

Modern Customer Experience: More Than a Mobile App!

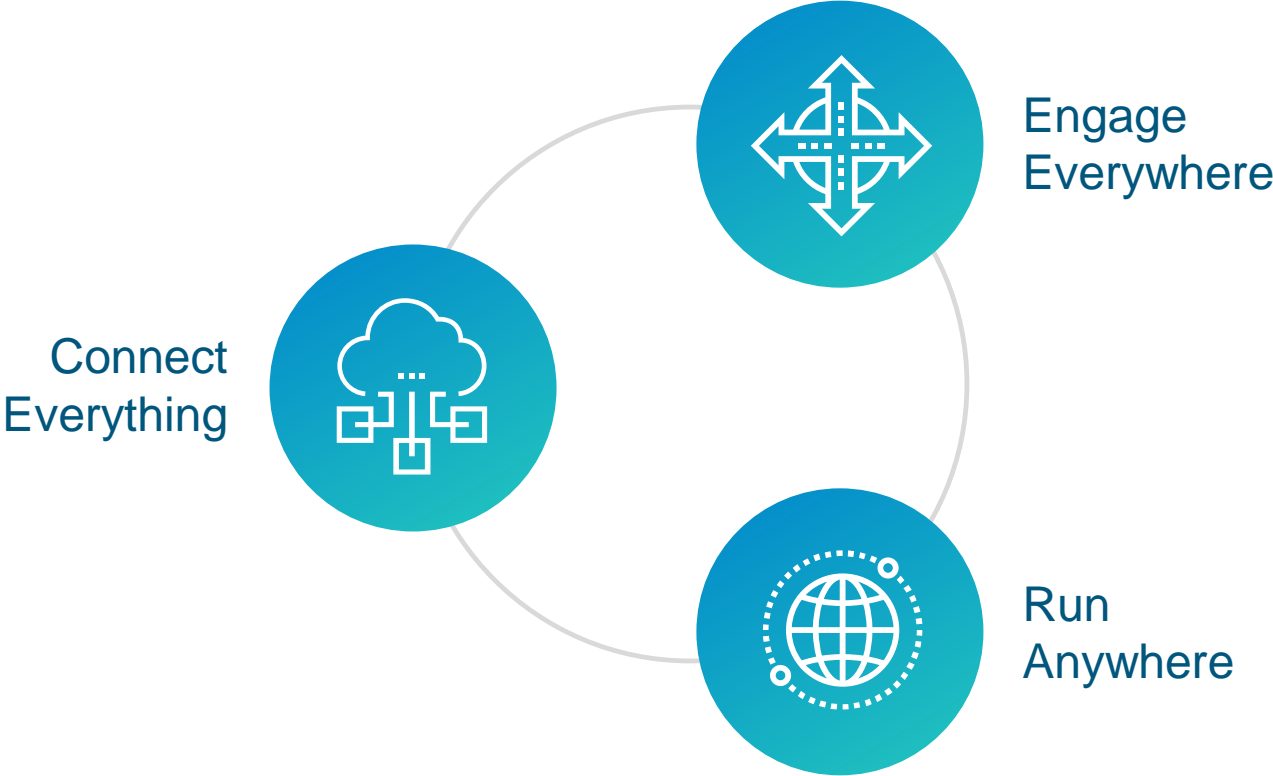
Eric Barner – Senior Sales Engineer

November 14, 2018

Agenda For Today

- Introduction to Flow
- Streamline claims adjudication management
- Integrating mobile app front end with Salesforce case management
- Automate manual and repetitive tasks for your employees

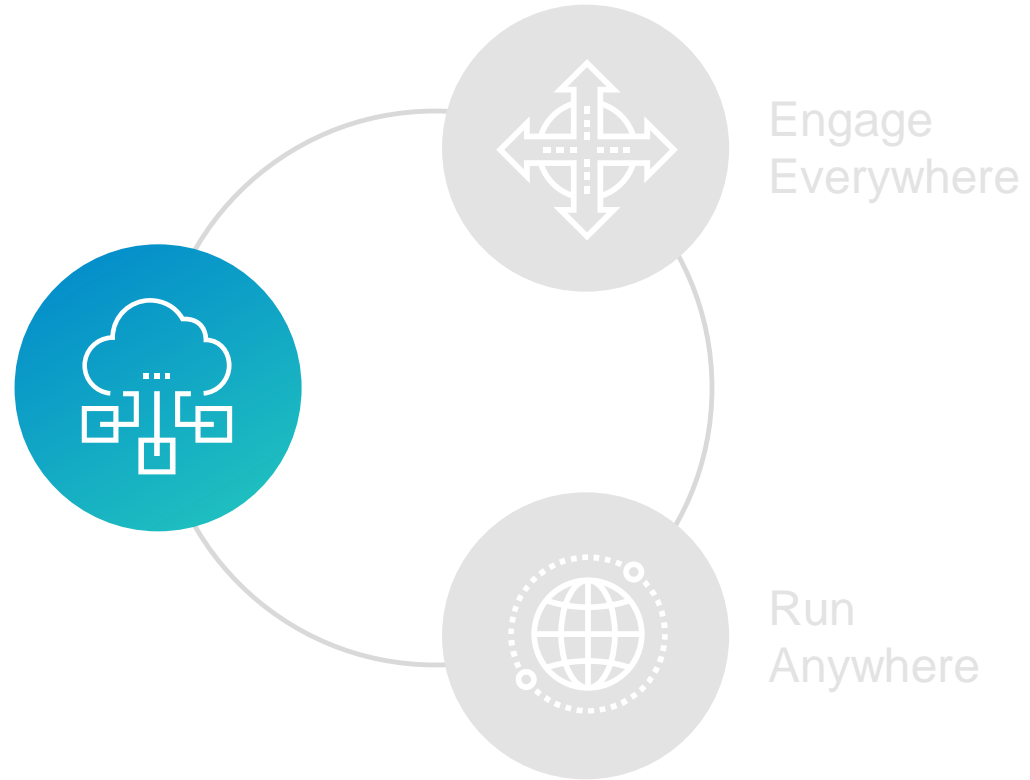
Connected Business: Faster, Smarter, Flexible



Connected Business:
Faster, Smarter, Flexible

Connect Everything

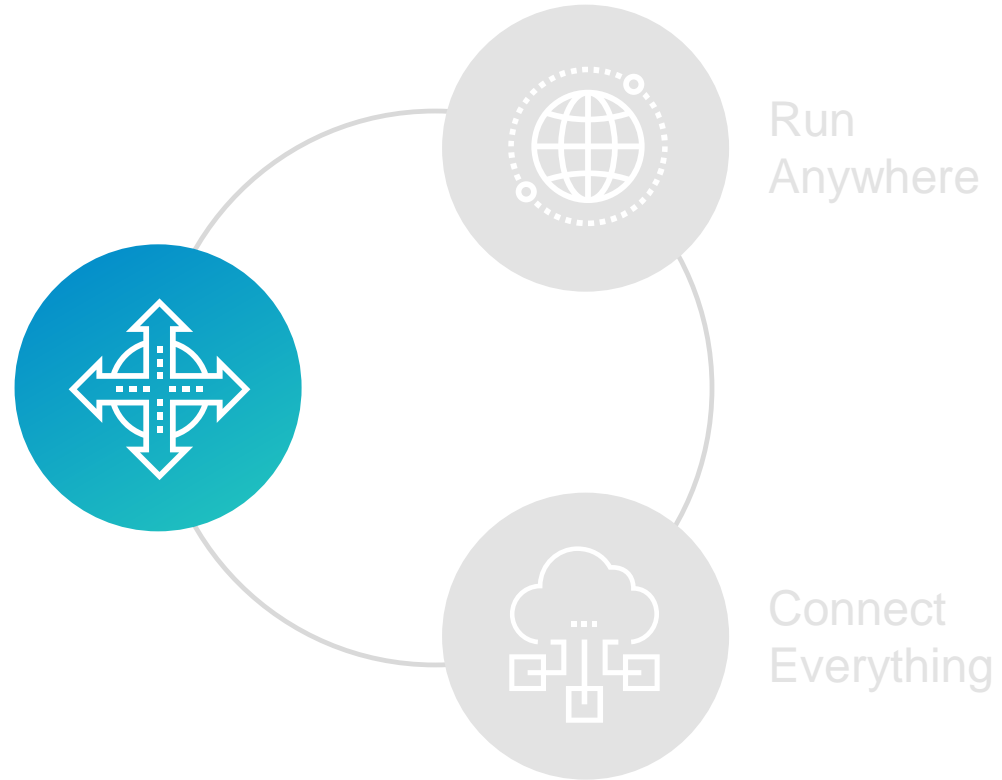
Create a fabric of connectivity
across data, applications,
things, and people.



Connected Business:
Faster, Smarter, Flexible

Engage Everywhere

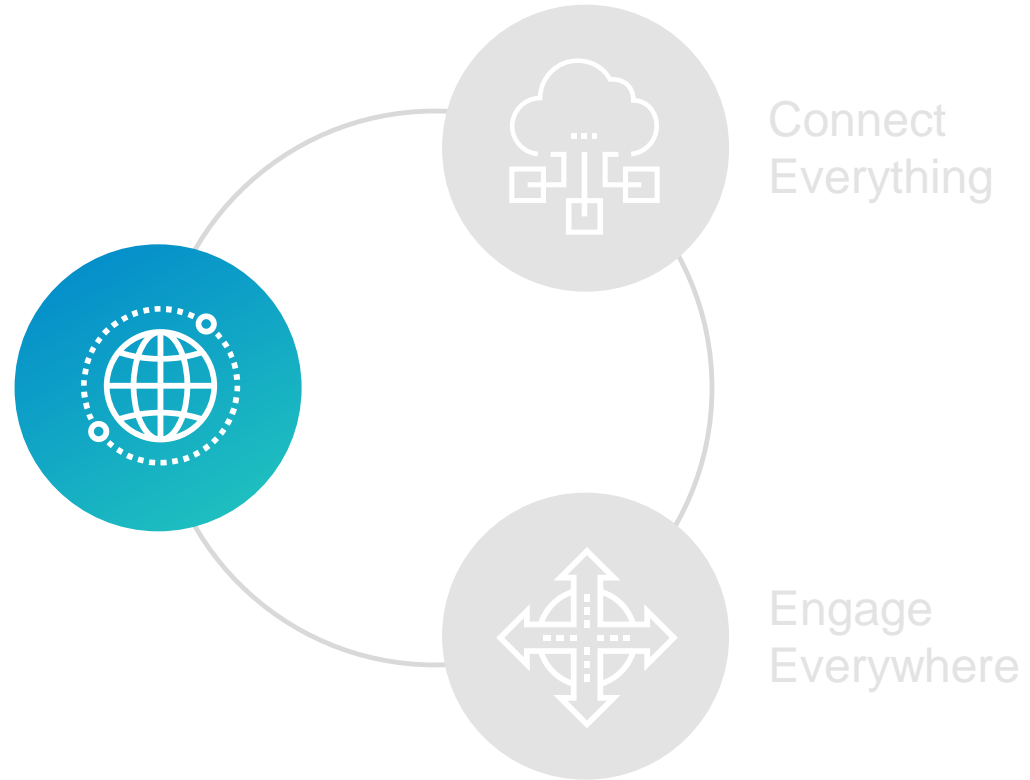
Automate business processes
and experiences across any
platform.



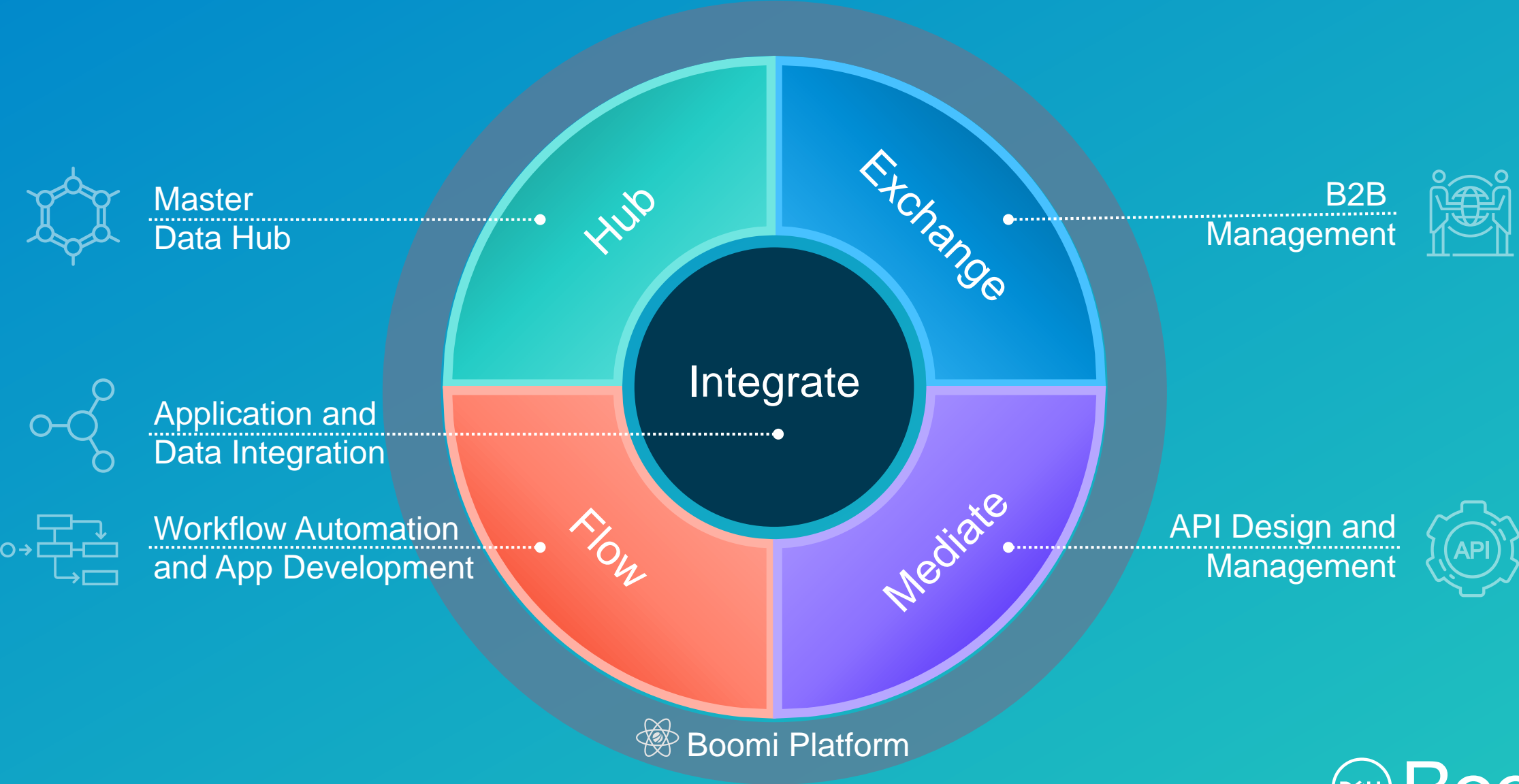
Connected Business: Faster, Smarter, Flexible

Run Anywhere

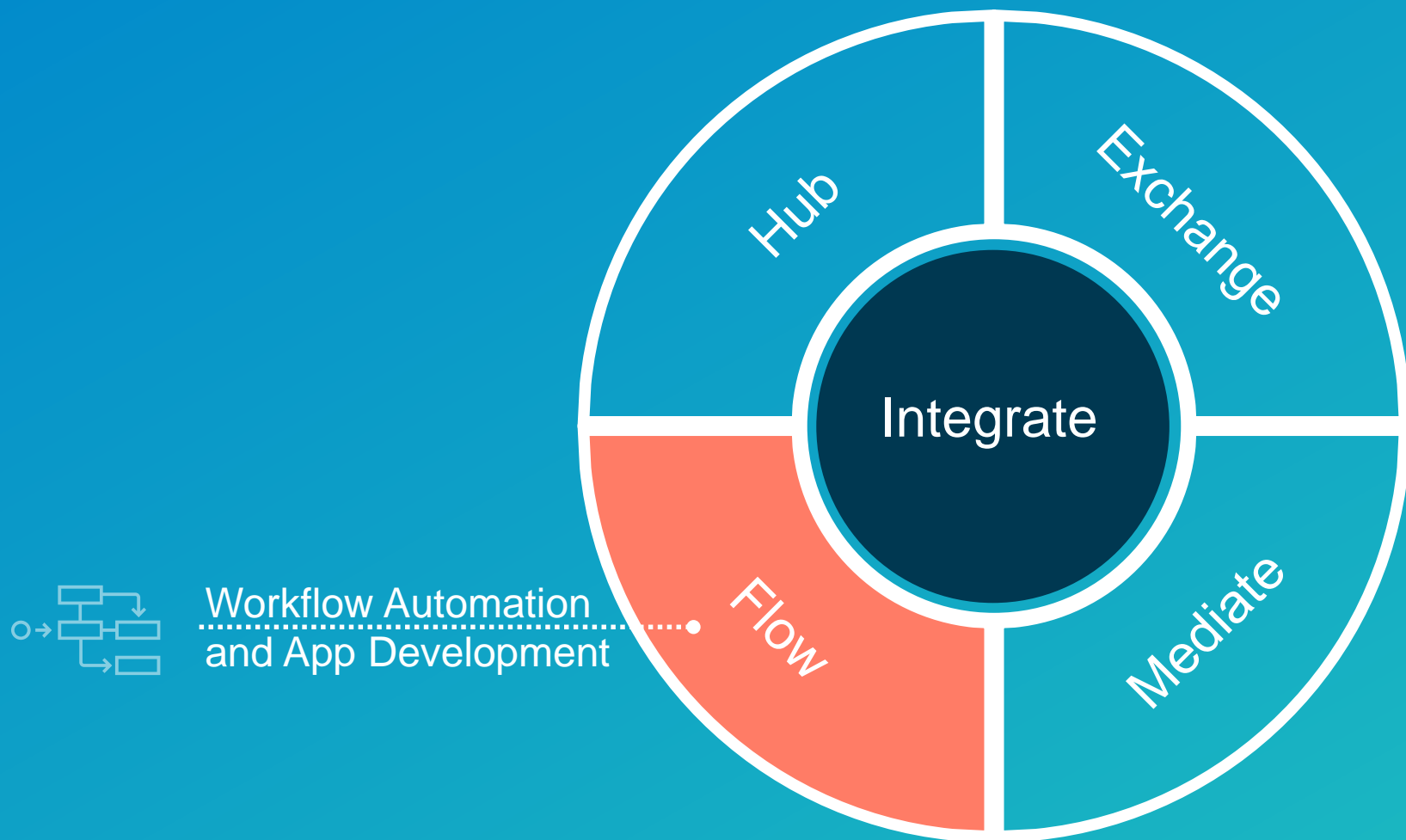
Deploy applications across
public cloud, private cloud,
hybrid cloud, or on prem.



The Boomi Platform

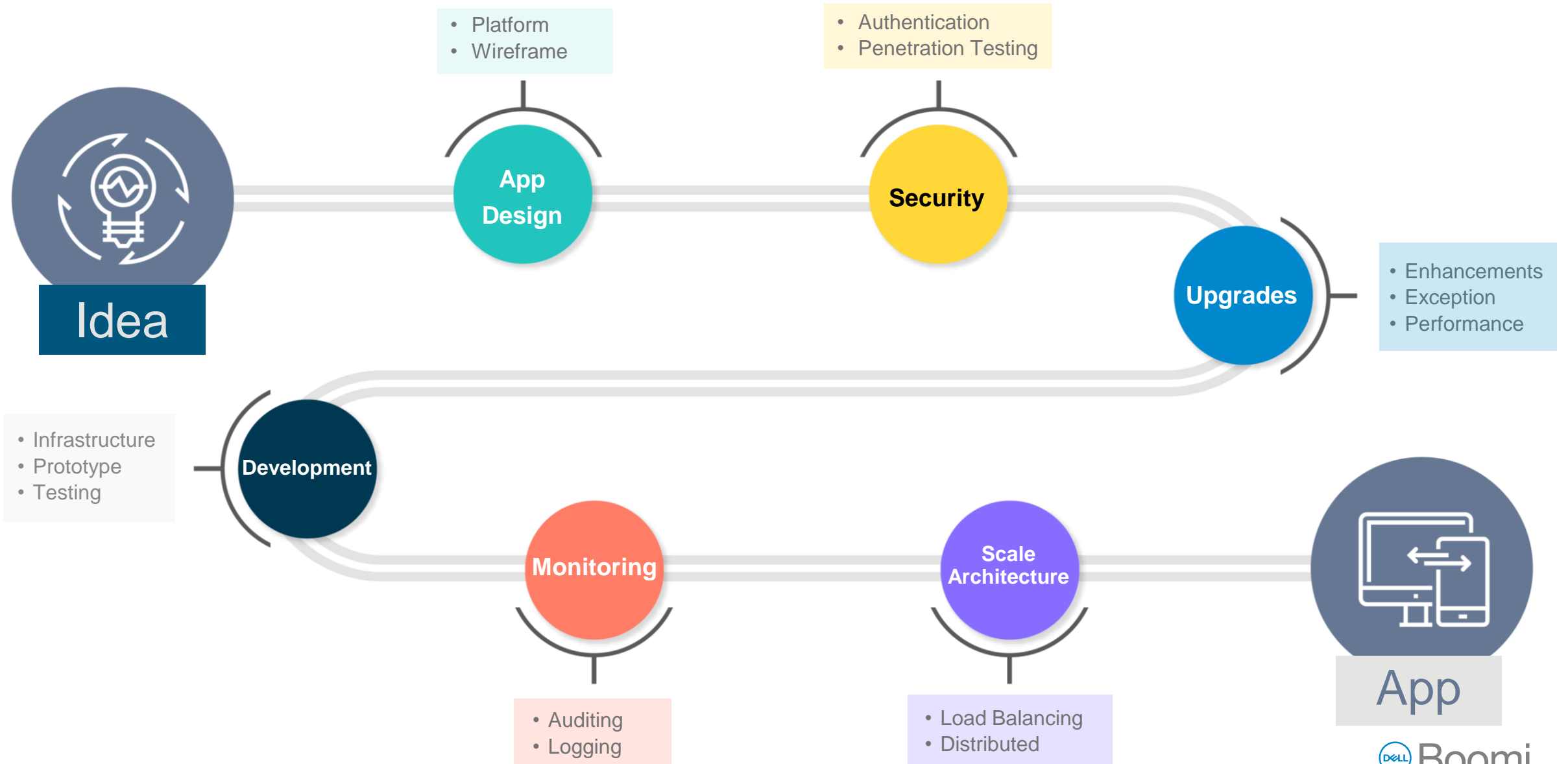


Elements of the Boomi Platform

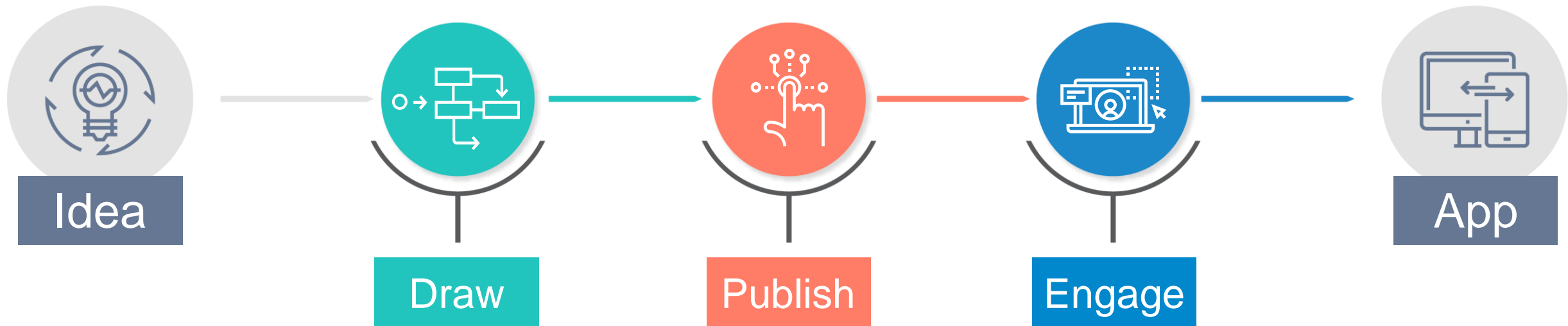


Boomi Flow – As Your App Dev Platform

Challenge: IT's App Dev Burden



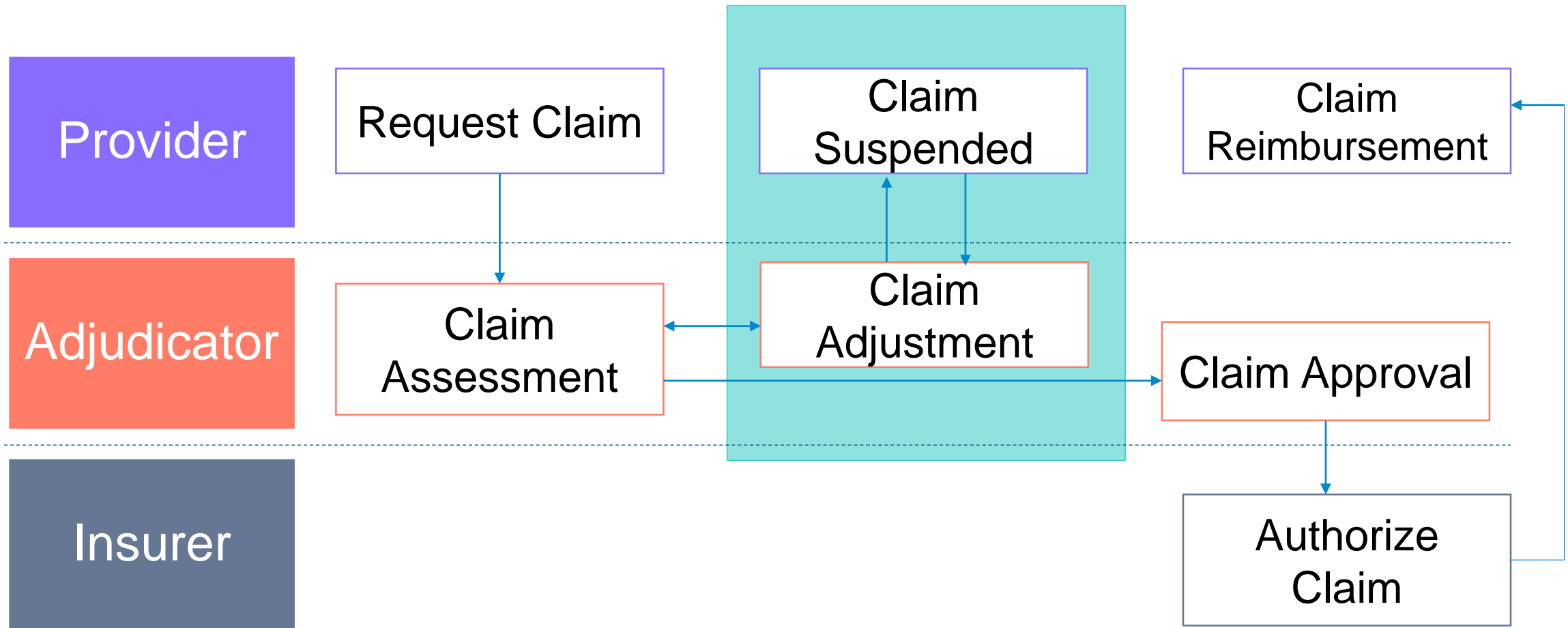
What Flow Does: Accelerate App Development with Low-Code



Build Applications, not Infrastructure

Claim Adjudication Process

Simplified Claims Processing Workflow



Suspended Claims Processing

Guided Path with Dell Boomi



SUSPENDED



Statement 1
Update the claim with the NDC.

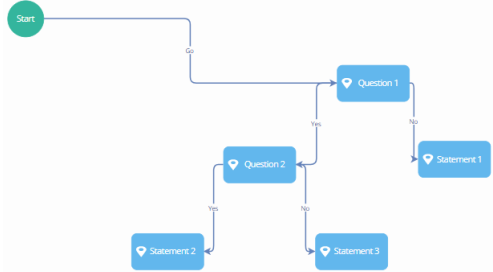
Statement 2
Post adjudication code 959.

Statement 3
Override the suspense.

Question 1
124 Major Medical
Description: Possible Duplicate Item Within Same Claim (Compare NDC Codes and/or Authorization # to Verify if Duplicate Charges For Drug Claim)

Override: 6
Compare the lines where the charge, date of service and/or procedure code match; is there an NDC on the claim?
• Yes. Please proceed to [Statement 1].
• No. Please proceed to [Question 2].

Question 2
Compare the name of the drug and authorization number; are they the same?
• Yes. Please proceed to [Statement 2].
• No. Please proceed to [Statement 3].



Advantages of Guided Path Embedded Process Flows

Decrease Claims Processing Time

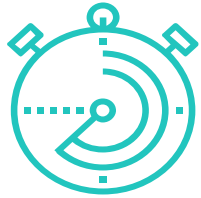
Improve Customer Satisfaction

Reduce Errors of Manual Processing

Transition from data entry to relationship building

Integrating with a CRM for Patient Management

Getting Ahead of Omni Channel Preferences of Your Customers



Real Time and
Mobile



Personal
Engagement



Community and
Social Media



Healthcare Services Demonstration



Extending Customer Engagement

Extending
Capabilities of
Legacy
Applications

Improve
Customer
Satisfaction

Creating a
Single View of
the Customer

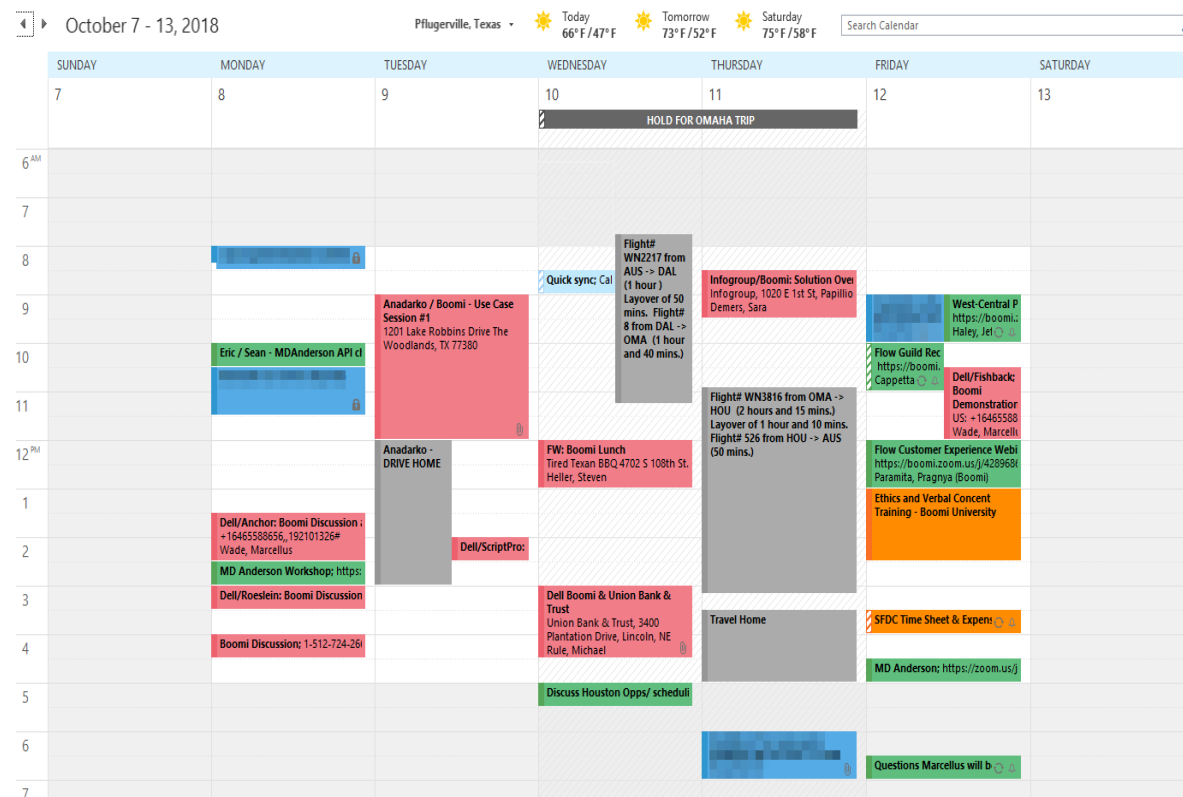
Improving Employee Experience

Automating Manual Repetitive Tasks

Sales Operation Automation: Time Entry

- Independent Time Entries
- Selections Not Maintained
- No Mass Updates

15 Mouse Clicks Per Activity X
25 Activities Per Week (avg) =
375 Mouse Clicks!



Lots of Clicks!?!?!?!?

Calendar Event Edit Help for this Page ?

Solomon Demo

Event Edit Save Save & New Task Save & New Event Cancel

Calendar Details ! = Required Information

Subject	<input type="text" value="Solomon Demo"/>	<input type="text" value="User"/>	<input type="text" value="Eric Barner"/>
Activity Type	<input type="text" value="Demo"/> *	Related To	<input type="text" value="Opportunity"/>
Start	<input type="text" value="Admin/Misc"/>	Name	<input type="text" value="Contact"/> [Add to Invitees]
End	<input type="text" value="Demo"/> *	Related Product	<input type="text" value="--None--"/>
All-Day Event	<input type="text" value="Demo Prep"/>		
Private	<input type="text" value="Discovery"/>		
Location	<input type="text" value="Internal Meeting/Training/Enablement"/>		
Task Start Time	<input type="text" value="1:23 AM"/>		

Marketing Event/Support


Partner Event/Support

Product Evaluation

RFI/RFP

SE Support

Travel



Lots of Clicks!?!?!?!?

Event Edit

Save Save & New Task Save & New Event Cancel

Calendar Details

Subject

Activity Type

Start [11/]

End [11/]

All-Day Event

Private

Location

Task Start Time [11/]

Search ~ Salesforce - Unlimited Edition - Google Chrome

https://boomi.my.salesforce.com/_ui/common/data/LookupPage?lkfm=editPage&lknm=evt3&lkrf...

Lookup

You can use "*" as a wildcard to other characters to improve your search results.

< [Clear Search Results](#)

Search Results

Opportunity Name	Account Name
Solomon Edwards - JobSigns (force.com), Tenrox	Solomon Edwards Group
Solomon Edwards Group, LLC	Solomon Edwards Group, LLC
Solomon- SaP_DB	Solomon
Solomon--Auto-Created-ProServ	Solomon

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Key in and Click Go!

Lots of Clicks!?!?!?!?

Calendar Event Edit Help for this Page ?

Solomon Demo

Event Edit Save Save & New Task Save & New Event Cancel

Calendar Details ! = Required Information

Subject	<input type="text" value="Solomon Demo"/>	Assigned To	User <input type="text" value="Eric Barner"/>
Activity Type	<input type="text" value="Demo"/>	Related To	Opportunity <input type="text" value="Solomon- SaP, DB"/>
Start	<input type="text" value="11/6/2018"/> <input type="text" value="1:00 PM"/> [11:23 AM]	Name	Contact <input type="text"/> [Add to Invitees]
End	<input type="text" value="11/6/2018"/> <input type="text" value="2:00 PM"/> [11:23 AM]	Related Product	<input type="text" value="INT"/> *
All-Day Event	<input type="checkbox"/>		
Private	<input type="checkbox"/>		
Location	<input type="text" value="--None--"/>		
Task Start Time	<input type="text"/> [11/1/2018 11:23 AM]		

- INT *
- None--
- Platform
- INT *
- B2B
- HUB
- API
- FLOW

Lots of Clicks!?!?!?!?

Calendar Event Edit Help for this Page ?

Solomon Demo

Event Edit Save Save & New Task Save & New Event Cancel

Calendar Details ! = Required Information

Subject	<input type="text" value="Solomon Demo"/>		Assigned To	<input type="text" value="User"/> <input type="text" value="Eric Barner"/>	
Activity Type	<input type="text" value="Demo"/>		Related To	<input type="text" value="Opportunity"/> <input type="text" value="Solomon- SaP, DB"/>	
Start	<input type="text" value="11/6/2018"/> <input type="text" value="1:00 PM"/>	<input type="text" value="[11:23 AM]"/>	Name	<input type="text" value="Contact"/> <input type="text"/>	[Add to Invitees]
End	<input type="text" value="11/6/2018"/> <input type="text" value="2:00 PM"/>	<input type="text" value="[11:23 AM]"/>	Related Product	<input type="text" value="INT"/>	
All-Day Event	<input type="checkbox"/>				
Private	<input type="checkbox"/>				
Location	<input type="text" value="Remote"/>				
Task Start Time	<input type="text" value="--None--"/>	<input type="text"/>			<input type="text" value="[11/1/2018 11:23 AM]"/>

- Remote
- Onsite

Lots of Clicks!?!?!?!?

Event Edit

Save Save & New Task Save & New Event Cancel

Calendar Details

! = Required Information

Subject

Activity Type

Start [11:23 AM]

End [11:23 AM]

All-Day Event

Private

Location

Task Start Time [11/1/2018 11:23 AM]

Assigned To

Related To

Name [Add to Invitees]

Related Product

Next Entry – You Start All Over !?!?!?!?

Calendar Event Edit Help for this Page ?

Boomi Demonstration

Event Edit Save Save & New Task Save & New Event Cancel

Calendar Details ! = Required Information

Subject	<input type="text" value="Boomi Demonstration"/>		Assigned To	<input type="text" value="User"/> <input type="text" value="Eric Barner"/>	
Activity Type	<input type="text" value="--None--"/>		Related To	<input type="text" value="Opportunity"/>	<input type="text" value=""/>
Start	<input type="text" value="11/7/2018"/> <input type="text" value="11:00 AM"/>	<input type="text" value="[11:50 AM]"/>	Name	<input type="text" value="Contact"/>	<input type="text" value=""/> [Add to Invitees]
End	<input type="text" value="11/7/2018"/> <input type="text" value="12:00 PM"/>	<input type="text" value="[11:50 AM]"/>	Related Product	<input type="text" value="--None--"/>	
All-Day Event	<input type="checkbox"/>				
Private	<input type="checkbox"/>				
Location	<input type="text" value="--None--"/>				
Task Start Time	<input type="text" value=""/>	<input type="text" value="[11/1/2018 11:50 AM]"/>			

Flow – Repetitive Efficiency

- Remembers the Selections
- Single Click for common options (Boomi Internal)
- Mass update based on a subject value

Modifying events for Eric Barner (SFDC ID: 0051W000004UdreQAC)

Change Activity To:

Activity Type * x Related Product * x Location * Remote Onsite

Related To:

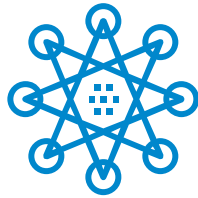
Salesforce Unique ID * Name

Actual ID for Account or Opportunity inside Salesforce. You can paste it here or have it populated from the search functionality above. The name of the account or opportunity (if populated from Search or Internal selection).

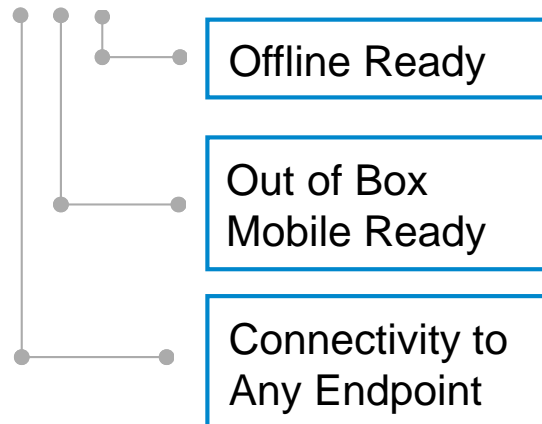
Returned Events

Actions	EventID	Subject	Start	Direct URL
<input type="button" value="Update"/> <input type="button" value="Delete"/>	00U1W000018TysmUAC	In Kansas- Gotham	Nov 16, 2018 10:30 AM EST	https://boomi.my.salesforce.com/00U1W000018TysmUAC
<input type="button" value="Update"/> <input type="button" value="Delete"/>	00U1W000018TysnUAC	FW: Updated invitation with note- Grantham/Dell Demo & Discussion @ Thu Nov 15, 2018 9:30am - 11am (CST) (marcellus.wade@dell.com)	Nov 15, 2018 10:30 AM EST	https://boomi.my.salesforce.com/00U1W000018TysnUAC
<input type="button" value="Update"/> <input type="button" value="Delete"/>	00U1W000018URUKUA4	Iowa-80 next steps...want to get them live on fuel app	Nov 09, 2018 3:00 PM EST	https://boomi.my.salesforce.com/00U1W000018URUKUA4
<input type="button" value="Update"/> <input type="button" value="Delete"/>	00U1W000018fIAUAQ	Boomi Demonstration	Nov 07, 2018 12:00 PM	https://boomi.my.salesforce.com/00U1W000018fIAUAQ

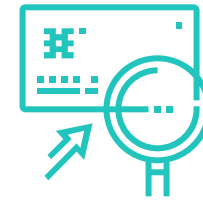
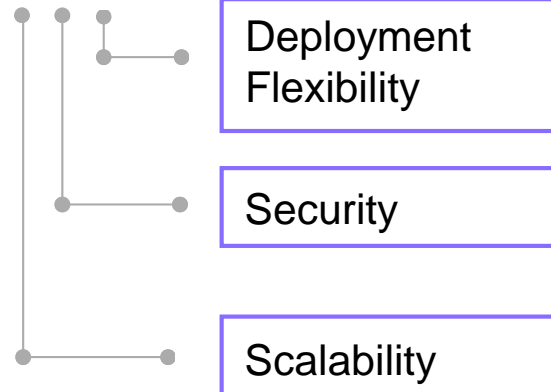
Boomi Flow Turbo Charged App Development



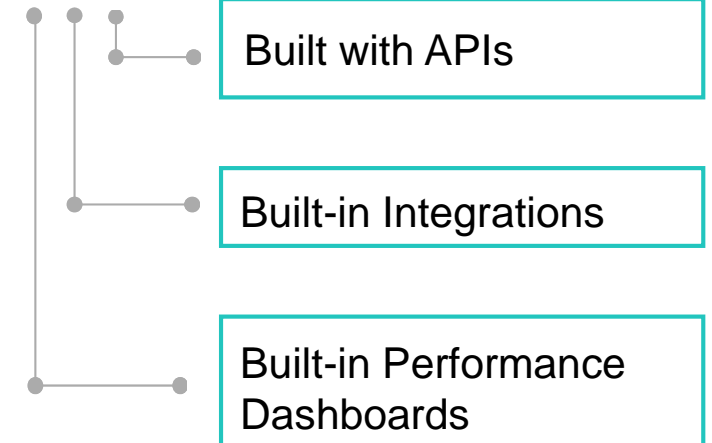
Unlimited Connectivity



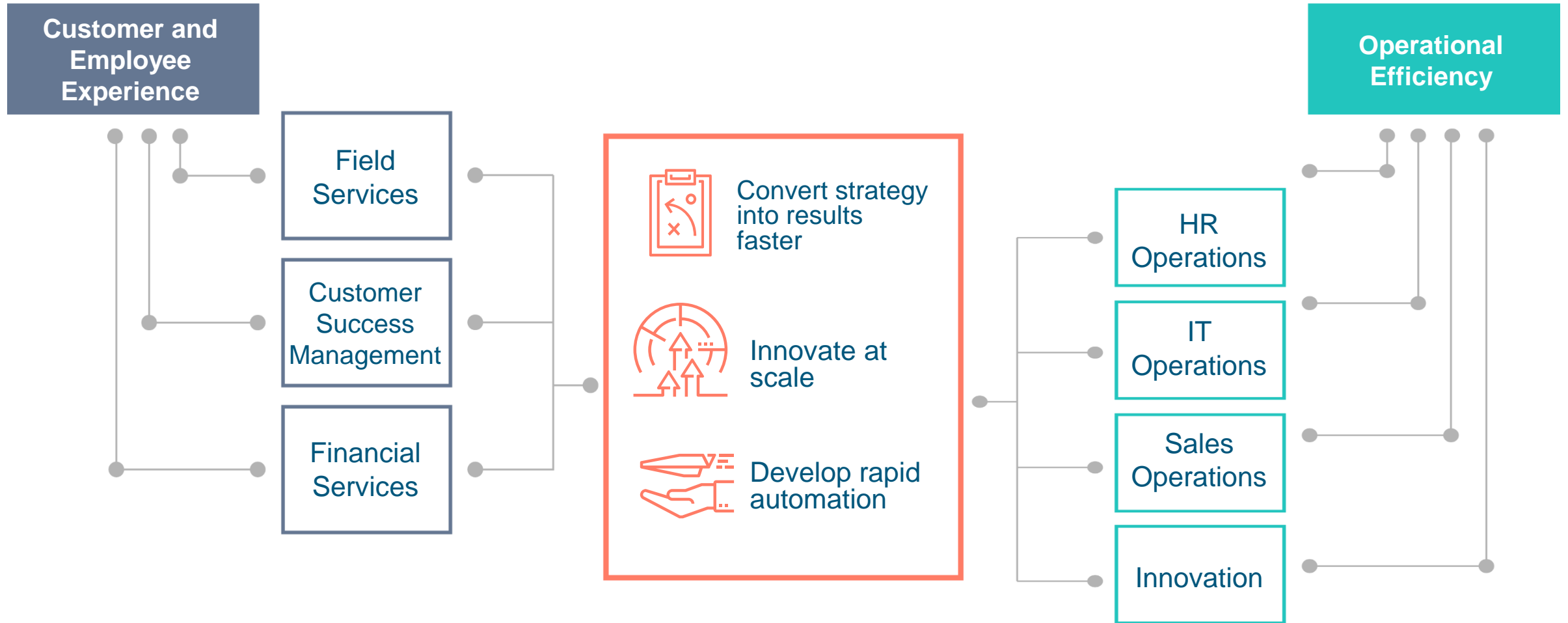
Enterprise Grade



Customizable



Empower Your IT and Line of Business Partners



Questions?

Register for the upcoming Boomi Flow Webinar Series sessions @
<https://boomi.com/event/online/boomi-flow-webinar-series/>