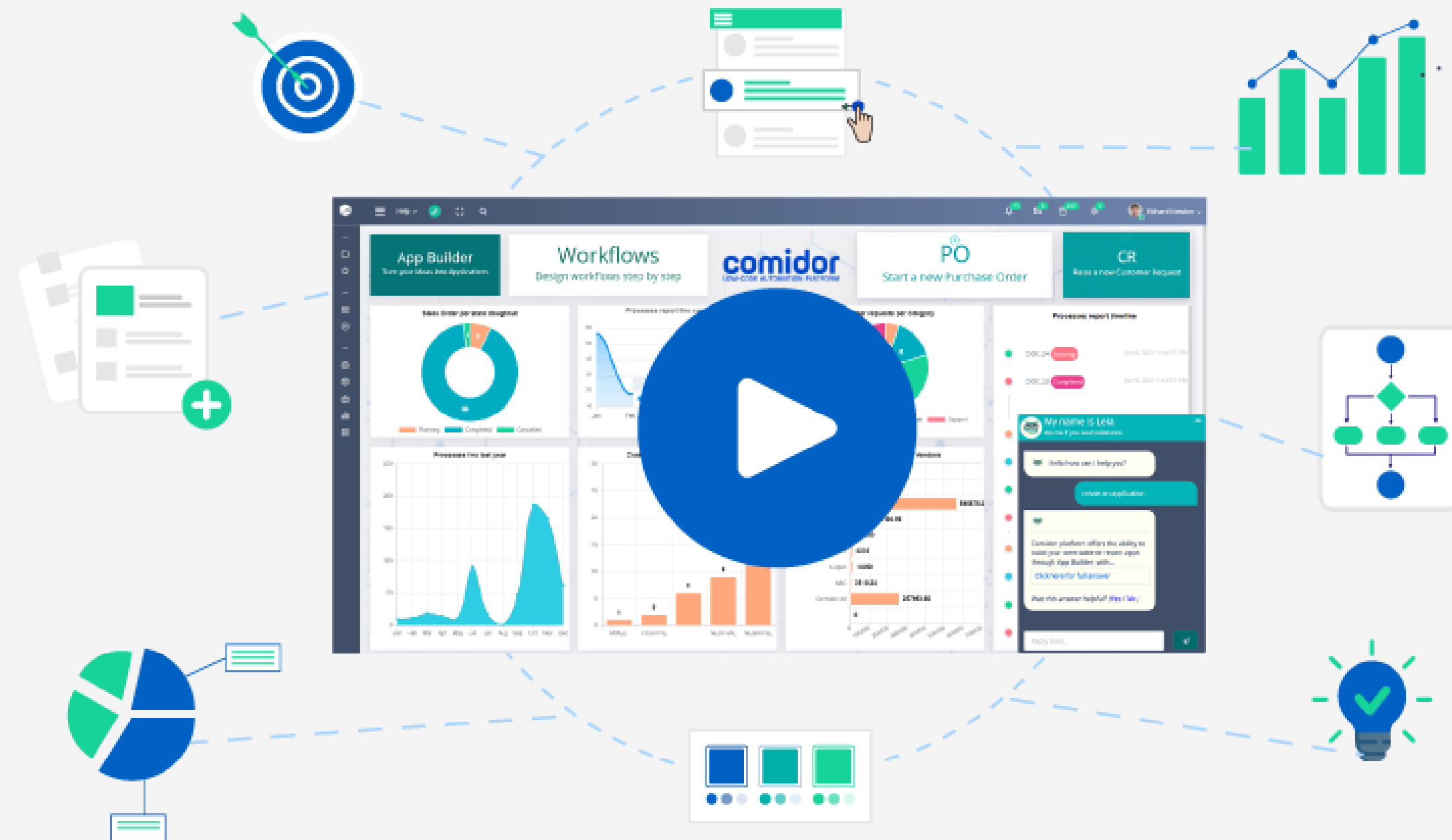
The powerful automation tools integrated in one platform

comidor

Sentiment Analysis

File Reader

Message Queue

Image Classification

Document Creator

Excel Processor

Digital Signature

ML

Predictive ML

RPA

AI

Web Scraper

RPA Caller & Receiver

Selenium RPA

Text Classification

Document Analyzer
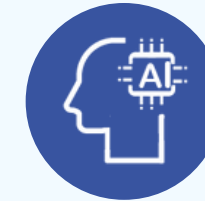
comidor

AI/ML
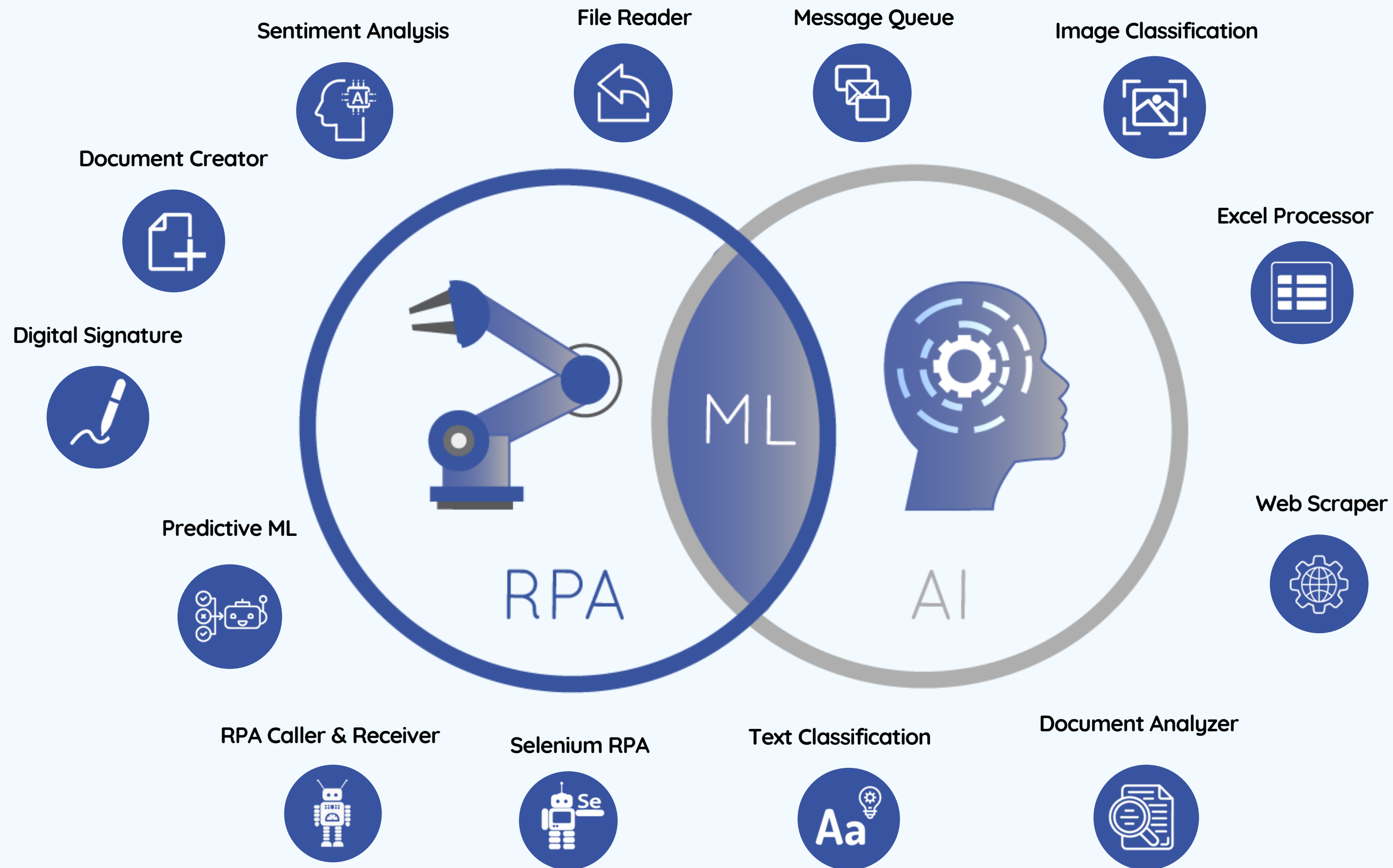
How it works

- Algorithms, using historical process transactional data, are trained to optimise and automate existing processes

The Results

- Learn from historical data, human actions and experiences to enable end-to-end process automation
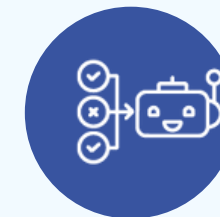
Sentiment Analysis

Document Analyzer

Predictive ML

Text Classification
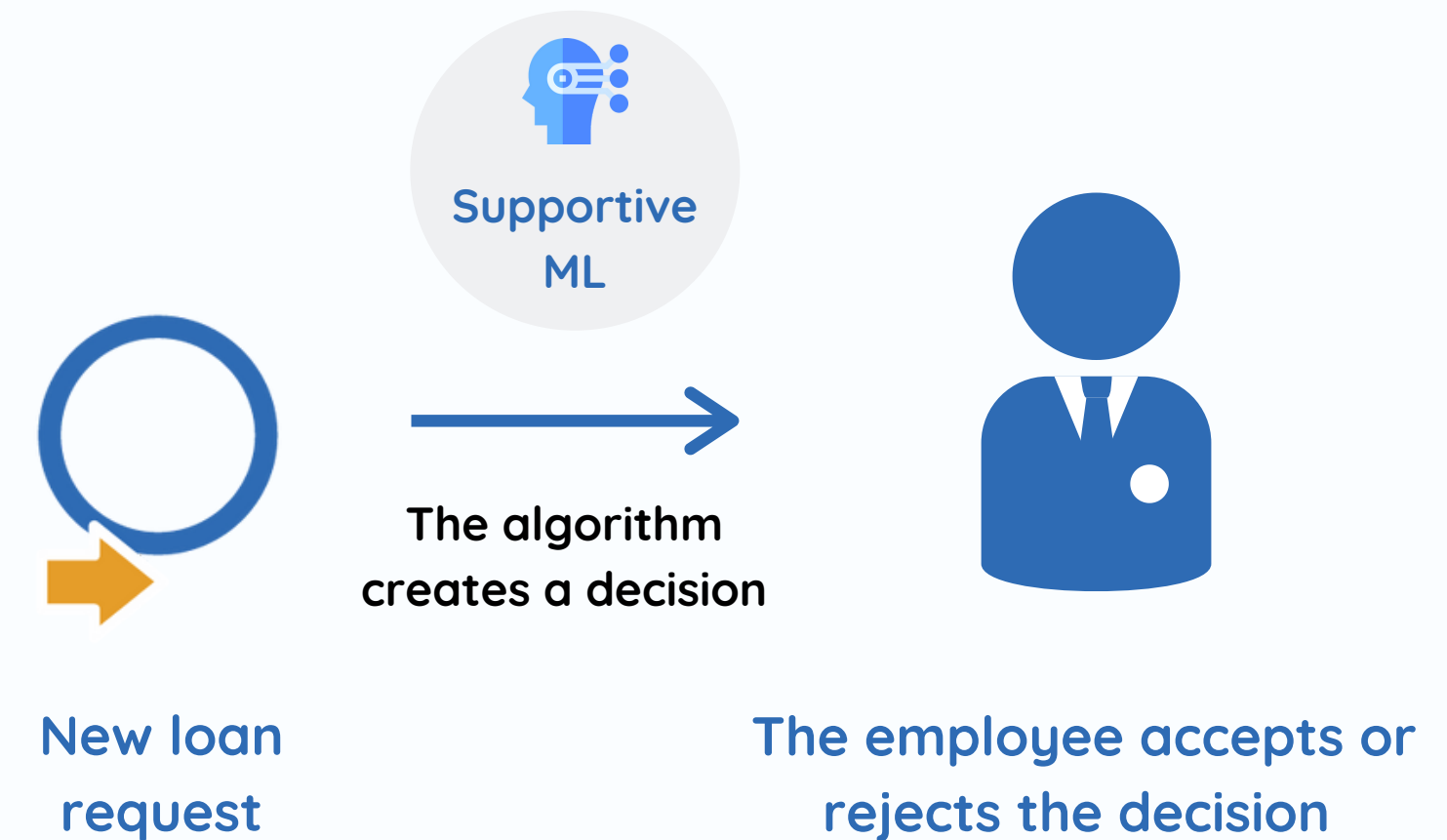
Case 1: Loan Requests - Supportive ML

The Case

- Main need to manage all loan requests.
- **Comidor ML model** is used to assist with the **decision-making** process.
- It establishes patterns based on **historical data** and creates a decision on the **creditworthiness** of a borrower.

The Solution

A workflow with **supportive ML functionality** is designed:

- The algorithm gathers the details for every borrower

- Based on the annual salary and the credit score, it indicates a decision

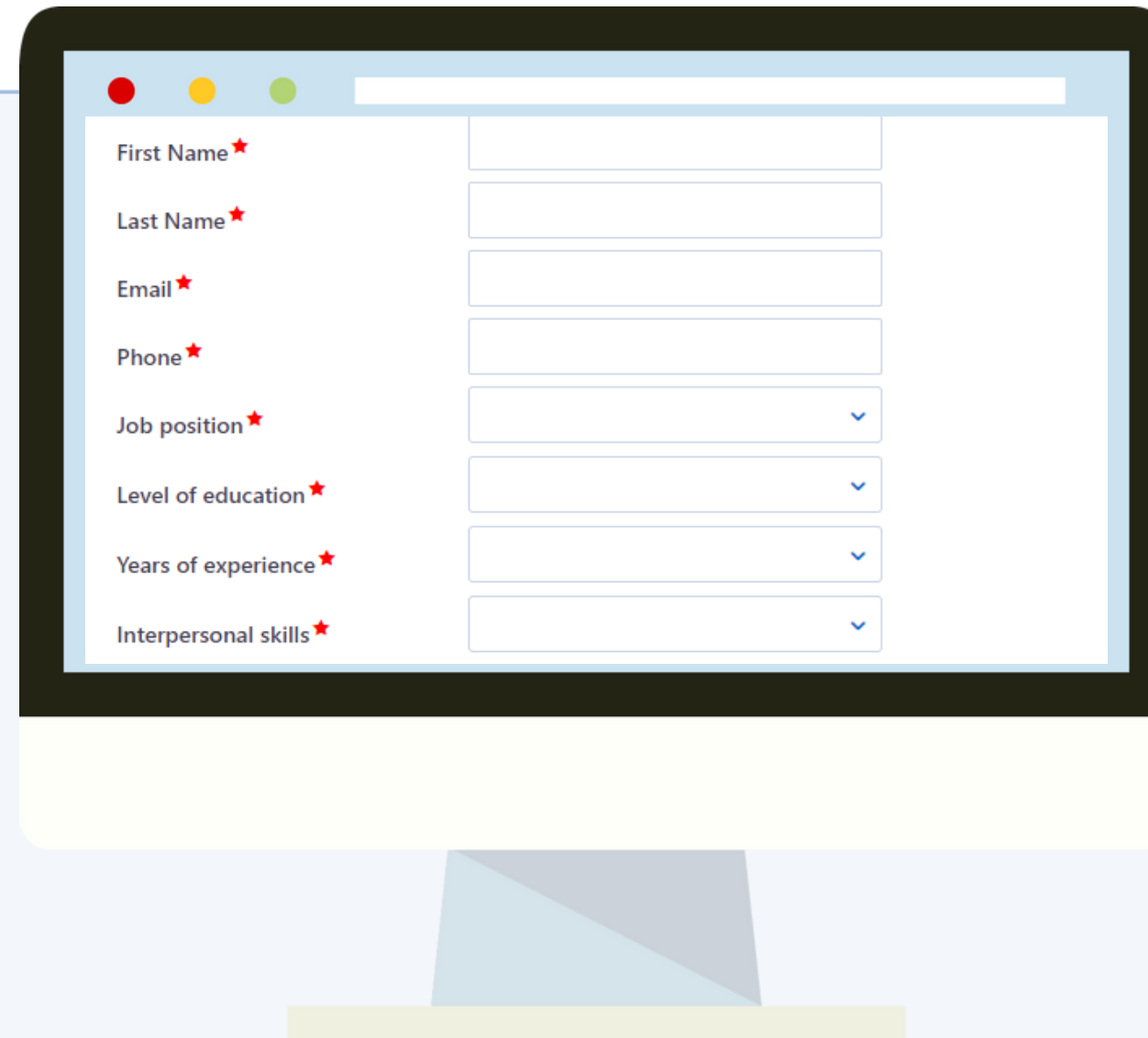- The employee accepts or rejects the decision the model suggests

Supportive ML

New loan request

The algorithm creates a decision

The employee accepts or rejects the decision

Supportive ML Models | Comidor Platform

https://www.youtube.com/watch?v=8L03mVzuHqA&list=UUEzHDCtrgHmQrTIx15qahog

Case 2: Job applications - Public form, predictive ML, Document creator

Objectives

- Lack of End-to-end process orchestration
- Time-consuming due to a large number of candidates
- Use of Hardcopies instead of a shared Document Filing system

https://www.youtube.com/watch?v=kPPYcBFTMn0

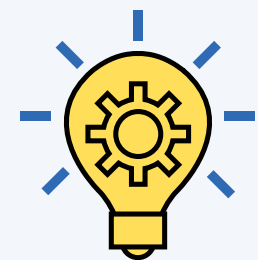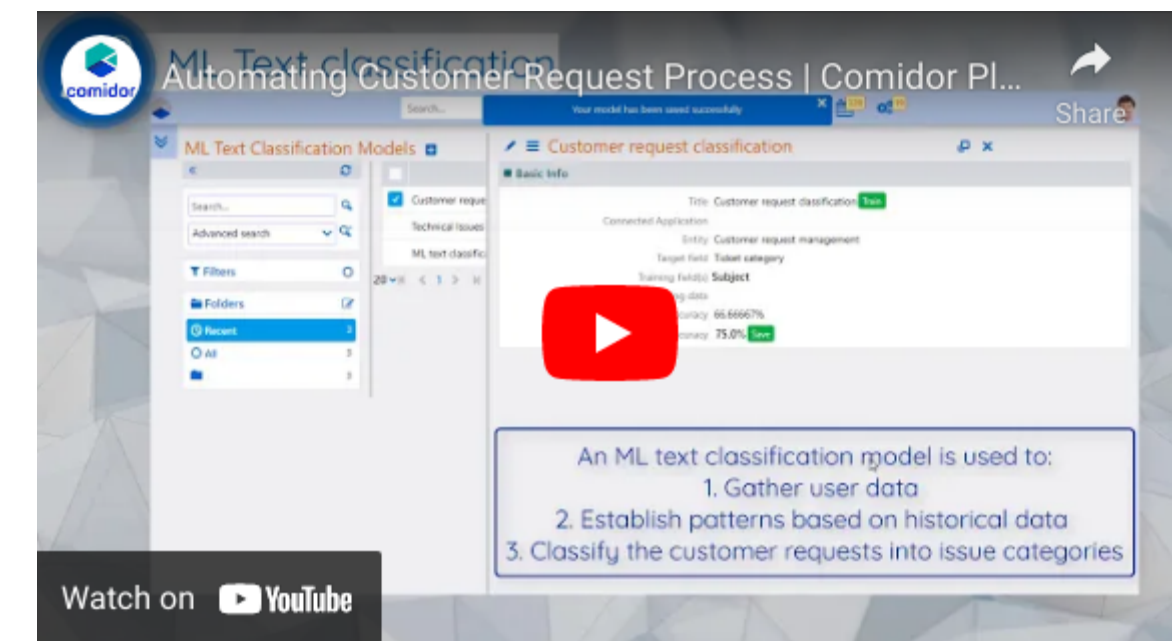| First Name * | |
Last Name *	
Email *	
Phone *	
Job position *	
Level of education *	
Years of experience *	
Interpersonal skills *	

Solution

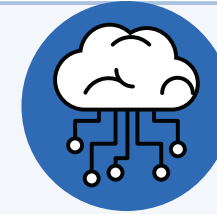We enhanced the Job application management process with Comidor:

- Public form engaging Candidates to trigger internal processes
- ML predictive model that suggests whether to proceed with interviews or not based on Candidate's skills and historic data of previous Job application processes
- Document creator for producing a Job application form with values from workflow fields and a standard template
- Workflow engine that orchestrates all process steps
- An application to monitor all Job applications and their status and respective documents.

An ML text classification model is used to:
1. Gather user data
2. Establish patterns based on historical data
3. Classify the customer requests into issue categories

Case

https://www.youtube.com/watch?v=9vY_AtxraaU

- We enhanced the Customer Request management process with Comidor:
- Public form by engaging non Comidor users to trigger internal processes
- ML text classification model that assists in request categorization based on historic data
- AI for analyzing customer's sentiment and determining whether the customer's attitude is positive, negative, or neutral
- A Workflow engine that orchestrates all process steps
- An application to monitor all Customer Requests and their status
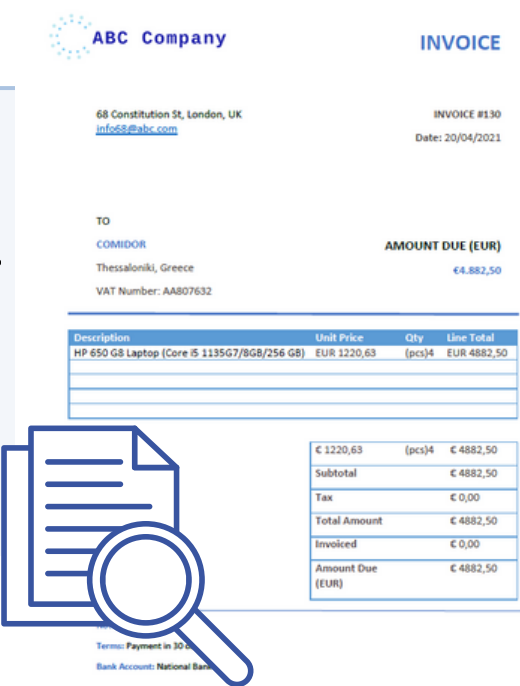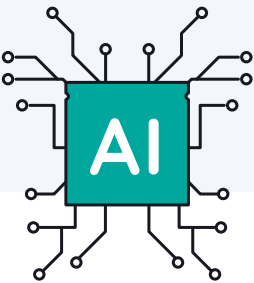
Process steps

1. By completing the public form, a new process starts in Comidor
2. The account manager is notified about the ML text classification and sentiment and makes the final decision
3. The appropriate department handles and resolves the ticket
4. The Account manager reviews the resolution. If he confirms an automated email is sent to the customer, if not the ticket loops back to the department for resolution.
5. Finally, the account manager awaits for customer's confirmation. If the customer agrees the ticket is closed. If not, the ticket loops back to the department for resolution.
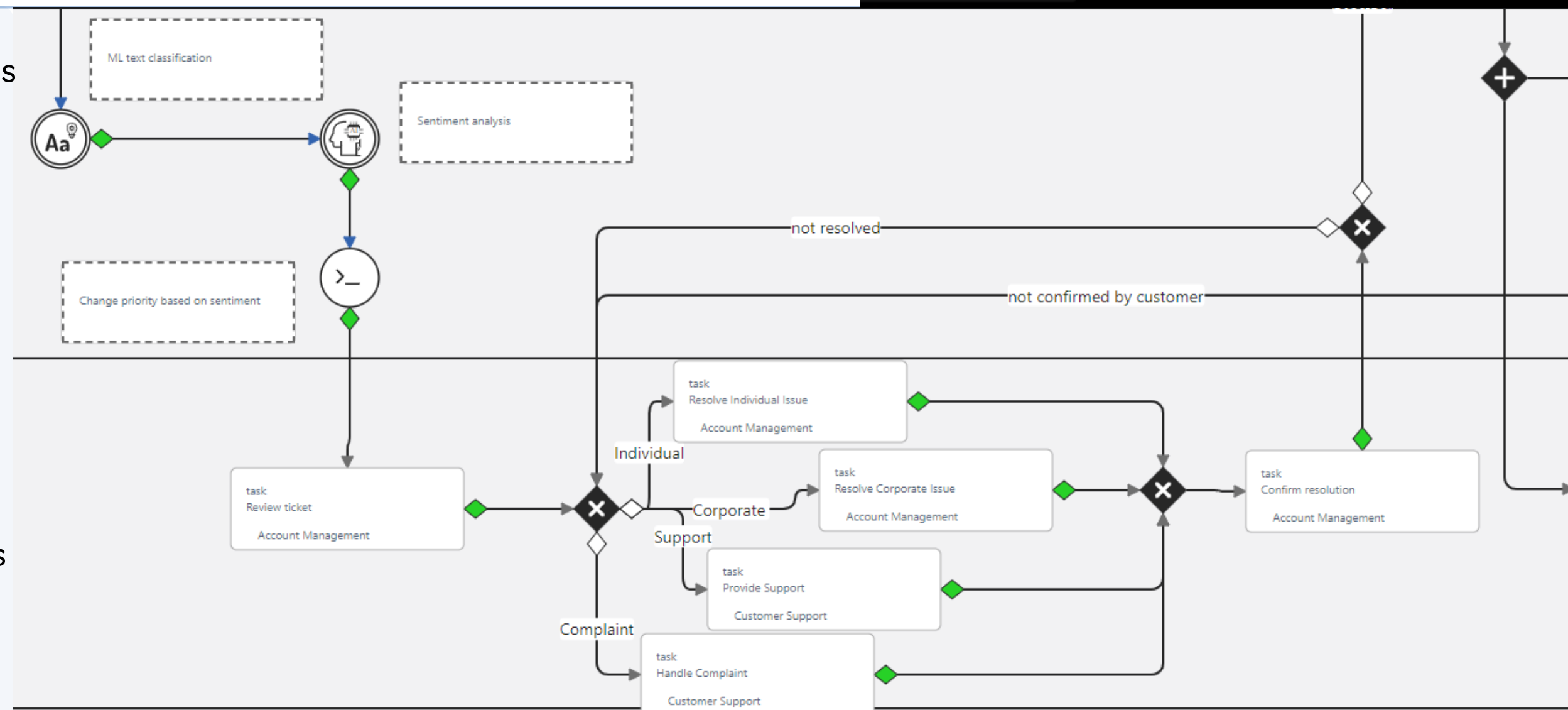
Objectives

- Task emails that engage vendors to be involved in internal processes and upload an invoice PDF to Public forms
- AI Document Analyser for analyzing invoice PDF templates and capturing metadata such as item, quantity, invoice no, etc.
- Value comparison of purchase order details added by the requestor vs the invoice details as captured by the system
- A workflow engine that orchestrates all process steps
- An application to monitor all purchase orders and their status

Process steps

1. A user adds the purchase request details and defines the preferred vendor.
2. A task is sent to the requestor's manager to review the PO request.
3. An automated email is sent to the selected vendor with all the purchase order details.
4. The requestor confirms the order receipt.
5. A task email is sent to the vendor to upload the invoice.
6. The system scans the PDF, extracts text based on the template, and stores it into user fields.
7. The Accounts Payable team can view the differences between the PO and the invoice and decide whether to proceed with payment or not.

8. In case differences are found, the workflow loops back to the vendor to re-upload the invoice PDF.
9. If no mismatch is found, the invoice is approved for payment.

Purchase Order details

Item	Laptop
Quantity	2
Unit price	1000.00
Total amount	2000.00
Payment Terms	Payment in 30 days

Invoice details

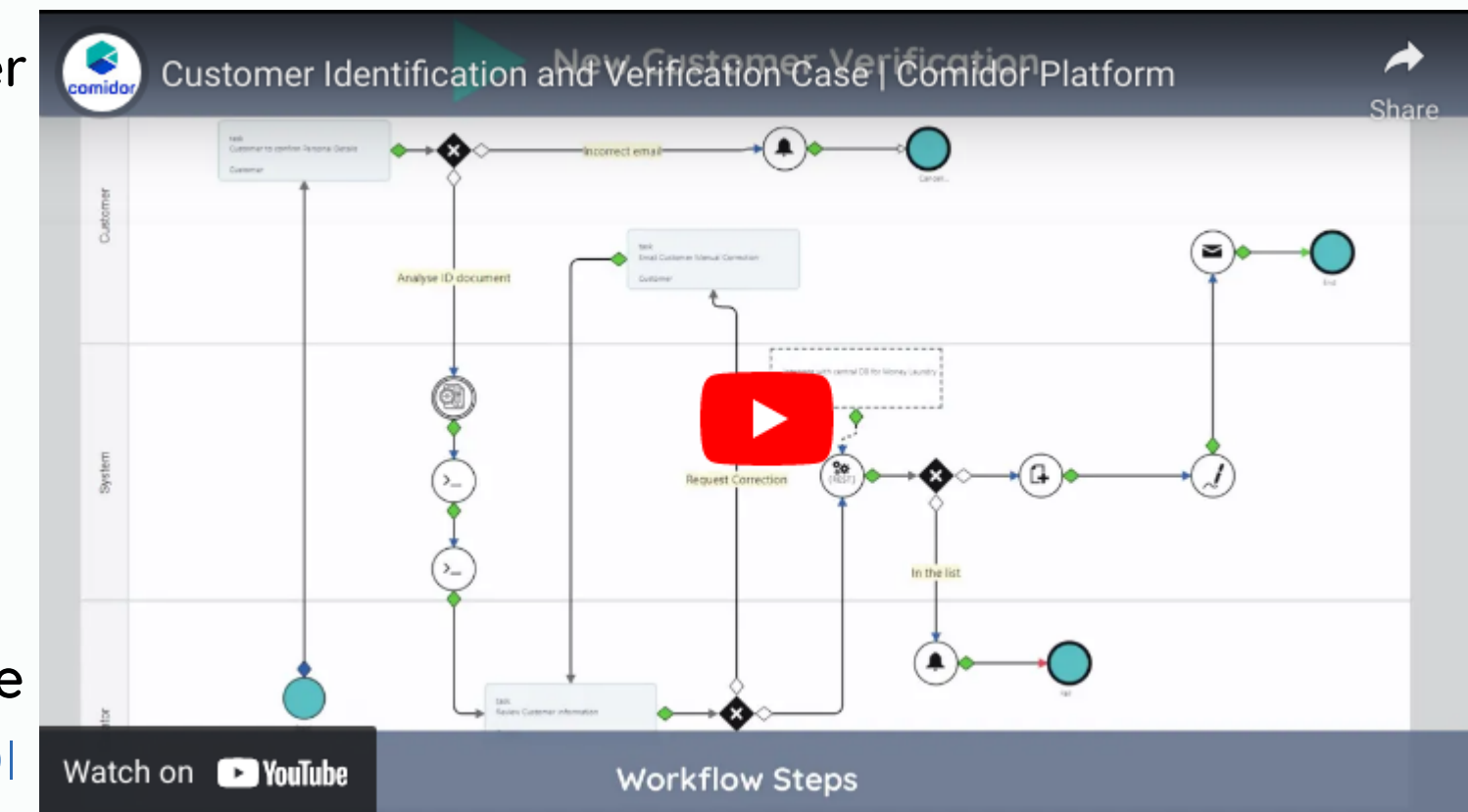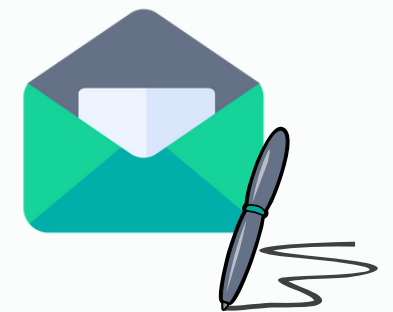|	
Item	HP 650 G8 Laptop (Core i5 1135G7/8GB/256 GB)
Quantity	2
Unit price	1000.00
Total amount	2000.00
Payment terms	Payment in 30 days

Objectives

- Engage Customers in an internal process and upload their ID.
- Analyse ID documents and capture metadata.
- Integrate with a central Money Laundering database for customer checks.
- Produce digital contracts with customer data.
- Digitally sign contracts via email.

ID CARD
ID: 12345678912345678
Name: **NAME SURNAME**
Gender: Male
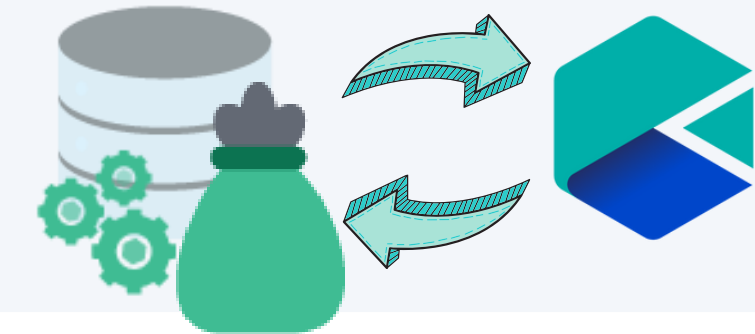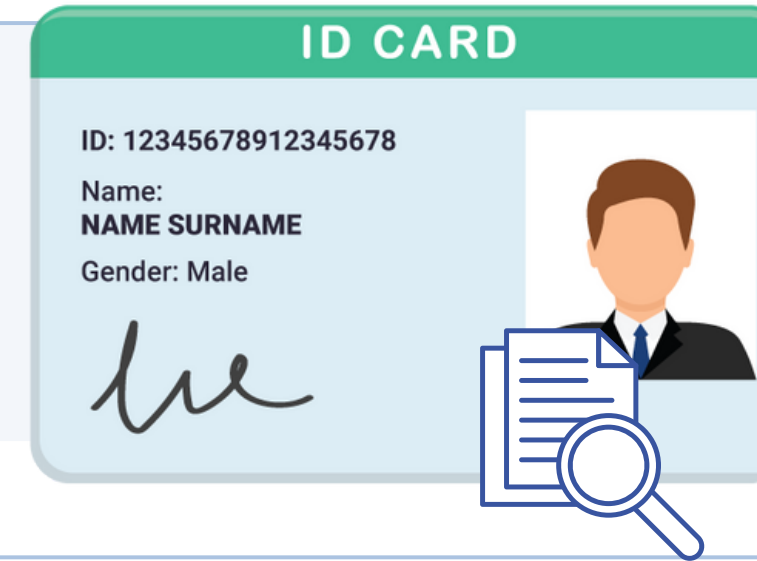
Process steps

1. A user starts a new Customer Verification process in Comidor
2. A task email is sent to the customer to confirm their detail and upload the ID.
3. The system scans the ID file, with OCR technology extracts text, and stores it into user fields.
4. The creator reviews the data extracted.
5. In case of a mismatch, another task email is sent to the customer to make proper corrections.
6. A Rest service request is sent to a central system for Money Laundering Check.
7. The response is stored in Comidor.
8. If the customer belongs to the Money Laundering list, the creator is alerted, and the process fails.
9. If the customer does not belong to the Money Laundering list, a contract document is produced automatically by the system.
10. The produced document is sent via email to the customer, where he can draw the digital signature.

https://www.youtube.com/watch?v=vcmRau64iQI

Customer Identification and Verification Case | Comidor Platform

New Customer Verification

Workflow Steps

Objectives

- Produce automatically digital employee contracts
- Include digital signature of internal and external users
- A workflow engine that orchestrates all process steps
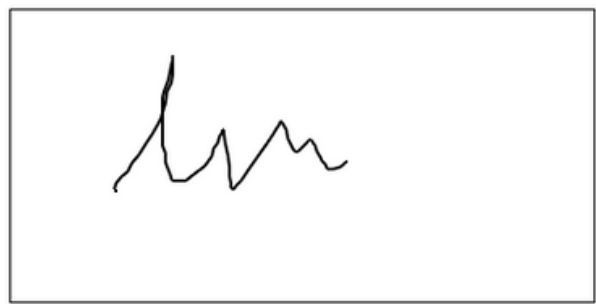- An application to monitor all employee contracts and their status

Process steps

1. The HR Employee starts the process by selecting the preferred employee and type of employment. In the first task, all the employment details should be added.
2. The Document Creator will run, and the data entered by the HR will be included in the produced document (without signatures).
3. Then, the employee will review the contract document and in case of agreement, the digital signature component will run: An email will be sent to the employee to draw his signature digitally.
4. The CEO will review the document with the employee's signature, and upon approval, the second digital signature component will add the CEO's signature as well.
5. Finally, an email will be automatically sent to the respective employee with the signed contract attached.

https://www.youtube.com/watch?v=eznXebrIcnM

Current Page Page 7 ∨ Please put your signature on page: 7

ABC Company

Signature design

Add to the Document   Clear

Other conditions of employment

There is no provision, which prevents any other conditions of employment being included in a contract of employment but any provision which sets conditions which are less favorable than those set by the Act, would be invalid.

ABC Company CEO   Employee

Comidor Digital Signature | Employee Contract Case
Watch on YouTube

comidor

Thank you!

| LOW-CODE BPM | RPA | DMS | PM | HR | CRM | REPORTING | COLLABORATION |

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