

CHATBOT
Author.ai

Why procedures universally fail



- A chatbot is a cloud-based software service designed for scripted or natural language conversation with people
- RegTech is the combination of technology and innovation within compliance matters for delivering greater efficiency and transparency
- Chatbot Author is a Regtech service for the transformation of policies and procedures from content to contextual dialogue





→ Procedures impact every government, industry and practice, as the established or official way of doing something, by a series of rules and steps, conducted in a certain order or manner.



→ The sheer volume of procedures impacts decisions involving policies, regulations, legislative directives, standards, practices, compliance, assessments, trade, taxes, products, services, and much more.



→ There is no empirical evidence of how many procedures there are worldwide nor the level of replication or similarity, but the numbers are probably in the billions and they affect everyone.





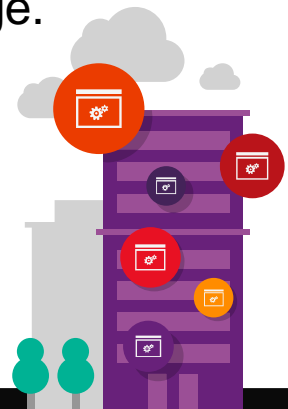
- ➔ Most procedures are in the form of a written document, of varying size in terms of pages, but, how suitable is a procedural document, from the author and the consumer perspective?



- ➔ The deployment of one medium for both, i.e. the author and consumers use of procedures, started circa 4,000 years ago, when it was first carved in stone and difficult to change.



- ➔ In 2017, procedures are still deployed in one medium for both the author and the consumer, with the perception remaining after 4,000 years that procedures are difficult to change.





A procedure containing choices for driving pathways and outcomes is an algorithm, where complexity is determined by the number of levels and options.



e.g. Geometric Progression
Level 1 = 3 options
Level 2 = 9 options
Level 3 = 27 options
Level 4 = 81 options
Level 5 = 243 options
Level 6 = 729 options



The greater the number of levels and options, the more difficult it is to write the procedural narrative in context to the algorithm logic for choices, pathways and outcomes.

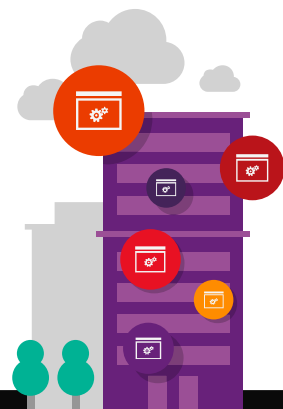




➔ Making changes to procedural documents with lots of levels and options, typically weakens the algorithm structure e.g. adding further chapters that fragment the logic.

➔ As a procedure document often references other procedures, it is difficult and time consuming to understand and validate the pathway journey to reach an outcome.

➔ Even when changes have been completed and approved, there are logistic challenges to ensure the latest version is accessible and is the one actually used in practice.





When things go wrong, individuals can be implicated when there is no or limited forensic evidence of when they used the procedure and what version was used.

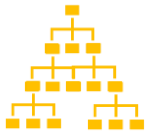


Individuals are further exposed by the absence of an audit trail of their decision journey through the procedural document, resulting with a given outcome.



The lack of transparency of the procedural usage in the form of an audit trail, measurements and patterns, systemically hides risk.





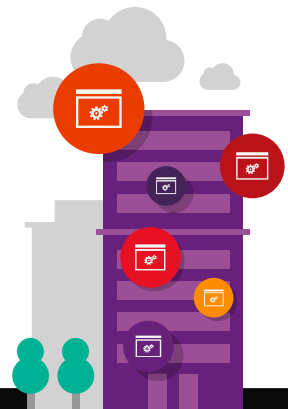
Procedural documents are not easy to validate whether it is a strong or weak algorithm.



Procedural documents are not easy to test for usability and understandability.



Therefore, signatory approvals of procedures by senior managers are often compromised.





Reading and trying to understand a procedure is slow: e.g. average of 106 seconds per page.



If the procedure has a weak algorithm then the procedural document needs to be studied, which takes even longer.



Documented procedures are so inefficient that many are ignored, except for inappropriate training or audit inspection.





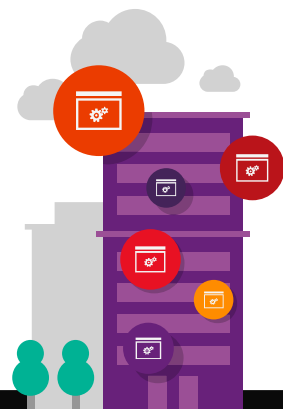
Procedural documents are not designed for self-service and self sufficiency.



Many procedures require training, thus work force flexibility is constrained.



Procedural documents are not suitable for time-sensitive or pressurised situations e.g. cyber attack.

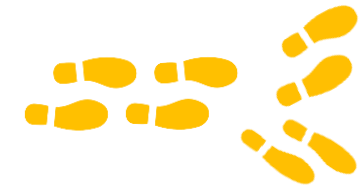




Documented procedures are often not good at reducing the risks involved with complicated choices.



As a consequence, this can lead to an increased number of false positives and false negatives.



Often the user decision journey is not designed to streamline each pathway to reach the best-fit outcome.





Chatbot Author empowers people to digitally transform¹ procedures into Chatbots for the most up-to-date interactions at the point of need.

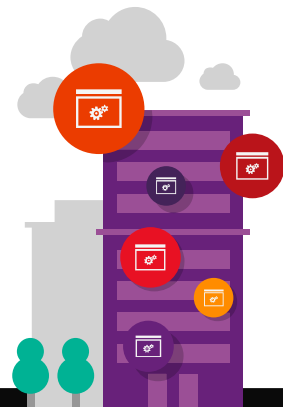


The Chatbot dialogue is up to 75 times more efficient based on good dialogue-steps: read, understand and move on in 8 seconds or less.



Every dialogue-step is recorded, benefiting audit, compliance, measurements and patterns for brand and individual² protection, whilst extending the boundaries of knowledge.

¹ This includes addressing the problems with procedures addressed in this document.





Find out more about our Chatbot Author and the emerging market

DF 2020
CHATBOT SCRIPTED DIALOGUE

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CHATBOT AUTHOR

www.chatbotauthor.ai

CHATBOT INSIDER

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INTERACTIVE OVERVIEW

<https://sway.com/4BYaRk6i8AMTVQ8>

INTERACTIVE USE CASE

<https://sway.com/ub5tqe4BVeupSfWn>

INTERACTIVE WHITE PAPER AND USE CASE

<https://sway.com/r9fsWreGvm1PUd9H>

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