



INNOVATION IN FINANCE, DATA AND TECHNOLOGY.
FOR A MORE SUSTAINABLE AND EQUITABLE WORLD.

BFA's PAYGo NEXT Innovation Gallery | **GOGLA AGM**

BFA

Amsterdam | 18TH June 2019

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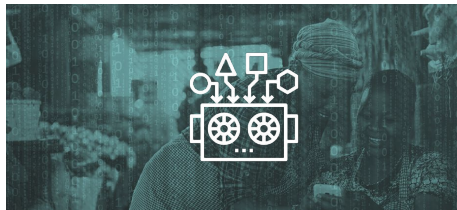
02

Increasing Productivity with
Automation (RPA)

RPA overview

*“Robotic process automation (RPA) is the use of software with artificial intelligence (AI) and machine learning capabilities to **handle high-volume, repeatable tasks** that previously required humans to perform.”*

– IoT Agenda



Probot

Bots that process data by following simple, repeatable instructions
E.g. email processing.

1



Knowbot

Bots that search databases on the internet to collate user-specified information.

2








Chatbot

Virtual agents that can hold productive conversations with end-users.

3

RPA key benefits

-  **Increases accuracy** of executing tasks; better compliance
-  **Reduces time** to perform a task
-  **Increases productivity & employee satisfaction** by freeing up time for employees to work on more strategic tasks
-  **No change in IT systems**; flexible and scalable without needing more staff
-  **Improves customer experience** and **powers business growth** through an enhanced team.



Use case spectrum

Commercial functions			Support functions			Industry-specific		
Marketing	Sales	CRM	Finance	Operations	Procuring	Banking	Insurance	Telcom
Leads mgmt.	Sales processing	Customer profiling	Financial planning	Updating inventory records	Updating vendor records	KYC	Claims processing	Credit checks
	Updating scorecards	Getting billing info	Bank stmt. reconciling	Issuing refunds		Loan processing	Appeals processing	SIM swapping
	Invoice mgmt.	Resolving customer issues	Daily P&L preps			Trade execution	Partner queries mgmt.	Customer dispute resolution
								Porting customer numbers

Source: Aimultiple.com

Reconciling customer payments & invoices

Before



Person reads customer payment details in database



Person extracts customer and invoice details



Person checks to see if invoice is available and there's a match with the product



Person enters the new payment data into system and saves the record



Effort and outcome

- Person processes all records
- High likelihood for human error
- Time-consuming process

After



Bot extracts customer payment details from sheet



Bot iterates and enters data into the payments and invoice management system

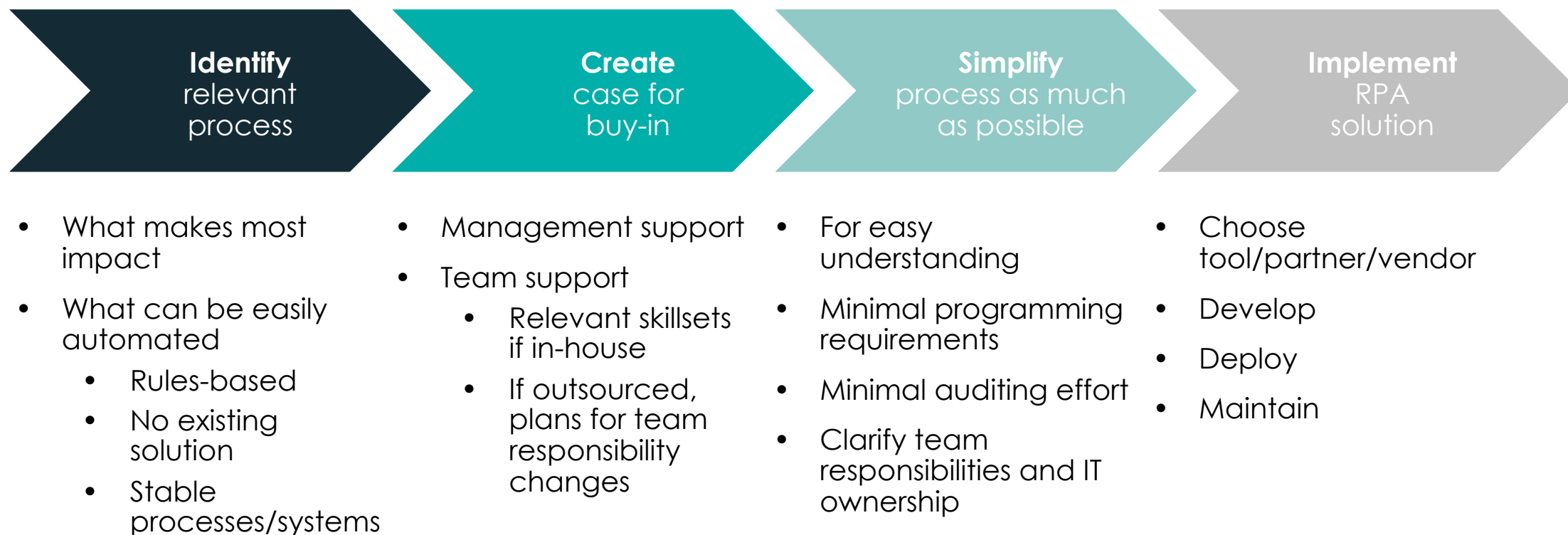


Bot flags exceptions in a separate sheet for a person to address



- Person only processes exception records
- Up to 99% increased accuracy
- Faster straight through processing

RPA quick-start guide



Assisting agents and customers



fibr



BFA



Karibu, I'm Abi. I'm here to help you run a great PAYGo business!

Happy Tuesday. I'd like to get your feedback on the new Credit 2.0 KYC and screening training last week. Could I ask you a few questions?

☐ Yes, of course!

☐ I suppose...

☐ Nope.

Try it yourself:

gogla-bot.fibr.ai



Scan me

Karibu, I'm Abi. I'm here to help you run a great PAYGo business

Happy Tuesday. I'd like to get your feedback on the new Credit 2.0 KYC and screening training last week. Could I ask you a few questions?

Of course! | I suppose ... | Nope.

You're awesome! This will only take a few minutes.

We'll keep it short - promise!
This will only take a few minutes.

No worries, hope you enjoy the rest of the day!

Before we start,
could you tell me
your name please?

[User enters name]

Asante, *user_name*. I have three questions for you.

Next Question ...

First question - Did the training cover all of the topics you would need to successfully roll out our Credit 2.0 process?

Very much so! | More or less, but was missing some valuable information | It was not a good use of my time

Very happy to hear that!

I see! Could you tell us which one training topic we could have done a better job with?

Yes | No

Please tell me the name of the topic you have in mind. If you don't remember the name, a description will also do.

[User enters event name/description]

Thank you, we'll look into it. Let me ask you the second question.

No worries, let's move on to the next question.

Oh dear! Could you tell us in a few words where we went so horribly wrong?

Yes | No

Please tell me about the biggest disconnect for you in terms of what you expected.

[User enters event name/description]

Thank you, we'll surely look into this. Let me ask you the second question, if I may.

No worries, let's move on to the next question.

Next Question ...

What have you enjoyed the most about being a PAYGo Agent?

Earning potential | Working with a Team | Flexible work hours | Social impact to my community

Glad to hear it. I hope you have outstanding sales this month!

I agree! Aren't they the best?

Glad to hear it!

Thank you for being part of our mission -- your contributions truly make our world better!

Next Question ...

Last question! How likely are you to recommend PAYGo sales to a friend?
Absolutely would! | Very likely | Will have to think about it | No way...

Music to my ears,
username :)

Good to hear, *username*!

Fair enough, *username*!

Sorry to hear that,
username :(

Thank you so much for taking the time to share your thoughts!

Kwaheri, *username*!

Next Steps

1) I'm interested, what do I do next?

Explore your use cases, data, audience



Type of chatbot basic vs advanced



Channels you could use



Level of automation

2) What tool did you use for this demo?



Other examples:

<http://vendors.r2accelerator.org/>

Thank **you!**

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The BFA logo consists of the letters 'BFA' in a bold, white, sans-serif font. A small teal triangle is positioned at the bottom right of the letter 'A'.

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