

## Our Workflow Agent FLO runs our powerful workflow engine, streamlining and standardising multi-step processes and automating wherever possible to revolutionise customer service.

Lokulus uses Artificial Intelligence and Robotic Process Automation to manage customer interactions. FLO is one of three bots involved in this process. When information enters our system, different workflows carry it through to resolution. A workflow is even responsible for bringing work into the system. Working alongside CAL and REG, FLO handles all of this and recognises whether work needs automatic or manual intervention at every stage. After handling, FLO carries work to its resolution.



### Workflows

Workflows help you achieve the right balance of efficiency, responsiveness, and quality of customer service by working in the background to link up all our processes. They determine how both inbound and outbound interactions are handled. For example, the enrichment workflow handles the enrichment of inbound messages. For outbound work, you can customise the process by configuring the outbound workflow.

### Types of Workflows

Different workflows handle each stage of the process toward resolution:

**The mediation workflow** provides the entry point where work is injected by the inbound gateway. It calls the enrichment workflow and, after that, the appropriate inbound workflow.

**The enrichment workflow** controls the flow of work through enrichment processes (language detection, company allocation, categorisation, form extraction) and to CAL for classification.

**Inbound workflows** control how inbound messages are processed to a successful conclusion. They are matched to work based on the message's company, category, and channel.

**Outbound workflows** control how outbound messages are processed to quality assure, profanity check, format and send the message.

**The gateway workflow** validates and augments inbound messages as they enter the system.



### Outcomes

An outcome represents a step where a decision is made about the item of work. There are three types of outcomes, in answer to three questions:

#### Can it be automated?

Auto outcomes carry out automated processing, such as sending an auto-acknowledgment.

#### Does it need to be sent to an agent?

Manual outcomes pop work to agents by passing the item of work to REG for distribution.

#### Has it finished its journey in our system?

Closing outcomes denote the end of the process and are used for reporting processes.

All outcomes may call to external processes or another function within the platform.

### Personalisation

FLO is configured to your business' specific needs. We'll analyse the business processes you need, and model possible solutions to implement the requirements.



### Benefits

Workflows balance the needs of running your contact centre to minimise costs yet provide timely responses and excellent customer service:

**Automate** as much as possible and appropriate.

**Prevent** customers encountering any unnecessary steps by streamlining the process.

**Escalate** work beyond the normal business process if something unusual occurs.

**Control** when, how, and by whom each task is carried out when manual steps are required.

**Reuse** standard processes to reduce training needs for your agents, improve consistency of responses, and reduce maintenance overhead.