



# AI for back-office and client centers

Presenter: Filip Staño

## Kognitos

- Automate business processes
- Processes written in human-understandable form
- Specialized in Document and Text-heavy processes



Kognitos  
Generative AI for Automation™

# RPA vs Kognitos



Developers in control



Business users and COE in control.



Army of people needed to map, build and maintain.



Generative AI helps user build and maintain process.



All steps must be mapped ahead of time. Complex processes break.



Learns on the fly. Continuously improving and can handle even most complex processes.



Limited to highly standardized processes. Expensive. Inflexible.



Open to even the most complex processes. Robust. Flexible. Easy.

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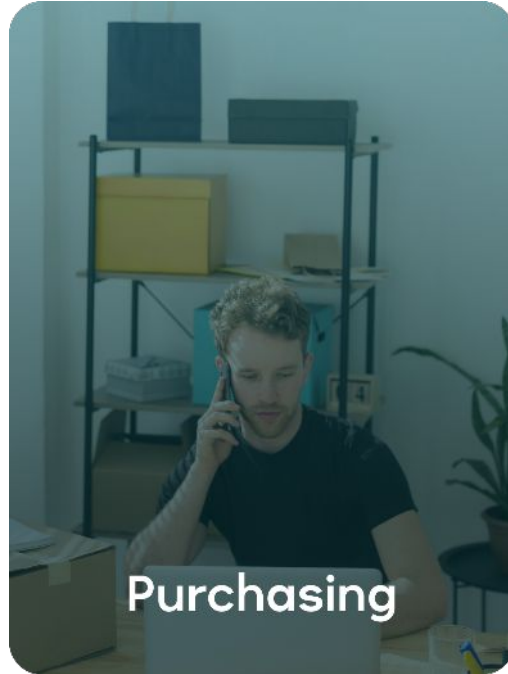
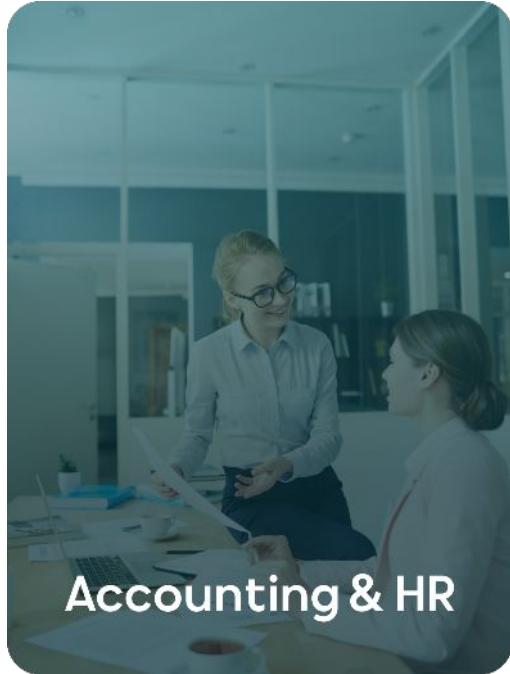


Open to even the most complex processes. Robust. Flexible. Easy.

# Processes written in Human Language

```
4 process each file as follows < 11 >
5   imagine a record
6   get the file as a scanned document
7   get the document's filename
8   use that as the record's filename
9
10  get the document's first page page: 1
```

## Few Areas





# The Process

## Inputs

Chemical composition				
C %	Si %	Mn %	P %	S %
0,17	0,32	0,46	0,007	0,002
Cr %	Ni %	Mo %	Cu %	V %
1,36	3,31	0,16	0,172	0,008
Al %	As %	Sn %	B ppm	Ti ppm
0,040	0,007	0,009	1	7
O ppm	N ppm	Ca ppm	H ppm	
3,4	78	4	0,68	

### 1. Chemická analýza

Povinné legující prvky		Škodlivé prvky	
C	0,15 - 0,20 %	P	≤ 0,025 %
Si	- 0,40 %	S	≤ 0,010 %
Mn	0,40 - 0,70 %	As	≤ 0,04 %
Cr	1,30 - 1,60 %	Sn	≤ 0,03 %
Mo	0,15 - 0,25 %	Sb	≤ 0,0050 %
Ni	3,25 - 3,75 %	Pb	≤ 0,0020 %
Al	0,03 - 0,05 %	Cu	≤ 0,25 %
		Ca	≤ 0,0010 %
		Ti	≤ 0,0030 %
		B	≤ 10 ppm (nie je potrebné merať v každej dávke, ale uviesť do certifikátu)
		N	≤ 100 ppm (nie je potrebné merať v každej dávke, ale uviesť do certifikátu)
		H	≤ 2,0 ppm
		O	≤ 12 ppm

Tabuľka 1 - Chemická analýza

## Output s

element	max value	min value	reading	result
C	0.20	0.15 -	0.17	PASS
Si	0.40	-	0.32	PASS
Mn	0.70	0.40 -	0.46	PASS
Cr	1.60	1.30 -	1.36	PASS
Mo	0.25	0.15 -	0.16	PASS
Ni	3.75	3.25 -	3.31	PASS

# Invoices

**FROM**  
**AD Supplier**  
**1912 Harvest Lane**  
**New York, NY 12210**

**INVOICE #**           **43111**  
**INVOICE DATE**       **11/02/2019**  
**P.O.#**               **2312/2019**  
**DUE DATE**           **26/02/2019**

**BILL TO**

John Smith  
2 Court Square  
New York, NY 12210

**SHIP TO**

John Smith  
3787 Pineview Drive  
Cambridge, MA 12210

QTY	DESCRIPTION	UNIT PRICE	AMOUNT
1	Front and rear brake cables	100.00	100.00
2	New set of pedal arms	15.00	30.00
3	Labor 3hrs	5.00	15.00



# Insurance requests

dobrý deň,  
chcem vás požiadať o vypracovanie ponuky poistenia pre horeuvedeného klienta.

poisťník: PRIMA ERNÝ, sro, IČO: 1234780

IČO: 1234780

predmet: Všeobecná zodpovednosť za škodu z činnosti.

Poistná Suma: 30.000€

uzemná platnosť: SR

rozhodná činnosť z OR: prípravné a dokončovacie stavebné práce, čistenie, malovanie,

- práce vo výškach nad 5 m

- škodovosť: 0 doposiaľ nemal uzatvorené poistenie zodpovednosti

obrat r. 2022 - 43.000 bez DPH

predpoklad na rok 2023 - 100.000 €

Prajem krásny a úspešný deň.



podriadený finančný agent

zapsaný pod registračným číslom v Registri NBS:

mobil: 0949 xxx xx6, e-mail: [info@primaerny.sk](mailto:info@primaerny.sk)

IČO: 1234780

PRIMA ERNÝ, sro

Bratislava

# Chat with your documents

## Chat with your documents

- Chatbot application
- Knowledge separated from OpenAI services
- Using private GPTs on Microsoft Azure
- Referring to sources
- Ability to filter response based on metadata

samo  
by ableneo

+ New Chat <

Latest session

limity visa standard

Previous week



limity visa standard



Pre kartu Visa Standard sú stanovené nasledovné limity:



- Denný limit pre hotovostné operácie: 3 000 €
- Denný limit pre bezhotovostné operácie: 6 000 €
- Denný limit pre online platby a objednávky tovaru: 300 €
- Celkový denný limit: 9 000 €

Maximálne limity pre kartu Visa Standard sú:

- Maximálny denný limit pre hotovostné operácie: 3 000 €
- Maximálny denný limit pre bezhotovostné operácie: 20 000 €
- Maximálny denný limit pre online platby a objednávky tovaru: 20 000 €
- Maximálny celkový denný limit: 23 000 €
- Maximálny denný limit pre vklad hotovosti na bankomate: 9 900 €

Pre viac informácií si môžete prečítať [zverejnenie-debetne-karty\\_en.txt](#).

1 related documents

Message Samo... Send

Conversations are recorded on the server. Avoid sharing sensitive data. Report issues [here](#).

# Learning the Knowledge



Get access to private knowledge base



Process the knowledge base



Represent the knowledge base using a Language Model



# Answering from the Knowledge



Question Transformation

Answer Search



Identify sources to prevent  
hallucination



Merge answers from sources

Form an answer using LLM

## Who does it help?

### Employees of institutions

- Smart search over domain knowledge
- Increased productivity
- Onboarding and Training processes
- Tone of Voice modification

### Customers

- 24/7 customer support
- Consistency of response
- Get professional advice on the domain
- Advice on product purchase



## Filip Staňo

Head of AI @ ableneo

10 years of experience as AI engineer & engineering lead.

Expertise in Computer Vision and Language Processing



**ableneo**

The innovation enablers