Artificial Intelligence (AI), Robotic Process Automation (RPA), PDF Document Processing

Henry Sal
President Computing System Innovations



Todays Agenda

- The general use case document intake automation
- Al in Action
 - Full automation "lights out"
 - Semi automated manual validation
 - Adobe email automation
- Machine learning overview
- Data extraction
- Online learning





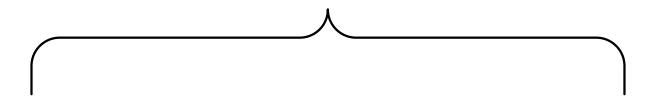


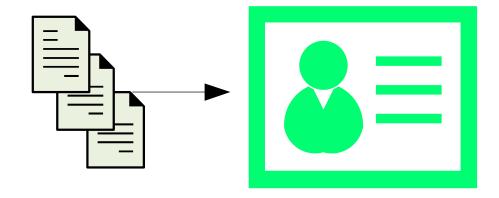


The Palm Beach Clerk and Recorders use of Intellidact AI to provide customers with faster, increasingly efficient service earned the office national recognition from CIO Magazine as a 2019 Digital Edge 50 award winner.

The prestigious award for the Clerk's office followed a highly competitive nationwide contest. The honor is frequently given to Fortune 500 companies that execute digital transformation initiatives with a significant, measurable business impact.

Manual Document Intake

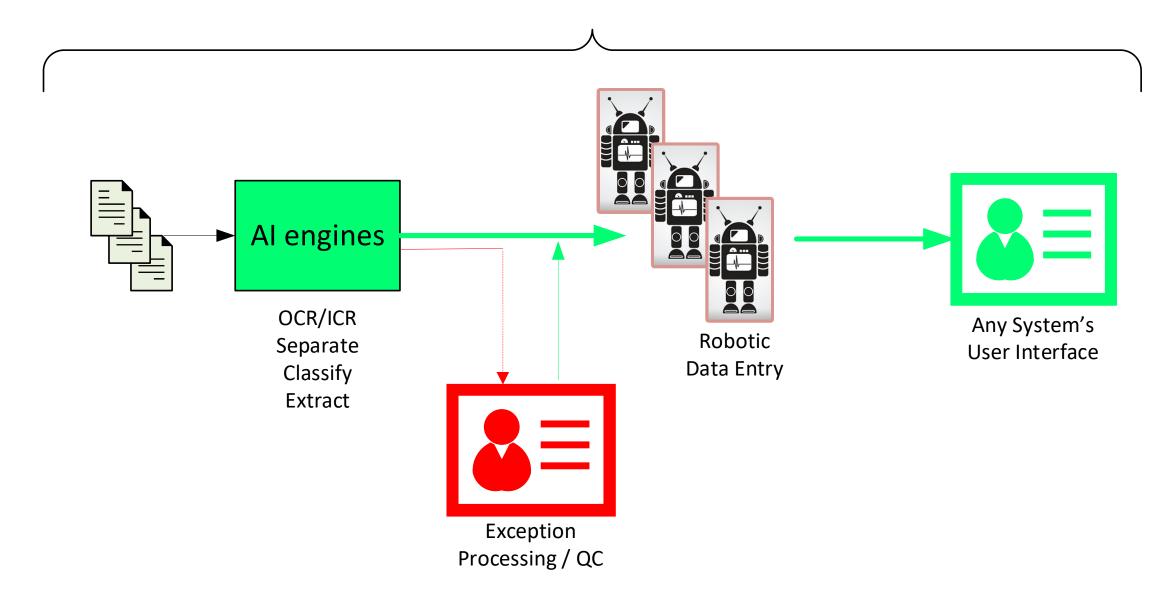




Quality Control

Any System's User Interface

Document Intake Automated





Show videos 1 through 4

Lights out (arrest affidavit & e-filing), semi-automated, adobe email bot





How to find data

RE's Fragile

Requires coding skills

Beyond human capabilities

Regular Expressions

 $([C][A]|[F][L]|[V][A]| < K \ california \ 90>| < K \ florida \ 95>| < K \ virginia \ 90>)[\]?[0-9]{3}[- \][0-9]{2}[= -][0-9]{4}|$

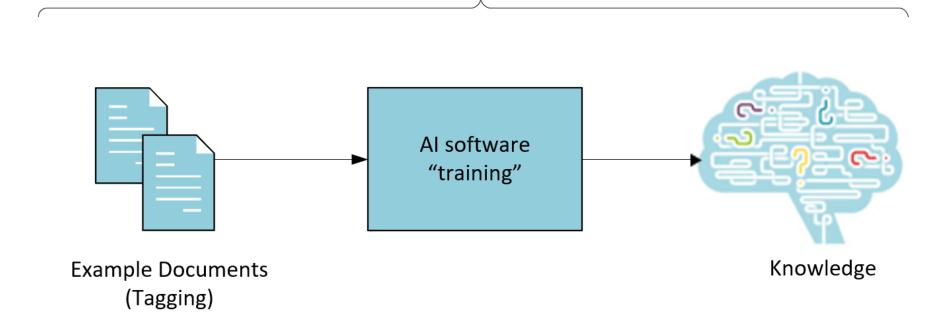
```
([#:\.\]([0-9]{3}[\]?[=\*\-][\]?[0-9ABbCDGHliJKkLOQRSUZXx&]{2}[\]?[=\*\-][\]?[0-9ABbCDGHliJKkLOQRSUZXx&]{4})[,;\.\])[
(^([0-9]{3}[\]?[=\*\-][\]]?[0-9ABbCDGHIiJKkLOQRSUZXx&]{2}[\]?[=\*\-][\]]?[0-9ABbCDGHIiJKkLOQRSUZXx&]{4})[,;\.\])
([#:\.\ ]([0-9]{3}[\ ]?[=\*\-][\ ]?[0-9ABbCDGHIiJKkLOQRSUZXx&]{2}[\ ]?[=\*\-][\ ]?[0-9ABbCDGHIiJKkLOQRSUZXx&]{4})^)|
(^([0-9]{3}[\ ]?[=\*\-][\ ]?[0-9ABbCDGHIiJKkLOQRSUZXx&]{2}[\ ]?[=\*\-][\ ]?[0-9ABbCDGHIiJKkLOQRSUZXx&]{4})^)[
([#:\.\]([0-9][0-9ABbCDGHIiJKkLOQRSUZXx&]{2}[\]?[=\*\-][\]?[0-9ABbCDGHIiJKkLOQRSUZXx&]{2}[\]?[=\*\-][\]?[0-9]{4})[,;\.\])
(^([0-9][0-9ABbCDGHIiJKkLOQRSUZXx&]{2}[\]?[=\*\-][\]?[0-9ABbCDGHIiJKkLOQRSUZXx&]{2}[\]?[=\*\-][\]?[0-9]{4})[,;\.\])
([#:\.\ ]([0-9][0-9ABbCDGHliJKkLOQRSUZXx&]{2}[\ ]?[=\*\-][\ ]?[0-9ABbCDGHliJKkLOQRSUZXx&]{2}[\ ]?[=\*\-][\ ]?[0-9]{4})^^)|
(^([0-9][0-9ABbCDGHIiJKkLOQRSUZXx&]{2}[\]?[=\*\-][\]?[0-9ABbCDGHIiJKkLOQRSUZXx&]{2}[\]?[=\*\-][\]?[0-9]{4})^)|
([\#: \] ([0-9][0-9ABbCDGHIiJKkLOQRSUZXx\&]{2}[=\] [[0-9ABbCDGHIiJKkLOQRSUZXx\&]{2}[=\] [[0-9][4])[,; \])[
(^([0-9][0-9ABbCDGHIjKkLOQRSUZXx&]{2}[=\-\][0-9ABbCDGHIjKkLOQRSUZXx&]{2}[=\-\][0-9]{4})[,:\.\])
([#:\.\]([0-9][0-9ABbCDGHIiJKkLOQRSUZXx&]{2}[=\-\][0-9ABbCDGHIiJKkLOQRSUZXx&]{2}[=\-\][0-9]{4})^)
(^{(0-9)[0-9ABbCDGHIJKkLOQRSUZXx\&]{2}[=\-\][0-9ABbCDGHIJKkLOQRSUZXx\&]{2}[=\-\][0-9]{4})^)[
([#:\.\]([0-9][0-9ABbCDGHIiJKkLOQRSUZXx&]{2}[=\-\.][0-9ABbCDGHIiJKkLOQRSUZXx&]{2}[=\-\.][0-9]{4})[,;\.\]))
(^([0-9][0-9ABbCDGHliJKkLOQRSUZXx&]{2}[=\-\.][0-9ABbCDGHliJKkLOQRSUZXx&]{2}[=\-\.][0-9]{4})[,;\.\])]
([#:\.\ ]([0-9][0-9ABbCDGHIiJKkLOQRSUZXx&]{2}[=\-\.][0-9ABbCDGHIiJKkLOQRSUZXx&]{2}[=\-\.][0-9]{4})^)|
(^([0-9][0-9ABbCDGHliJKkLOQRSUZXx&]{2}[=\-\.][0-9ABbCDGHliJKkLOQRSUZXx&]{2}[=\-\.][0-9]{4})^)|
([Xx]{2,3}[=\-\.][Xx]{2}[=\-\.][0-9]{4})]
([#:\.\]([0-9]{3}[=\-\][0-9]{2}[=\-\][KkXx*]{4})[,;\.\])|
(^([0-9]{3}[=\-\ ][0-9]{2}[=\-\ ][KkXx*]{4})[,;\.\ ])|
([#:\.\]([0-9]{3}[=\-\][0-9]{2}[=\-\][KkXx*]{4})^)|
(^([0-9]{3}[=\-\][0-9]{2}[=\-\][KkXx*]{4})^)|
<K claim 95>[\]
K number 95>[:]?[\]
[1,2]
[0-9]
[0-9]
[0-9]
[0-9]
[0-9]
[0-9]
[0-9]
[1,0-9]
[1,0-9]
[2]
[1,0-9]
[2]
[1,0-9]
[2]
[1,0-9]
[2]
[1,0-9]
[2]
[1,0-9]
[2]
[1,0-9]
[2]
[1,0-9]
[2]
[1,0-9]
[2]
[1,0-9]
[2]
[1,0-9]
[2]
[1,0-9]
[2]
[1,0-9]
[2]
[1,0-9]
[2]
[1,0-9]
[2]
[1,0-9]
[2]
[1,0-9]
[2]
[1,0-9]
[2]
[1,0-9]
[2]
[1,0-9]
[2]
[1,0-9]
[2]
[1,0-9]
[2]
[1,0-9]
[2]
[1,0-9]
[2]
[1,0-9]
[2]
[1,0-9]
[2]
[1,0-9]
[2]
[1,0-9]
[2]
[1,0-9]
[2]
[1,0-9]
[2]
[1,0-9]
[2]
[1,0-9]
[2]
[1,0-9]
[2]
[1,0-9]
[2]
[1,0-9]
[2]
[1,0-9]
[2]
[1,0-9]
[2]
[1,0-9]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]
[2]</p
```



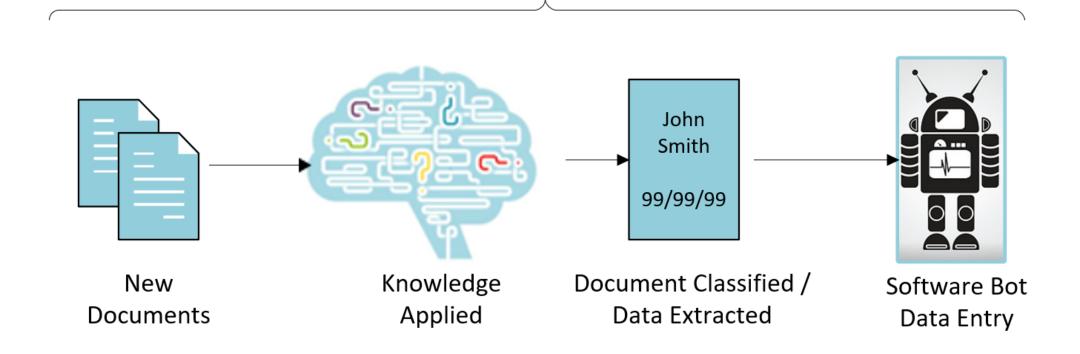
Machine learning overview

- Supervised vs. Online learning
- Black box AI vs. exposed knowledge
- Confidences correct field (ML) vs. no character errors (OCR)
- Accuracy field vs. document

Supervised Machine Learning (Initial System Setup)

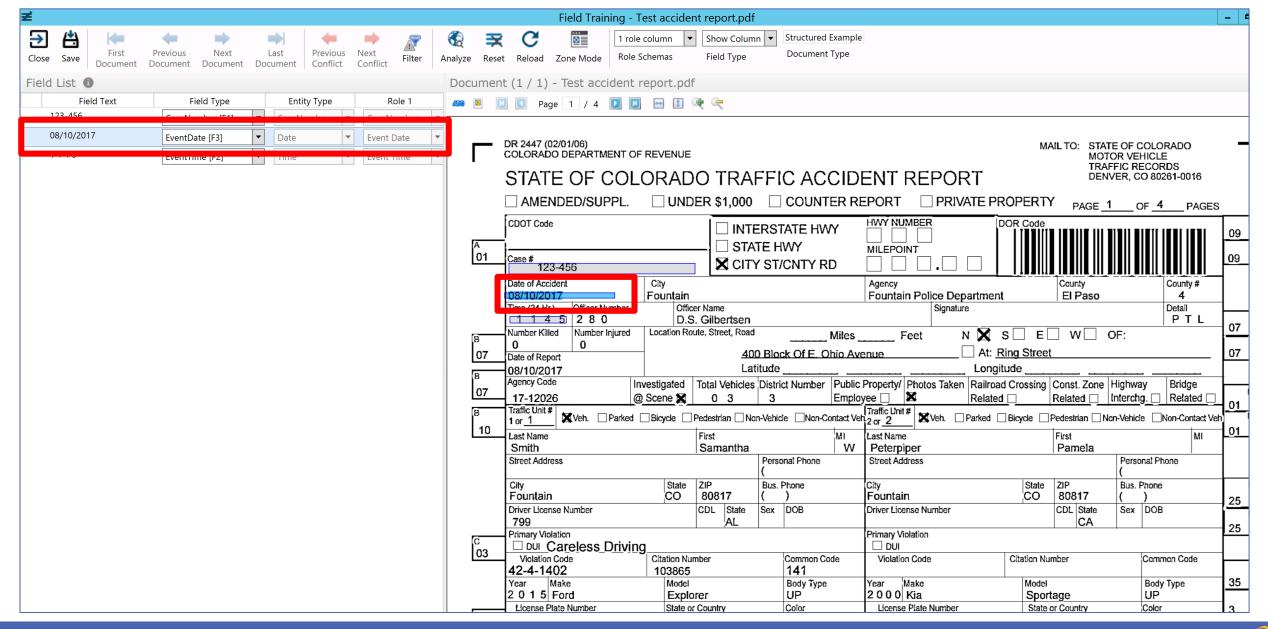


Production Processing





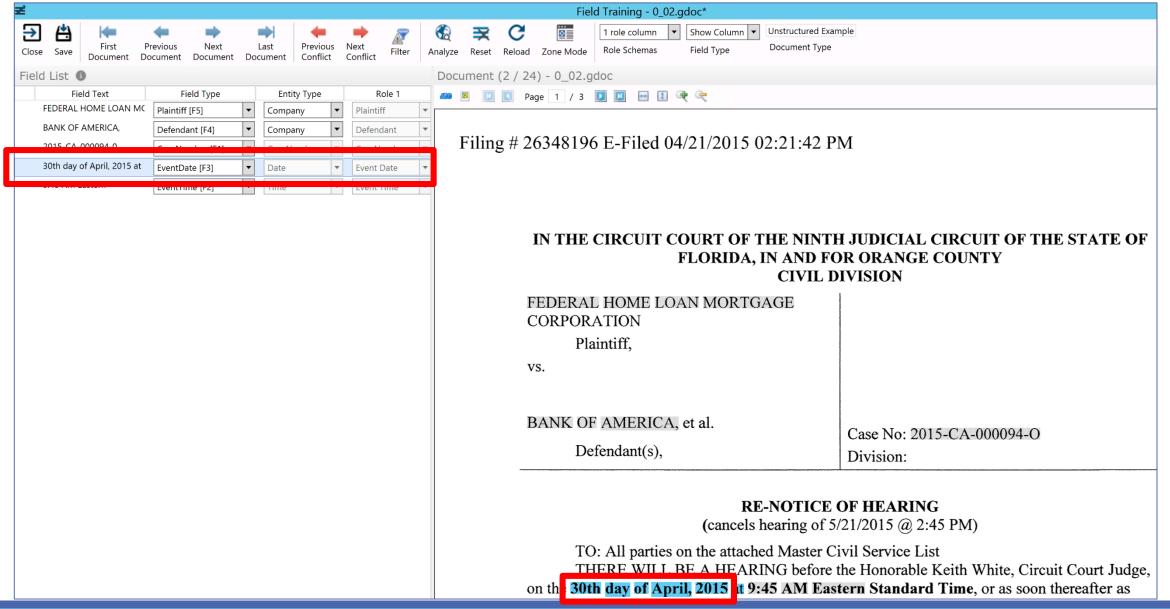
Structured data - Zonal







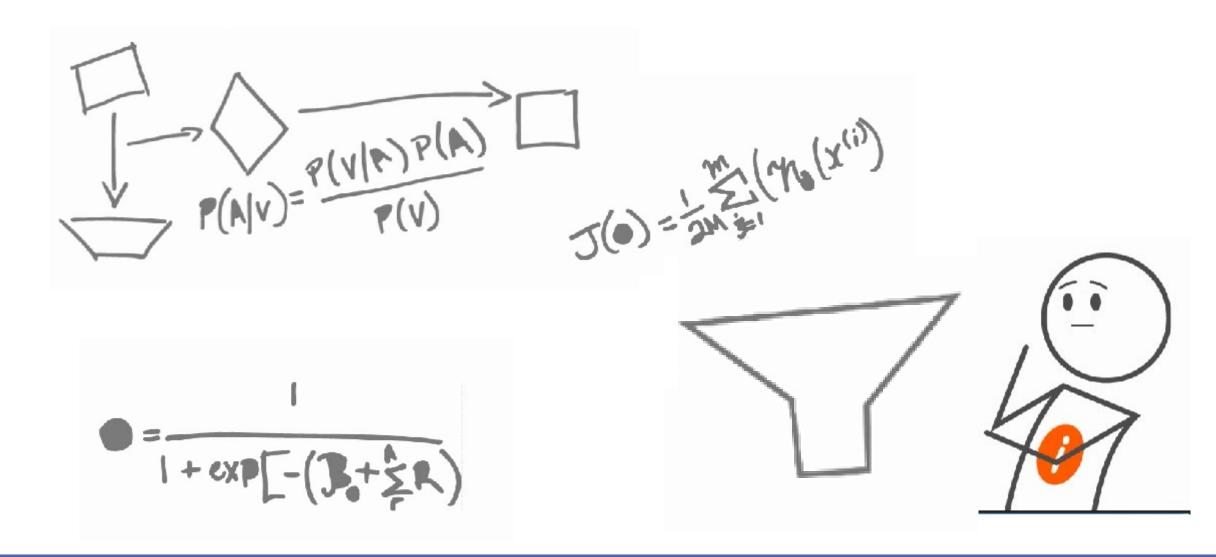
Unstructured Data







Content Locators, Role Determination, Conditional Random Fields (CRFs), Natural Language Processing (NLP), Parts of Speech, etc...



Visible features

- Document analysis
- Establish context
- Relative positioning
- What's around it that matters

riling # 13325244 Electronically Filed 05/06/2014 01:46:28 PM

IN THE CIRCUIT COURT OF THE NINTH
JUDICIAL CIRCUIT, IN AND FOR ORANGE
COUNTY, FLORIDA

CASE NO.: 2014-CA-001234-0

DBK MANAGEMENT, LLC, a Florida limited liability company,

Plaintiff

M

HRKALOVIC HOMES, LLC, a Florida limited iability company,

Defendant

NOTICE OF HEARING

PLEASE TAKE NOTICE that on the 15th day of July, 2014, at 2:00 p.m., or as soon thereafter as counsel can be heard, the undersigned counsel for Defendant, HRKALOVIC HOMES, LLC, a Florida limited liability company, will call up for hearing before the Honorable Donald E. Grincewicz, in Courtroom 18B, of the Orange County Courthouse, 425 North Orange Avenue, Florida 32801, the following matter:

MOTION TO DISMISS COUNTS II AND IV OF PLAINTIFF'S COMPLAINT OR FOR A MORE DEFINITE STATEMENT AS TO COUNT II

PLEASE GOVERN YOURSELVES ACCORDINGLY

Respectfully submitted this day of May, 2014, by:

FRIEDMAN, FRIEDMAN & LONG, P.A.

766 N. Sun Drive, Suite 4030 Lake Mary, FL 32746 PHONE: (407) 830-6331

Primary E-Mail: mfriedman@ffllegal.com

Secondary E-Mail: drudolf@friedmanfriedmanandlong.com
jhamel@friedmanfriedmanandlong.com

MARTIN S. FRIEDMAN Florida Bar No.: 0199060

Copyright © 2019, CSI All Rights Reserved. Contains CSI Confidential materials. Not for distribution without the express written consent of CSI.

Non visible features

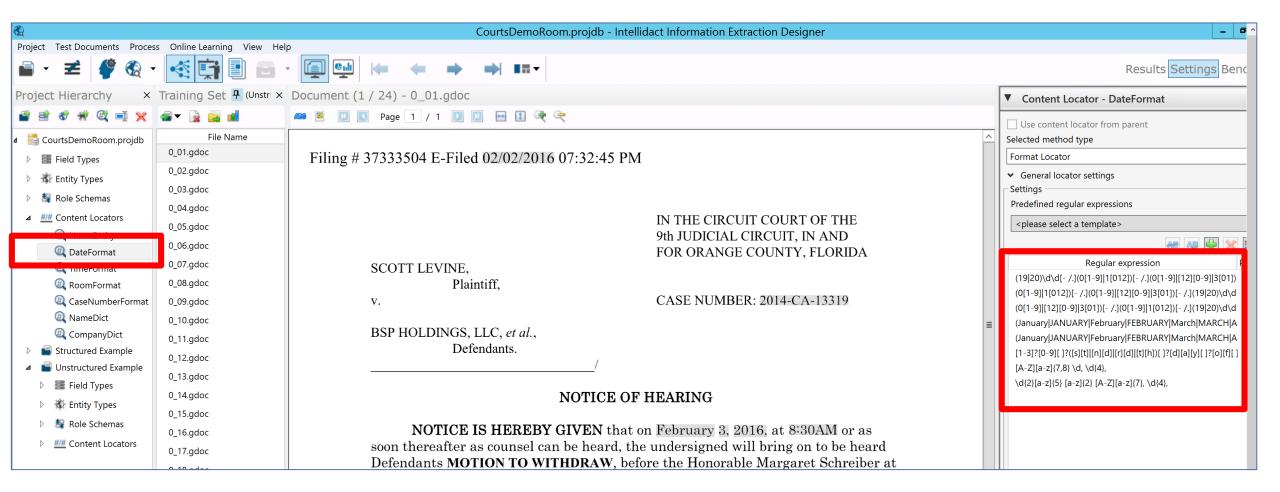
- Parts of speech tagging
- Natural language processing
- Meaning of words not just their presence

```
Electronically<AVo>
Filing<VVG>
              #<UNC>
                                                             Filed<VVD>
                                                                          05/06/2014<CRD>
                        13325244<UNC>
01<CRD>:<PUN>46<CRD>:<PUN>28<CRD> PM<AV0>
IN<PRP> THE<ATO> CIRCUIT<NN1> COURT<NN1> OF<PRF> THE<ATO> NINTH<ORD>
JUDICIAL<AJo> CIRCUIT<NN1>,<PUN> IN<PRP> AND<CJC> FOR<PRP> ORANGE<AJo>
COUNTY<NN1>,<PUN>FLORIDA<NP0>
CASE<NN1> NO<ITJ>.<PUN>:<PUN> 2014-CA-001234-0<PUQ>
DBK<VDB> MANAGEMENT<NN1>,<PUN> LLC<VHG>,<PUN> a<ATO> Florida<NPo> limited<AJo>
liability<NN1> company<NN1>,<PUN>
Plaintiff<NPo>,<PUN>
v<CRD>.<PUN>
HRKALOVIC<AJo> HOMES<NN2>,<PUN> LLC<ITJ>,<PUN> a<ATo> Florida<NPo> limited<AJo>
liability<NN1> company<NN1>,<PUN>
Defendant<NN1>.<PUN>
NOTICE<NN1> OF<PRF> HEARING<VVG> PLEASE<AVO> TAKE<VVB> NOTICE<NN1> that<CJT> on<PRP>
the<ATO> 15<CRD>th<NNO> day<NN1> of<PRF> July<NPO>,<PUN> 2014<CRD>,<PUN>
2<NNo>:<PUN>00<CRD> p<ZZo>.<PUN>m<ZZo>,<PUN>,<PUN> or<CJC> as<CJS> soon<AVo> thereafter<AVo>
as<CJS> counsel<NN1> can<VMo> be<VBI> heard<VVN>,<PUN> the<ATo> undersigned<AJo> counsel<NN1>
for<PRP> Defendant<NN1>,<PUN> HRKALOVIC<AJo> HOMES<NN2>,<PUN> LLC<ITJ>,<PUN> a<ATo>
Florida<NPo> limited<AJo> liability<NN1> company<NN1>,<PUN> will<VMo> call<VVI> up<AVP> for<PRP>
hearing<VVG> before<PRP> the<ATo> Honorable<AJo> Donald<NPo> E<ZZo>.<PUN> Grincewicz<NPo>,<PUN>
in<PRP>
          Courtroom<NN1>
                          18B<CRD>,<PUN> of<PRF>
                                                     the<ATo>
                                                                Orange<NN1>
                                                                              County<NN1>
Courthouse<NN1>,<PUN> 425<NNO> North<NN1> Orange<AJO>
                                                          Avenue<NN1>,<PUN>
                                                                              Florida<NPo>
32801<UNC>,<PUN> the<ATo> following<AJo> matter<NN1>:<PUN>
MOTION<NN1> TO<TOO> DISMISS<VVI> COUNTS<PNX> II<CRD> AND<CJC> IV<CRD> OF<PRF>
PLAINTIFFS<NN2> COMPLAINT<NN1> OR<CJC> FOR<PRP> A<ATO> MORE<AVO> DEFINITE<AJO>
STATEMENT<NN1> AS<CJS> TO<PRP> COUNT<VVI> II<CRD>
PLEASE<AVO> GOVERN<VVB> YOURSELVES<PNX> ACCORDINGLY<AVO>.<PUN>
i<PNP>4t<ORD>-<PNI> Respectfully<AVo> submitted<VVN> this<DTo> _<NN1>£<NN0>_<VHG>day<NN1>
```

Copyright © 2019, CSI All Rights Reserved. Contains CSI Confidential materials. Not for distribution without the express written consent of CSI.



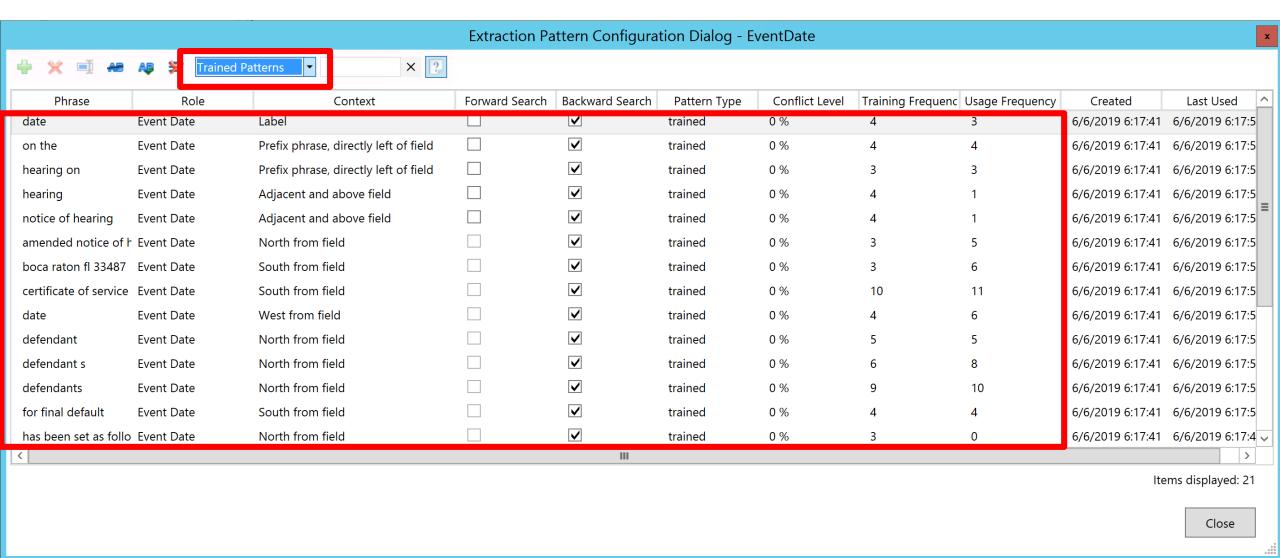
First, Knowledge to Locate Content







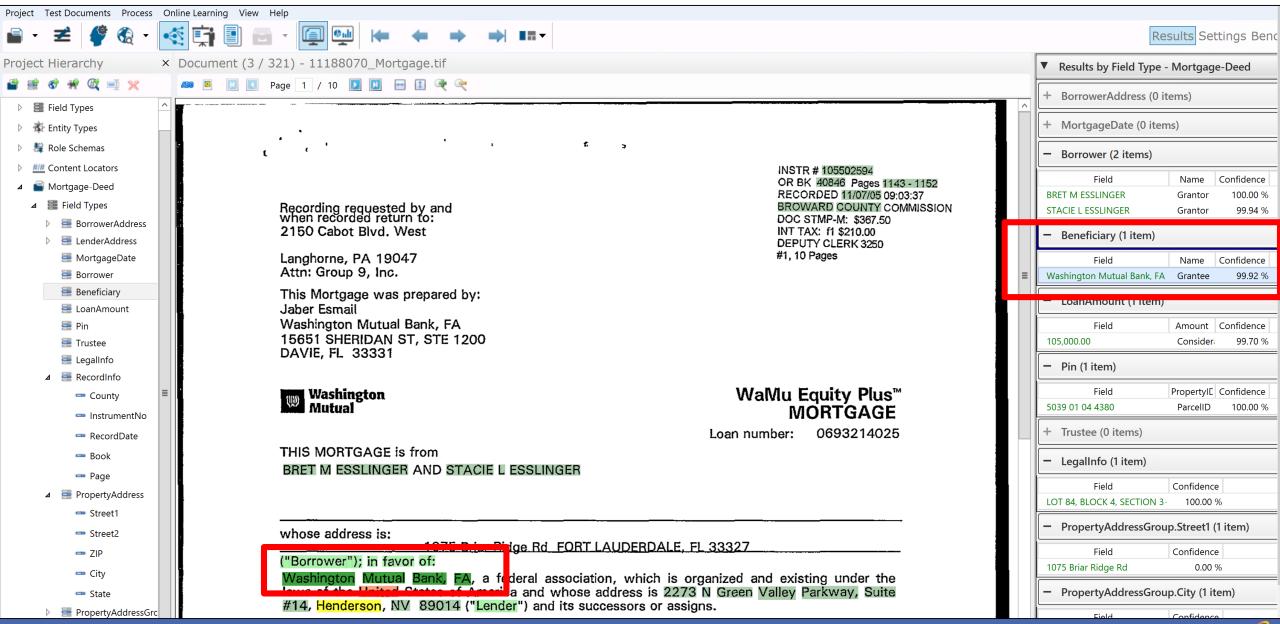
Next, Knowledge to Determine Role





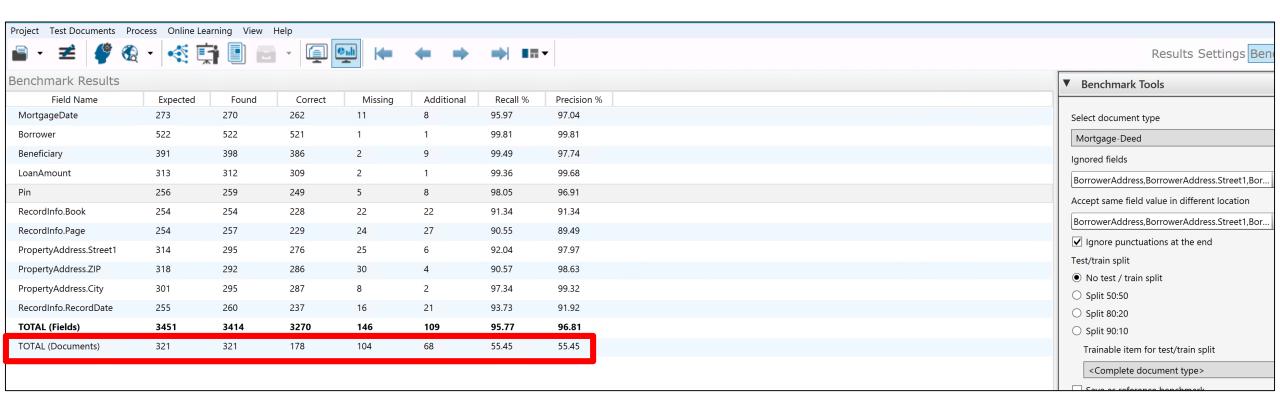


Finally, How Sure We Are





Accuracy – Field vs. Document

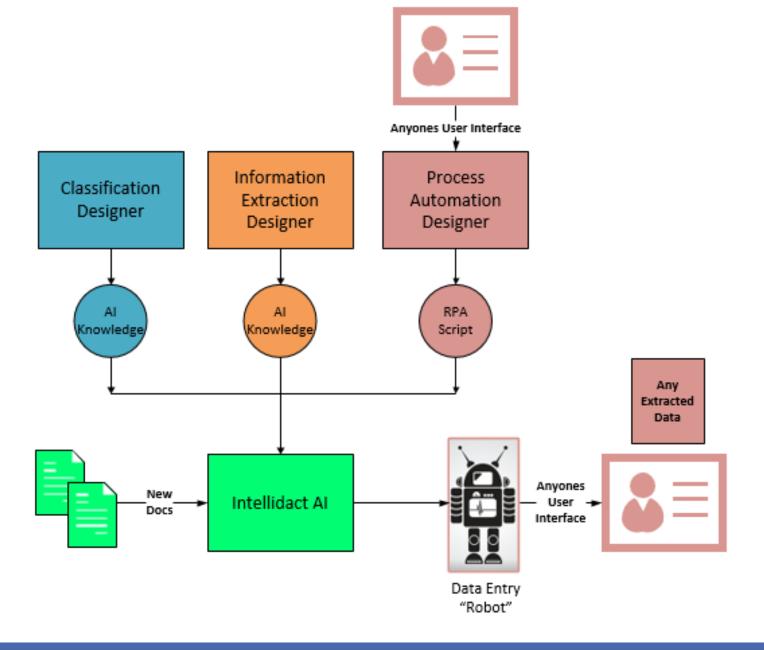


Recall = Correct / Expected (How complete are results)

Precision = Correct / Found (How many returned are correct)



Software bot integration



Online Machine Learning (Self improving system)

New Knowledge Version + Online Benchmarking John Smith 99/99/?? New Knowledge Manual **Low Confidence** Software Bot Validation **Applied Documents** Data Entry Data



Show video 5

Online Learning



Never Forget

- If not PDF/A with text layer, image quality and density does matter
- Al training is only as good (or bad) as your training documents
- Digitally born PDF/a's are preferred accuracy game changer 100% recognition

Questions?

Thank You!

hsal@csisoft.com

