

Tungsten Automation Artificial Intelligence (AI)

With the largest market share for multichannel capture, Tungsten has decades of experience helping organizations digital transform their businesses by automating the ingestion, conversion and understanding of inbound communications across all channels, from physical and digital documents through to email correspondence and mobile/web submissions. Our extensive set of capabilities in this space are widely regarded by industry analysts as best-in-class and often form the basis for many of our client engagements.

The inbuilt content and document intelligence capabilities available within the Tungsten TotalAgility platform gives users more flexibility in how they want to analyze content and more power to process and understand complex unstructured communications. With no coding required, you can easily deploy advanced **Natural Language Processing (NLP)** and **Machine Learning (ML)** capabilities to think, act upon and interpret data for uses such as content classification, data extraction, summarization, sentiment analysis and more.

The platform includes a wide range of pre-trained and customer trainable ML algorithms.

The Kofax TotalAgility platform includes extensive machine learning / AI capabilities that are specifically targeted at content & document centric use cases. Both solution designer and citizens developers can build and deploy machine learning models to categorize, separate and extract key business information from content such as digital documents (PDFs, Word, Excel and other image based files) as well as emails, mobile/web submissions and more.

AI capabilities have been developed internally by Kofax and embedded in our core products for over 15 years and used by thousands of organizations globally to drive efficiencies and reduce the time to value in deploying content centric use cases.

Beyond the inbuilt AI capabilities, the platform can also be extended to integrate with other 3rd party cognitive services (MS Azure, Google, Amazon etc.) to leverage externally managed models within solution workflows.

The Kofax IA platform has its own Artificial Intelligence (AI) and Machine Learning (ML) capabilities and is able to leverage other, 3rd-party technologies as well. It provides Natural Language Processing (NLP) which are used to determine the sentiment and themes within any piece of correspondence. The platform also can provide entity data extraction. Named entities are text groupings people, places, organizations, roles, time, and amounts. These named entities are found in unstructured, natural language text like sentences found in emails, documents or even a report.

The Kofax IA platform can be used to orchestrate AI services from 3rd party vendors such as Google, AWS, and Microsoft. The returned results can be presented in a standard KTA interface for analysis by EDD. In previous projects, Kofax has integrated with the Kafka messaging system which queued calls to these 3rd parties. On the inbound side Kafka called KTA APIs to initiate workflows and at the end KTA pushed updates to Kafka through REST services.