



Multichannel input infrastructure for your organisation's digital transformation

Consumers today use a variety of smart devices and digital channels when researching a product and also when making a purchase. To cater for this, a multichannel customer engagement approach is required that combines both digital channels (mobile, social media, and web) and traditional channels (telephone enquiries and word of mouth) for customers to interact with your business.

Engaging your customers with CumulusPro multichannel input infrastructure

CumulusPro multichannel input infrastructure enables different inbound channels to work together to support your customer's preferred communication channel. It not only provides convenience for the customer but also improve customer experience and customer retention while reducing churn rate. The multichannel input infrastructure supports the collection, capture, and processing of information from digital channels on a single platform.



Browser-based scan application

Revolutionise the way your business digitises documents and information

Connect your customers, employees and suppliers directly to your business processes and line-of-business (LOB) applications with a CumulusPro browser-based scan application ("CumulusPro scan app"). This scan application allows them to scan and uploads documents into Straatos BPM Platform for business process automation from most internet browsers.

Use case scenarios

If you are a BPO or service bureau that have requirements for highly flexible, cost-effective distributed capture and offer services such as new bank account opening, insurance claim submission, loyalty program application, and many more. CumulusPro scan app is ideal for these client-facing process.

With ad-hoc capture features packed in the scan app – uploading invoices for finance, submitting CVs to HR, processing contracts for purchasing, sending documents remotely to a central location is a lot simpler.

Connecting people, process and application

CumulusPro scan app is designed to be launched directly from a web browser and an integral function of your existing business applications (inclusive of ERP, BPM, CRM application). Its scanning and indexing capabilities can be embedded and supported from within your LOB applications. This means business documents and information is captured directly from the source. What's more, your customers and suppliers are engaged in your business process right from the start.

Because information is interpreted in real time at the point of capture, the user immediately determines if the information from scanned documents is accurate, and mistakes can be rectified immediately. This means that a high quality data flows quicker through business processes while not allowing erroneous information to hold up your business transactions. Exceptions or errors are discovered early in the process which reduces the overall process time.

Once uploaded to Straatos BPM Platform, the information can be accessed by any of your knowledge workers, from any office or used to trigger other automated tasks and workflow activities. Best of all, the scan application is built for the web and cloud environment – so it's effortless to deploy.

Benefits at a glance:

Rapid business process digitisation

CumulusPro scan app is integrated with Straatos BPM Platform. Simply configure the start icon as a web scan input channel on a BPMN process flow using the Process Designer. Once deployed, users can securely scan and upload documents directly from web browsers to Straatos BPM Platform for workflow processing.

Seamless integration with your business applications

Connect the scan app to any existing LOB applications with CumulusPro iConnector. This connectivity enables users to retrieve metadata fields and validate the data stored in the LOB applications in real time. It enables the upload of documents to any LOB application or any cloud application securely.

Consistent quality of capture

With centrally-controlled scanner settings, documents and data received can be processed quickly and conveniently.

Straight from scanner to cloud

It is so simple to set up the scan application that you can start using it immediately with any major browser - Google Chrome, Firefox or Microsoft Edge..

Fast deployment with minimal user training

As the scan application is integrated into LOB application and features a simple and intuitive user interface, it is easy for user onboarding and quick deployment with minimal user training required.

Easy to set up with no desktop configurations

Once the TWAIN driver is installed, your web browser will be automatically configured. Subsequently, authorised users can start using it immediately from any of web browsers such as Google Chrome, Firefox or Microsoft Edge.

Central web administration

The browser-based scan application is accessible from anywhere. Our web centralised administration is designed and optimised for the cloud as well. Configuration of image quality, scanner settings of pixel size, image types, user administration, document type definition and index properties are managed through a web browser, so any changes applied will be reflected immediately everywhere.



Mobile Devices

Transform captured documents on mobile devices into efficient business processes

Engage your customers through their mobile devices to capture, cleanup, extract and validate the document information to accelerate business processes in your organisation. As smart mobile devices are getting more powerful and intelligent, your organisation can quickly and easily embrace the mobile devices as one of the key inbound channel for interactive information capture and business process management.

Benefits at a glance:

Get it right, the first time. Every time.

Mobile Document Capture's intelligent document edge detection and auto-focus features ensure that the document is within proper focus before capturing the image. It then automatically saves the image with optimization for quick upload (which minimizes mobile data costs) as well as back end processing.

Easy to use

Mobile Document Capture's intelligent pre-programmed features enable anyone to take good quality images. Its auto-focus and edge detection features ensure that each image captured is OCR optimized.

Accelerate business processes

Mobile Document Capture provides notifications and alerts to your customers and your mobile workforce for status updates and for actions required. This facilitates and accelerates business processes.

Security

Security is assured by ensuring that all communications between servers, web and mobile applications are constantly updated and developed with the latest encryption methods.

Effective communication with in-app notifications

Mobile Document Capture provides an app extension that enables notifications to be triggered from Straatos workflow steps. For instance, when an insurance claim application requires missing information, the claimant will receive an in-app notification to update these necessary information.

Connecting people, process and application

CumulusPro's Mobile Document Capture is a mobile app to make customer engagement an easy task. Designed with preconfigured image settings to ensure the images captured are already optimized for back end processing. Your customers only has to take photographs of the documents that are required for the business transaction. The intelligent built-in features of the mobile app automatically detect the document's edges, and auto-focuses the document before it takes the photo. It then automatically optimizes the images to ensure optimal OCR (optical character recognition) for information extraction and business process automation.

Make your mobile app more relevant

Connect your own mobile app with scanning and imaging functionalities and connect it to Straatos BPM Platform by using our Mobile Document Capture SDK. Personalize it with your own logo, design and colour schemes, as well as upload the captured information to your Straatos BPM Platform business processes. The SDK (software development kit) for Mobile document Capture app is available for both Android and iOS versions.



Extend your workflow

When a registered user logs in, documents that requires work will be displayed based on his or her role. This facilitates and expedites scanning workflows e.g. designated users will see forms which allow them to approve documents, rescan documents, provide index information, and etc. based on their role settings in Straatos BPM Platform. Relevant business process and workflows are available for any industry – for instance, financial services, insurance, and healthcare; and also for any verticals – for instance, HR functions (e.g. employee claims processing).

Centralised administration

The CumulusPro cloud Admin Panel enables centralised administration by your company administrator, who can easily configure localised settings for the Mobile app. For instance, compression quality, colour settings (e.g. colour, gray-scale, or black & white), and connector settings. This is crucial as it ensures that images are captured in optimized configuration which improves the OCR accuracy.



Social Chatbots connectivity

Use familiar conversational interfaces that customers are accustomed to. Powered by machine learning and scripting, social chatbots deliver personalised conversations with your customers, allowing them to connect to your business processes and applications without any human intervention.

By integrating social chatbots (e.g. Facebook Messenger chatbots) to CumulusPro multichannel input infrastructure, it allows websites to engage customers to provide automated and responsive step-by-step instructions during customer onboarding processes (e.g. perform qualifications for loans origination, upload supporting documents for insurance claims etc.). Because chatbots are not affected by human labor constraints such as time zones, working hours, or public holidays, they enable your organisation to engage with customers round the clock. This not only enhances customer satisfaction and improves conversion rates, it also shows that your organisation is committed to a customer-first policy, which is valuable for your reputation and trust.

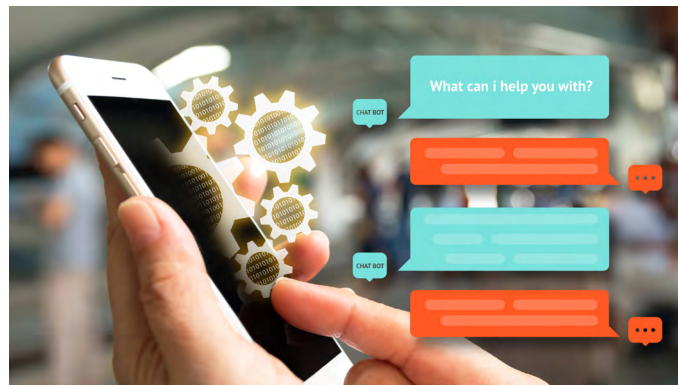
Robotic Process Automation (RPA)

Free your employees to focus on higher-value work by automating repetitive tasks by connecting RPA solutions to Straatos BPM Platform. RPA solutions are renowned to be non-invasive and excel as both an input or output channel for Straatos BPM Platform.

It reduces repetitive mundane tasks by simulating the human actions of logging into any web interfaces, be it a secured website, a portal, LOB application, or even Straatos web client. It then programmatically navigates through the user interfaces to download, retrieves or updates information and documents without any human intervention.

Smart MFP integrations

Transforming your business from a paper-based processes to a digital process by connecting Straatos BPM Platform to smart MFPs. MFPs are easy to use, can be customized to meet the individual needs of specific industries. MFP's intelligent scanning capabilities helps to streamline document-intensive business processes and improve productivity by digitizing the documents and directly importing it into Straatos BPM platform.



API Integrations

Streamline your digital processes by connecting your Straatos BPM Platform to any Line-of-Business (LOB) applications with API. Once the API connection is established, exchange information directly from Straatos BPM Platform with accounting applications, CRM solutions such as Exact Cloud business solutions, Quickbooks Online, Xero, NetSuite, Freshbooks, Salesforce, SugarCRM, Zoho, and many others.

Email imports and watch folders

The ability to watch folders or an email inbox and take action on incoming items is a powerful automation technique that enables the initiation of unattended workflow processes on Straatos BPM Platform.

Once configured, you can eliminate tedious and repetitive work (e.g. scanning, downloading files and email attachments, and uploading them manually on Straatos) by transforming email inboxes and FTP folders as input channels for Straatos BPM Platform.

Electronic document delivery

Empower your suppliers and customers to send invoices or sales orders (in PDF format) from their Line-of-Business (LOB) applications directly to Straatos BPM Platform. The information extracted from these electronic documents is 100% accurate and can be used for automated workflow routing or rule-based decision making. This delivery channel works best in providing external stakeholders with a paperless experience when sending documents to your organisation.



About CumulusPro

CumulusPro helps businesses rapidly transform into digital enterprises by connecting people, processes and applications. Our cloud-based Business Process Management Platform-Straatos is designed to revolutionise how organisations and public institutions digitally communicate and collaborate with their customers, citizens, and partners. Digital enterprises typically improve their customer experience, increase customer satisfaction, business efficiency and productivity while reducing cost and time to market.

System Requirements

- Supported browsers: Google Chrome (latest version), Firefox (latest version) or Microsoft Edge.
- Supported scanners: ALL TWAIN-compatible scanners and multi-function devices.
- Supported operating systems: Windows 10.
- Other requirements: Internet connection.

