appian

Appian AI Skill Designer

Infuse AI into your digital experiences and end-to-end processes.

The artificial intelligence revolution has begun. Organizations have been using AI for years—but now it really has the spotlight, and the pace of adoption is accelerating like never before.

IT organizations have traditionally infused AI into their workflows in two ways: by using large public cloud providers or by building private AI models internally.

Large public cloud providers like Google, Amazon, and Microsoft allow you to integrate AI into your organization's infrastructure with pre-built models, APIs, and tools for data preparation and model training. But they lack the customization and control capabilities and, most importantly, the data privacy offered by custom models.

So, many organizations choose internal, private AI implementations. These offer greater control over AI development and deployment and give the creator complete control over data privacy.

However, building AI in house can come with steep obstacles, including:

1. Identifying AI use cases.
2. Getting the AI ready for use—which requires collecting and preparing data; processing, cleaning, and formatting data for the AI model; selecting, tuning, and training the right AI model; and provisioning the infrastructure.
3. Integrating AI into digital process workflows.

Accomplishing this typically takes a team of specialized data scientists to prepare and train the model, data engineers to build and manage the infrastructure and prepare data, and software engineers to integrate within larger workflows. Talent for these roles is hard to find and costly to keep.
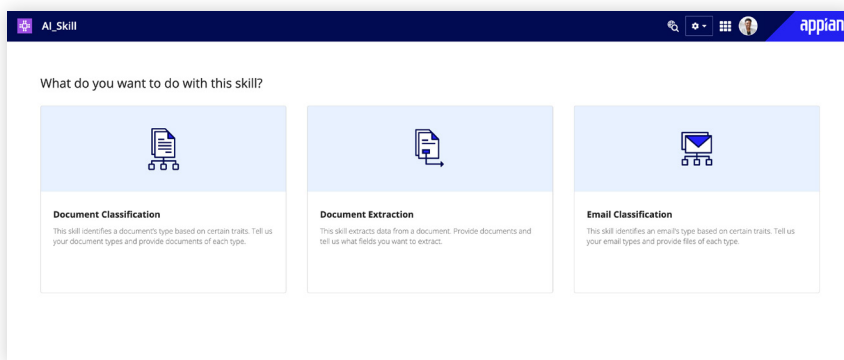
The Appian AI Skill Designer offers you a faster method without sacrificing power. It makes operationalizing and integrating AI into your workflows as easy as building low-code Appian applications—no specialized resources needed. And perhaps most importantly, the AI Skills are trained on your data and kept private to you.

Use the AI Skill Designer to:

- Process content quickly at scale.

- Keep your data and your AI models private to you.

- Train custom AI models quickly (and update them easily).

- Integrate AI into workflows.

- Route work to the correct people automatically.

- Reduce manual content processing.

- Improve content processing accuracy.

- Maintain privacy over your data.

Appian offers three AI Skills:

- **Email classification:** Interpret and classify emails to automate communications like customer questions, feedback, and requests with your custom-trained model.

- **Document classification:** Identify information within PDFs to classify document types, route them to the appropriate people, and ready them for processing with a custom-trained model.

- **Document extraction:** Automatically pull critical information from semi-structured documents to make them usable in your applications, reducing manual entry and errors with a pre-built model.

Easy-to-use features:

- **Build AI Skills with low-code:** Build and train AI models as easily as you would any other design object with low-code.

- **Create and train private models quickly**: Create new versions of models quickly with model versioning to avoid data drift and ensure continued accuracy. Plus, your models are yours—your data is kept private and we never use your data to train our own models.

- **Work in a unified platform:** Integrate AI Skills with your other automation technologies, such as robotic process automation, business rules, and more in a single, unified platform.

LiUNA!

Appian AI Skills help us get real value from AI without needing a team of data scientists to figure it out. The no-code design made it quick and easy for our developers to incorporate AI into our existing applications.

– Matt Richard, CIO, LiUNA