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Appian Generative AI

Unlock unparalleled operational efficiency using AI in the Appian Platform.

In the very near future, organizations will either be good at AI or bad at business. Appian's generative AI integrations and built-in private AI will ensure you're successful with AI.

The Appian AI Process Automation Platform helps automate hundreds of different activities using AI in unison with other automation tools, making it easier to orchestrate efficient, impactful processes. Our platform provides unified workflow and automation tools that let you build practical, valuable AI solutions for your organization without giving up control of your most valuable and sensitive data to third parties. The Appian AI Skill Designer enables you to securely train and build low-code private AI models that connect with Appian's data fabric.

Appian also offers packaged integration to public AI services. The Appian Azure OpenAI platform plug-in, available for free in the Appian AppMarket, lets you seamlessly incorporate generative AI into your Appian applications. Get inspired by the plug-in use cases described below.

5 ways to implement generative AI in your applications.

These are just a few of the many ways you can use the Azure OpenAI plug-in to integrate generative AI into your Appian applications.

1. **Build internal chatbots.** Create a chatbot on your own internal knowledge base to quickly answer employees' questions. Allow employees to instantly access valuable insights and resources, saving them time and effort.

2. **Build customer service assistants.** Create a custom chatbot for your customer service team that enables customers to find solutions on their own, saving everyone time. You can also tailor the color palette and iconography of the chatbot to match your brand.

3. **Summarize documents.** Save end users time and improve decision-making by automatically generating summaries of incoming documents based on predefined, relevant settings. Define action items and key facts, and achieve better understanding faster than ever.

4. **Generate email responses.** Automate email responses throughout your workflows. Utilize preset requirements for tone, length, language, type, and more to quickly generate strong email communications both internally and externally.

To successfully operationalize AI, including generative AI, you need three elements:

- Integration with workflows such that AI is a partner to human decision-makers.

- Elimination of manual tasks like searching for, matching, and summarizing data.

- Protection of the security and privacy of your work.

Appian offers the AI tools to help you with all three.

5. **Perform entity extraction.** Have AI extract the most relevant data from a piece of text, categorize it, retrieve related information, and plug all of this into another system for data analysis prep. For instance, the AI can pull names and metadata from a report for further analysis by your team.

How Appian customers use AI in their applications.

Modernizing case management with generative AI.

A large, global investigative service organization uses generative AI in Appian to process incoming investigation tips using an Appian application. AI extracts the key details of each new tip, finds the right matching case to update, and automatically generates an email to send back to the person who provided the tip—with the Appian Platform orchestrating the entire process. A human then reviews the output and revises the AI-generated email before sending. This keeps humans in the loop but still drastically reduces the work required per case. Ultimately, the organization saves time, is empowered to act on critical tip information much faster, and is able to take on a lot more cases.

Accelerating document processing.

A government agency applied Appian AI-powered automation to process critical identity document applications. These documents used to take weeks to review accurately. The most time-consuming aspect was manually matching job descriptions on the job applications to predefined job codes. Using the generative AI plugins, the agency quickly created an app to automate the matching process. The new AI-powered app takes in the unstructured text of a job description and instantly recommends the top three codes that match that job description. This cuts the time it takes to process an application significantly, allows for increased capacity to process more applications, and lets the reviewers focus on more critical tasks.

Modernizing claims management.

A litigation insurance company is using Appian AI Skills and the generative AI plug-in to automate and accelerate their claims management process. They triage incoming emails with Appian's email classification and document extraction AI Skills. Then, a chatbot with generative AI capabilities answers employees' questions about the claim, helping them address outstanding issues.

By combining AI, low-code, and platform services, Appian provides the process orchestration layer you need to connect and automate your most complex processes. Learn more about AI in Appian—including our roadmap and vision for the future—by visiting **appian.com/ai**.

Additionally, check out our other AI plug-ins available for free on the **Appian AppMarket**.

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Appian is a software company that automates business processes. The Appian AI Process Platform includes everything you need to design, automate, and optimize even the most complex processes, from start to finish. The world's most innovative organizations trust Appian to improve their workflows, unify data, and optimize operations—resulting in better growth and superior customer experiences. For more information, visit **appian.com**.