

How we keep humans in the loop

Human intelligence meets machine intelligence for superior intelligent automation outcomes

Automation Hero understands the importance of domain knowledge business users acquire over time from performing their routine tasks. For that reason, Automation Hero prioritizes freeing business users from the tedium of repetitive tasks by bringing humans into the automation loop only when required.

These attended automations can be delivered via customizable notifications within any preferred workflow. This modern approach ensures the best possible outcomes by combining AI with your human expertise at the right place and time. A continuous feedback loop between human input and AI models improves model quality and compounds the value of your business users knowledge.

Humans always stay in control

Users can review, correct, add or delete information, and approve before an automation is carried out.

We believe machines should proactively learn from humans, and in our platform, the automation basically asks for human guidance. Then, our AI models improve exponentially over time, keeping humans seamlessly in the loop and increasing efficiency and boosting accuracy.

How it works

Document review: Using AI to review huge volumes of documents essentially works like this:

Perhaps your company has been looking for a better way to manage incoming insurance claims.

A subject matter expert or a team of claims experts need to verify whether data extraction from the claims documents is correct.

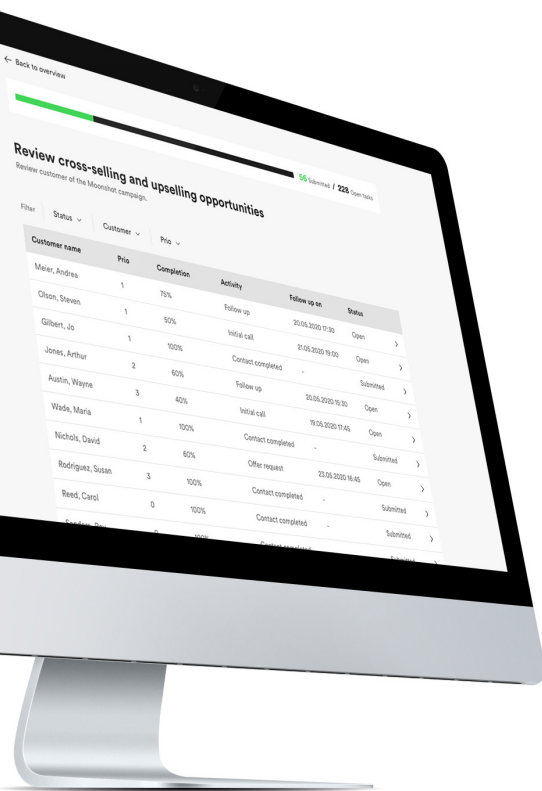
We help you automate the transfer of information from each claim, like dollar amounts, dates, or descriptions, into a claims management system. You are then notified of which claims have been processed — along with any problem cases, like a customer name that doesn't match, or an illogical date or description.

Future-proof -- and built to scale

As your use cases evolve, our platform can adapt seamlessly to your new needs. For example, if you are processing claims and a new type of document emerges, a new AI model specializing in that type of document can be easily plugged into the existing automation.

Let's say your company begins receiving receipts and other material adjacent to the claims, Automation Hero can instantly adapt to the new requirements.

Our UI Builder lets you build and design task lists -- along with the rules for viewing tasks. This means you can send out tasks for the day to a team of any size, and change priorities on the fly using a drag-and-drop function. The interface works on all devices, so you can review tasks on your phone or tablet. It can also scale as your project scales, easily incorporating 1,000 simultaneous users.



Benefits

- Humans stay in control: users can review, correct, add or delete information, and approve before any automation is carried out
- Feedback from human input can merge with training data used for AI models, to improve model accuracy over time
- Request human input when automations don't reach a predetermined confidence threshold
- Add or delete team members who can check in to see which tasks have been completed
- Friendly interface with AI and automation throughout a company
- No-code form allows easy composition of the look and feel of the task lists