AUGUST 19, 2021

RADIANCE ON THE ROAD
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Natural Language Processing

In Finance

Bill Sarda

Director, Solution Engineering

HighRadius

highradius

What Is Natural Language Processing (NLP)?

Branch of artificial intelligence that is concerned with the interactions between an intelligent system and human languages.

Intent Identification

Entity Identification

What is the **number** of **open invoices** for **Revive Pharmaceuticals**?

Meet Freeda: NLP Powered Digital Assistant From HighRadius

Backed by Rivana- Our AI Engine

The Brain

rivana™
ARTIFICIAL INTELLIGENCE PLATFORM

Artificial Intelligence for high-impact decision making across HighRadius cloud solutions

- Leverages the power of Machine Learning to
  - Take accurate decisions
  - Discover Insights
  - Improve Productivity
  - Forecast accurately

The Digital Assistant

Freeda
Digital Assistant

Sits at the core of HighRadius Integrated Receivables platform and HighRadius Treasury Management Applications

- Leverages Natural Language Processing algorithms to
  - Understand the language
  - Process the language
  - Realize the intent
  - [illegible]sponse and information

NLP Enables Freedom From Clunky A/R Software

20% of an A/R manager's time is lost in finding the reports to monitor team performance

33% A/R staff productivity is lost while simply looking for customer related data and invoice information

AI-powered Freeda leveraging NLP can:

01 Extract quick customer information

02 Analyze data real-time

03 Predict future customer behavior

How is NLP Creating Value For Finance Today?

Improved User Experience

Customer Interaction Transcription

Intelligent Suggestions

Intent Analysis

Autonomous Receivables

Freeda

START

highradius

How is NLP Creating Value For Finance Today?

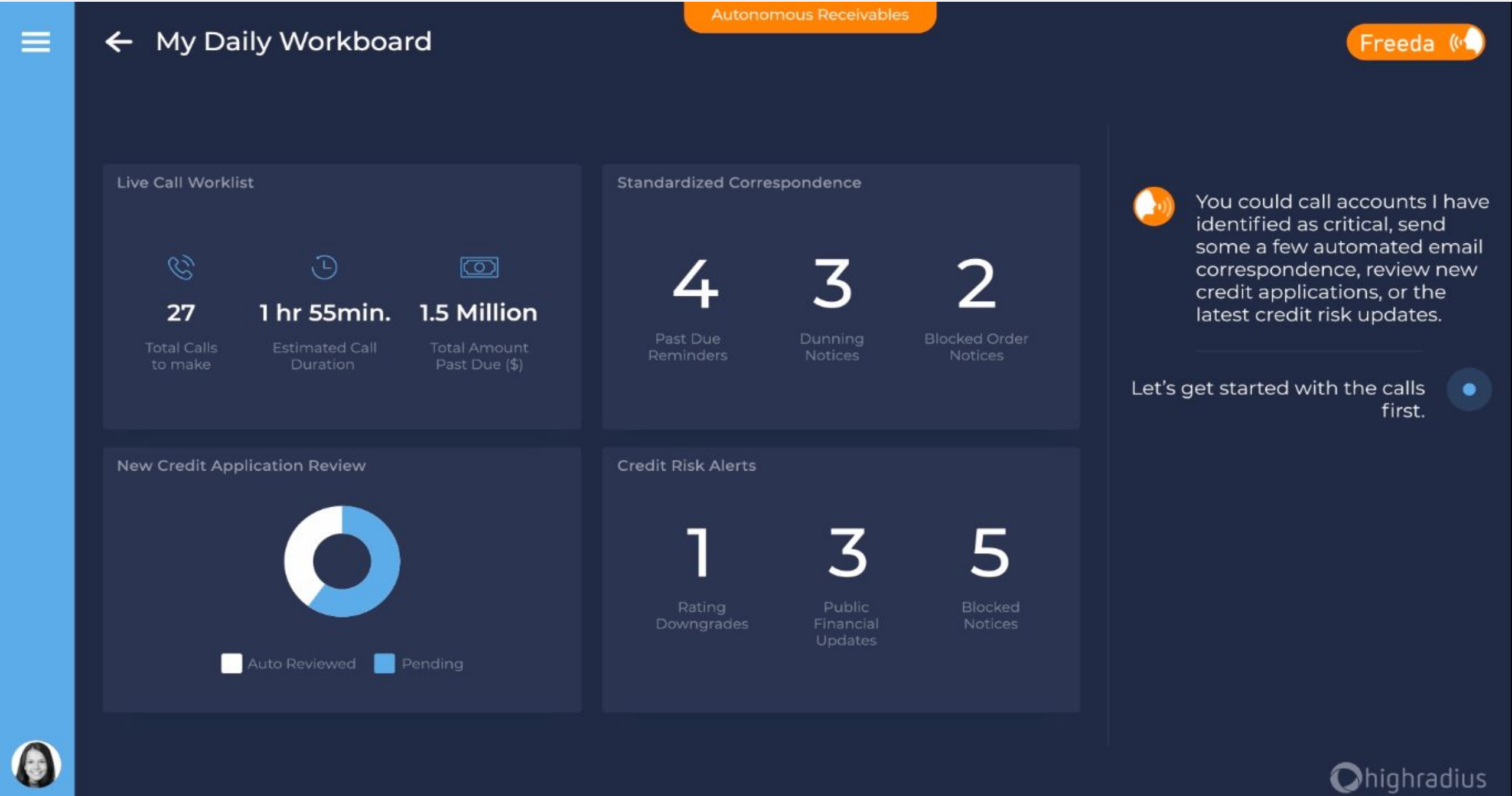
01 **Improved User Experience**

02 **Customer Interaction Transcription**

03 **Intelligent Suggestions**

04 **Intent Analysis**

A Collector's Daily Workboard With Freeda



A Collector's Call Workboard With Freeda

How is NLP Creating Value For Finance Today?

01 Improved User Experience

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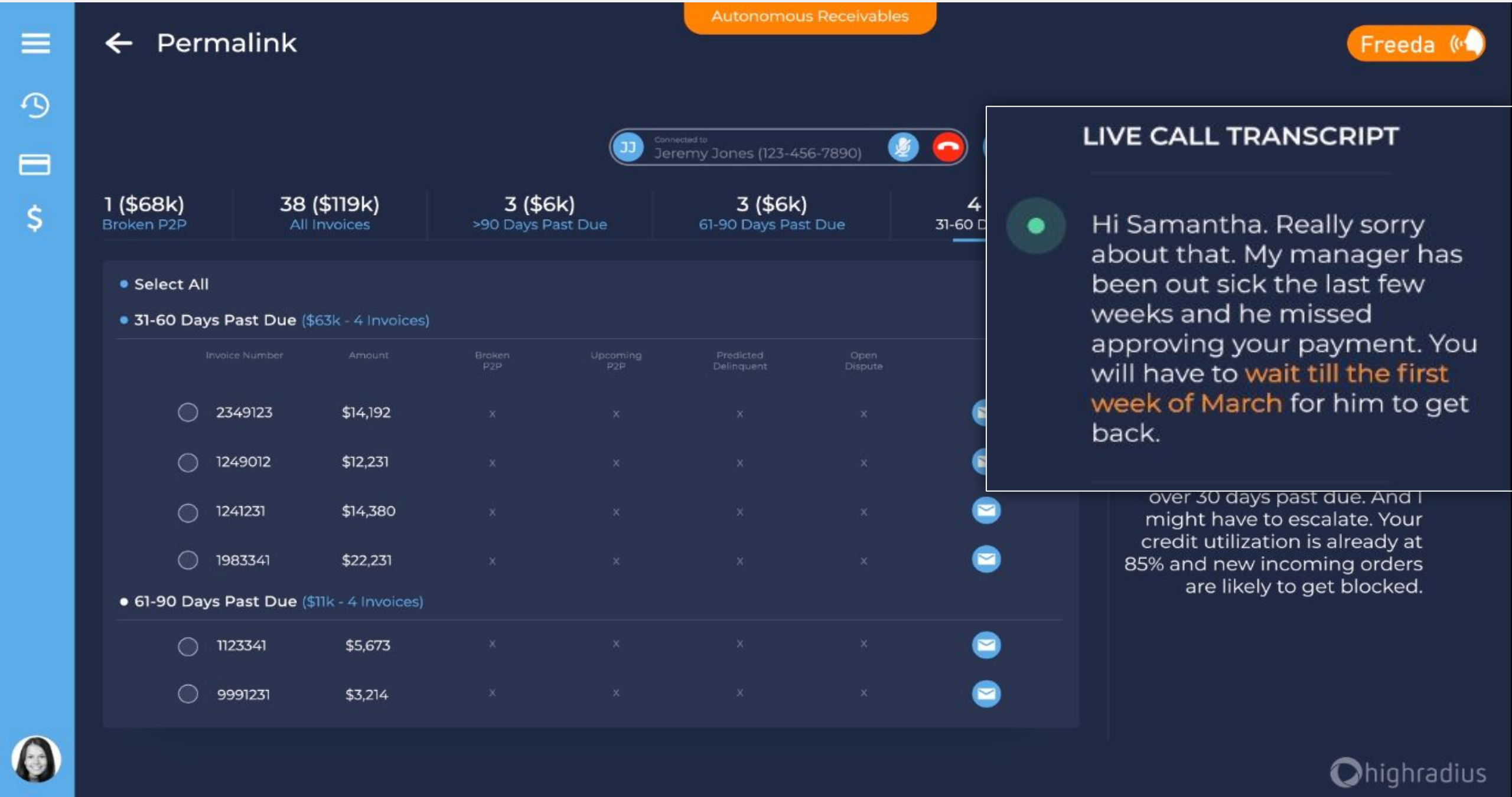
Live Call Transcription



How is NLP Creating Value For Finance Today?

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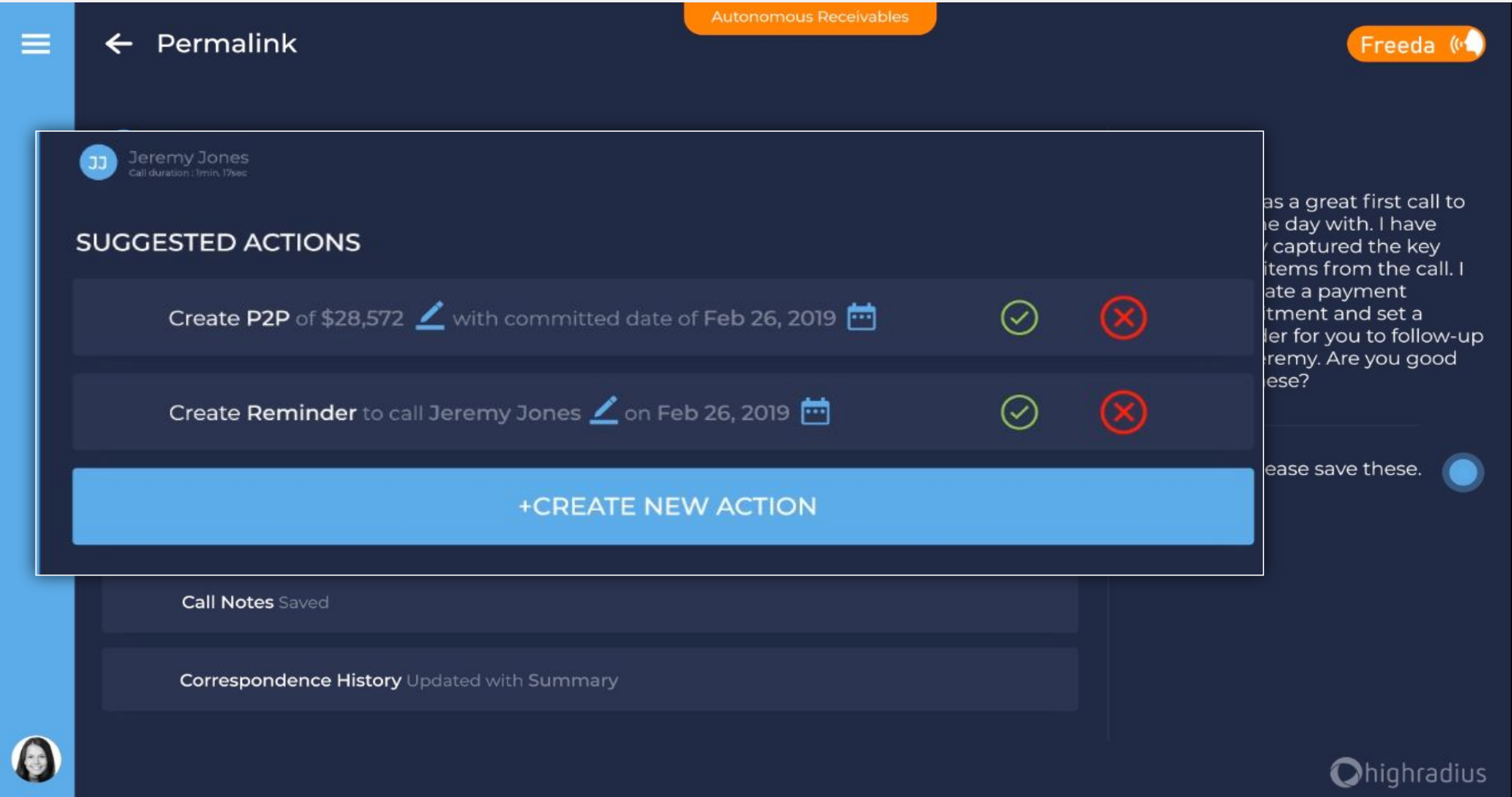
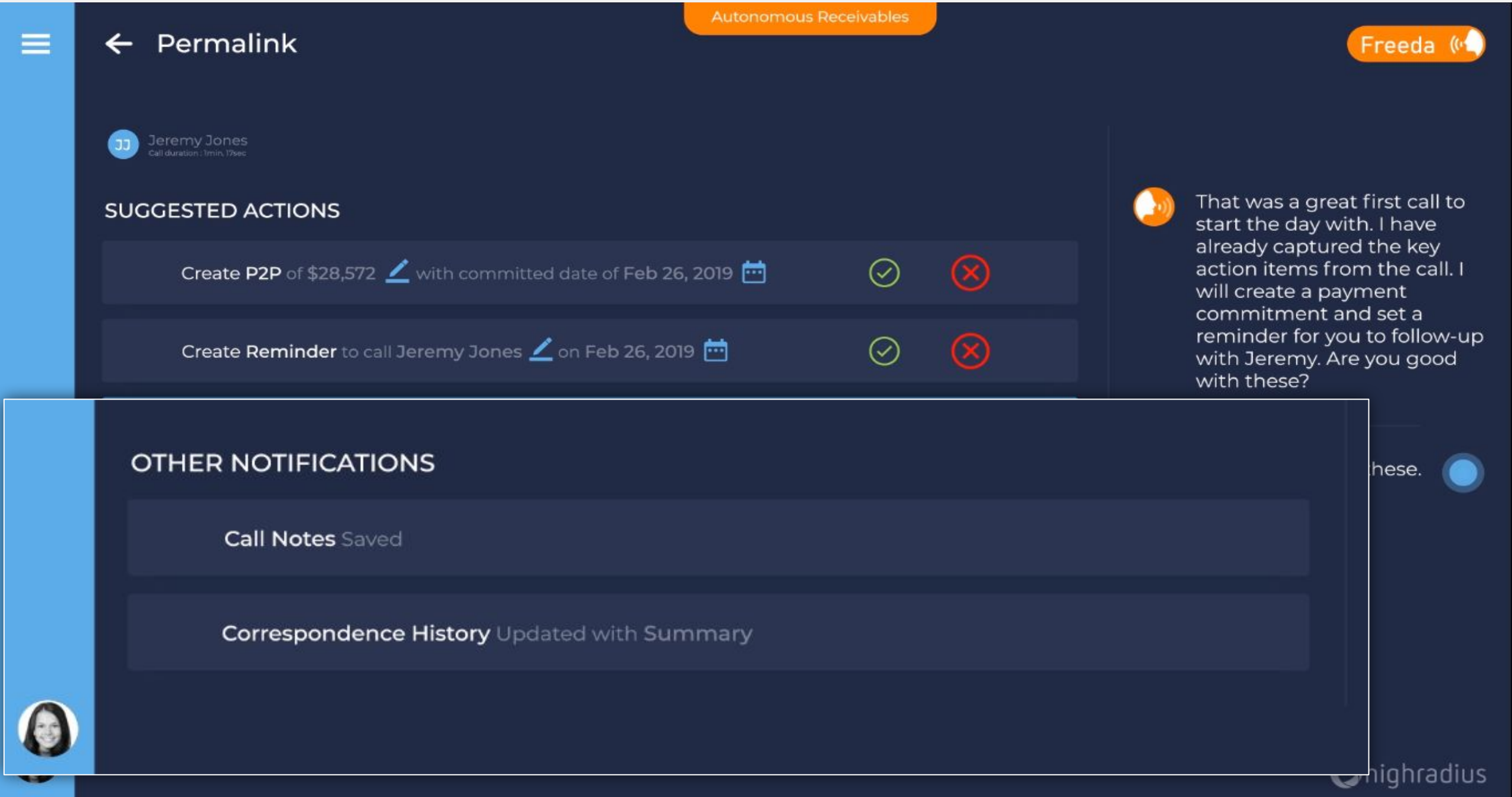
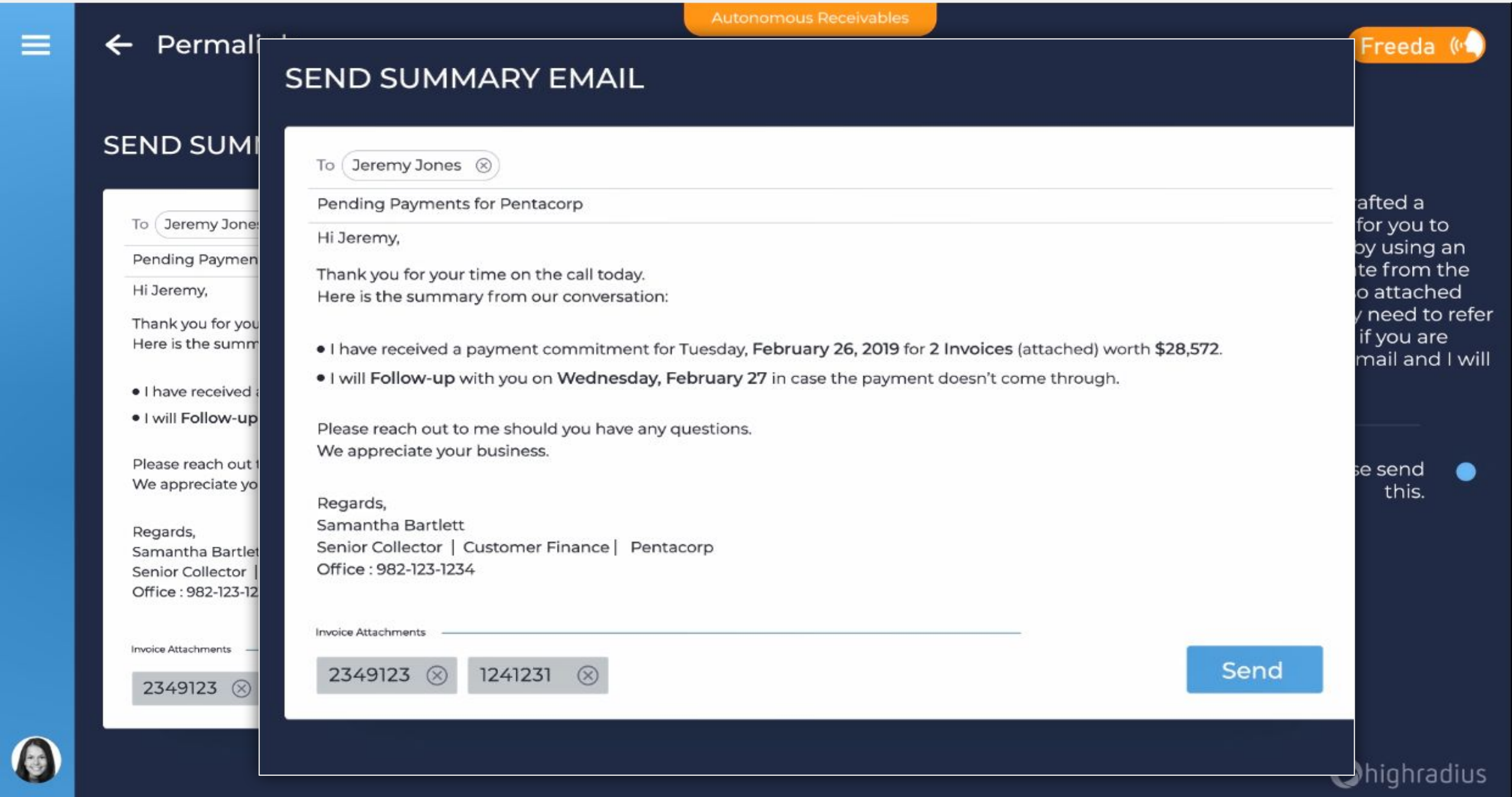
Creation of suggested actions from the captured notes



Notifications enabled for additional tasks done by the system



Follow up items and recommendations for analysts to approve



How is NLP Creating Value For Finance Today?

01 Improved User Experience

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04 Intent Analysis

Example: Email Inbox In HighRadius Collections Cloud

highradius ABCPRODUCTS Bill Sarda

Home | Cash Application | Credit | EIPP | Deductions | Collections | Analytics | Document Indexing | Exports

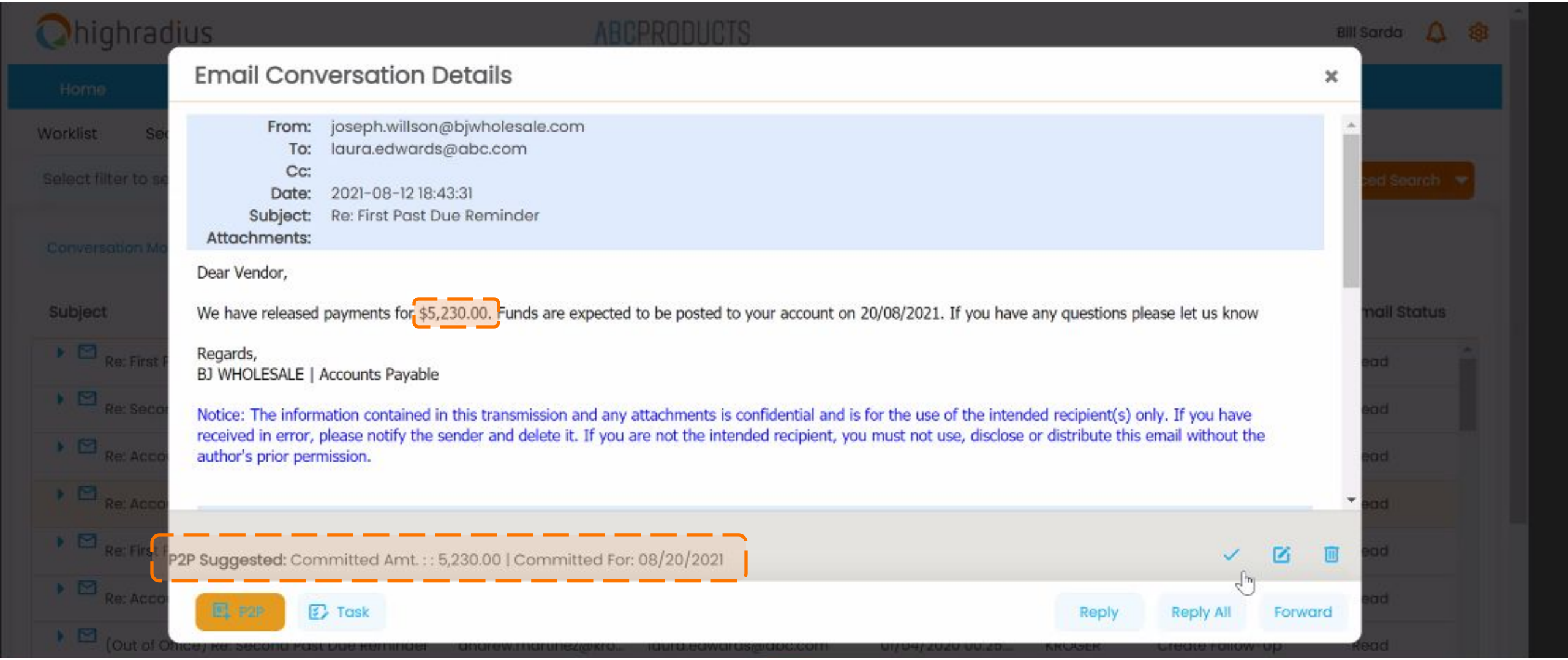
Worklist | Search Customer | P2P | Email Inbox | Portal Updates | Invoices | Disputes | Bulk Upload | Payments | Correspondence

Select filter to search... Advanced Search

Conversation Mode Off Refresh

Subject	From	To	Date & Time	Customer Name	Email Intent (AI)	Email Status
Re: First Past due Reminder	jessica.scott@core-m...	laura.edwards@abc.com	01/06/2020 05:29:...	Core-Mark	Email Invoice Copy	Read
Re: Second Past due Reminder	kenneth.robinson@m...	laura.edwards@abc.com	01/04/2020 14:42:51	MACYS	Create P2P,Email Invoi...	Read
Re: Account statement	kimberly.turner@aldi....	laura.edwards@abc.com	01/26/2020 19:11:03	ALDI INC	Create P2P,Create Foll...	Read
Re: Account statement	joseph.willson@bjwho...	laura.edwards@abc.com	08/12/2021 18:43:31	BJ WHOLES...	Create P2P	Read
Re: First Past due Reminder	donal.harris@rite-aid....	laura.edwards@abc.com	01/17/2020 09:27:44	Rite-aid	Create P2P	Read
Re: Account statement	patricia.young@safe...	laura.edwards@abc.com	01/12/2020 11:52:22	SAFEWAY	Create P2P	Read
(Out of Office) Re: Second Past Due Reminder	andrew.martinez@kro...	laura.edwards@abc.com	01/04/2020 00:25:...	KROGER	Create Follow-Up	Read

Example: Email Inbox In HighRadius Collections Cloud



Future Of Finance With Natural Language Processing

Freeda Could Be Your Trusted Colleague

01 I will be able to suggest real-time questions that you can ask your customer on calls

02 I will be able to provide suggestions on how to answer customer questions

03 I will be able to predict the probable questions that your customer might ask

04 I will be able to Identify the intent of the customer using sentiment analysis

Q&A

Thank you!

NEXT SESSIONS

DXP

O2C

DXP's Collections and Cash Transformation: Implementation Roadmap and Best Practices

10:10 AM CT | *Main Stage*

REDBRIDGE ANALYTICS

TREASURY

Drowning in Treasury Data? How to Swim Your Way out of the Data Pool

10:10 AM CT | *The Cantina*

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