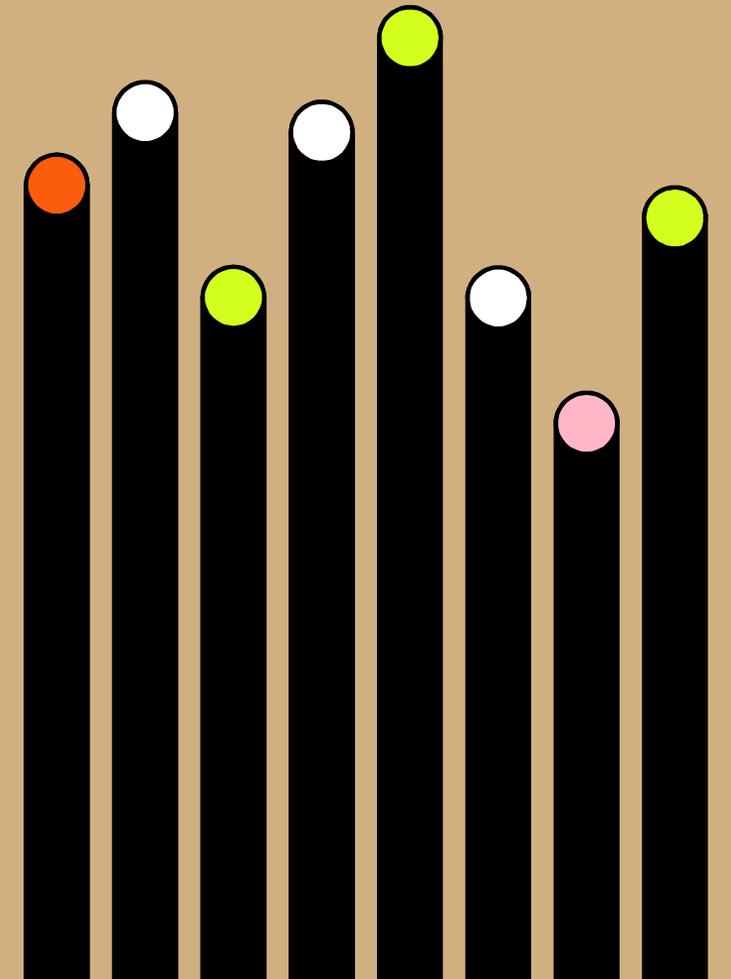# Improve experiences via frictionless Customer Onboarding Journey for Banks using Camunda

Raj Saboo

Raj Saboo *Capgemini*

**Technical Architect and
Capgemini Financial Services 'Camunda CoE' UK Leader**

Using Camunda from last 4 years

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Next 20 mins

Problem Statement & Onboarding Challenges

Demo using AI Services

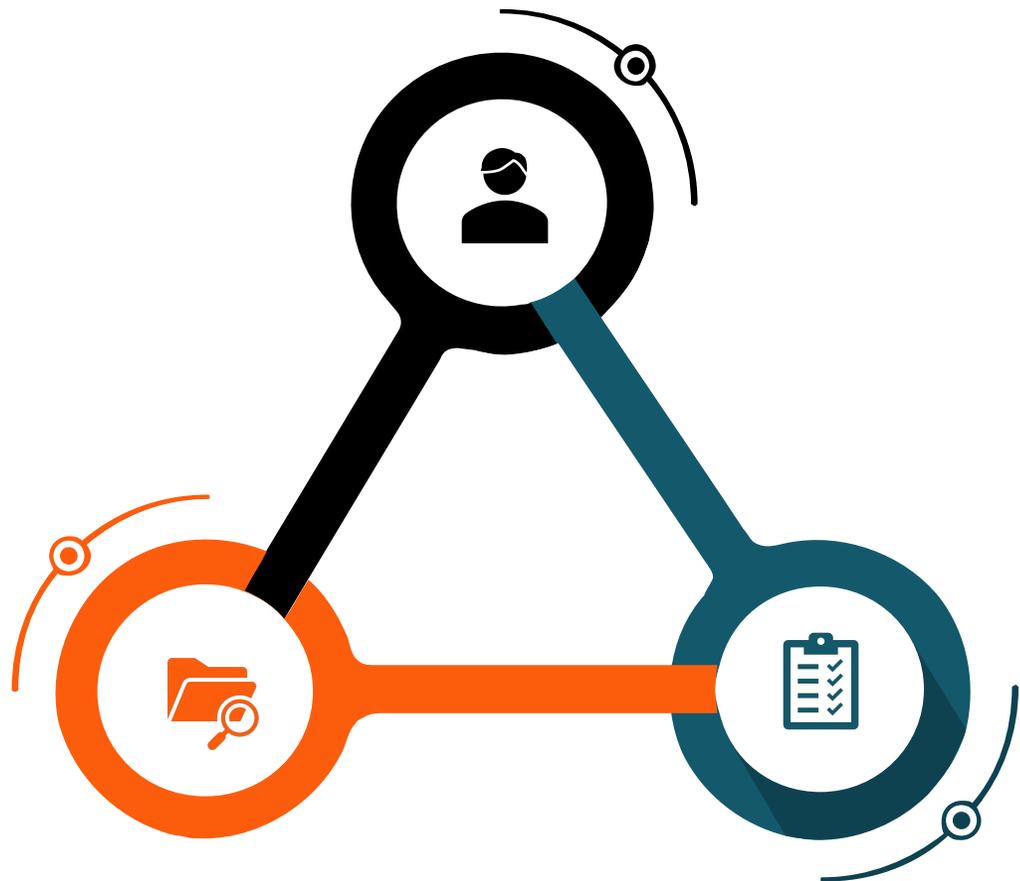**Achieved Outcomes and Next planned activities**

Q&A

Onboarding challenges

Personalized
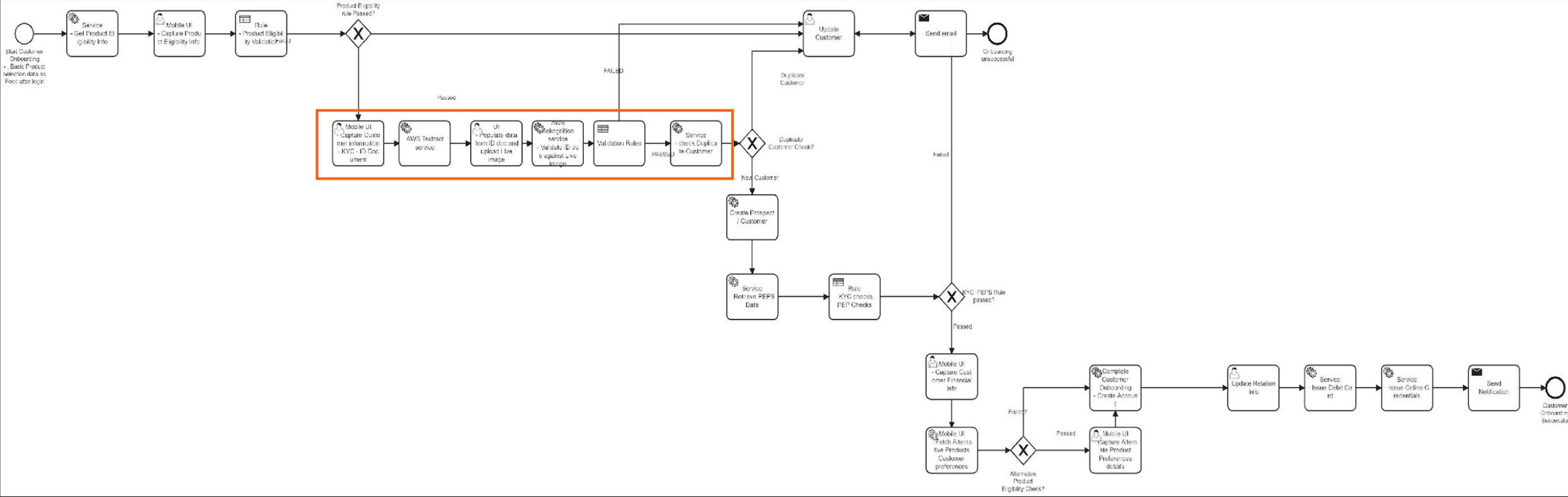
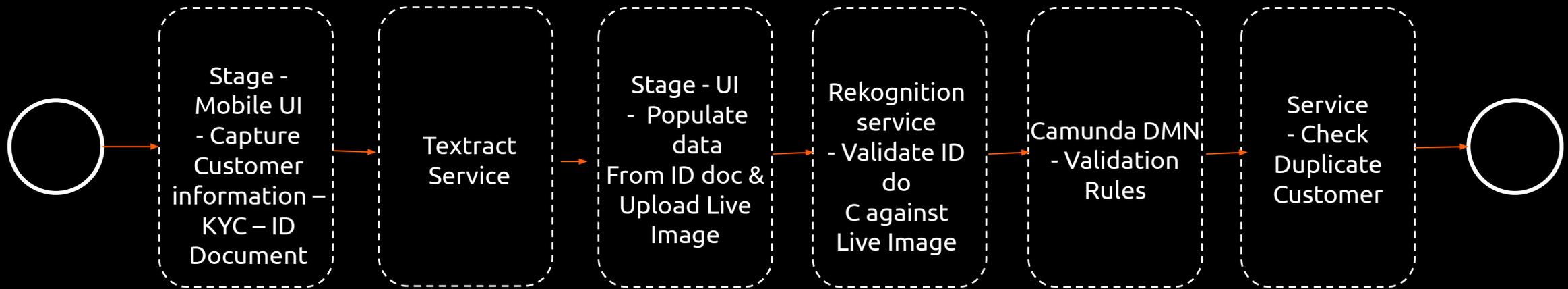**Effortless Identification and Verification (idv)**

Compliance checks

Demo

Building Onboarding journey via AI Services in very simple steps via minimum code

>> IDV - AWS Textract

>> IDV - AWS Rekognition

>> Camunda - Next best action

>> Camunda - DMN - Rules

Example Onboarding Workflow

Extract IDV - Demo Workflow

Pre-recorded Demo

Achieved Outcomes

40% of increased Net Promotor Score (NPS) due to personalized onboarding journey

30% of improvements by reducing overall time taken for onboarding due to frictionless IDV

25% of reduced manual work due to automated compliance checks.

Process Orchestration to Microservices Orchestration

Bala Sundaram
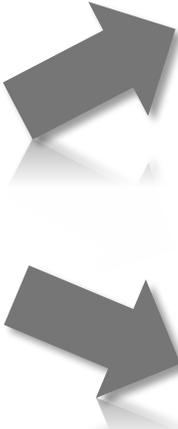Head of Integration Platforms
(NA FS)

Kalpesh Sharma
Head of API/Microservices
(NA FS)

**Customer Journey ->
Process Orchestration ->
Microservices Workflow Orchestration**

Capgemini Accelerators

**Mapping of process nodes to
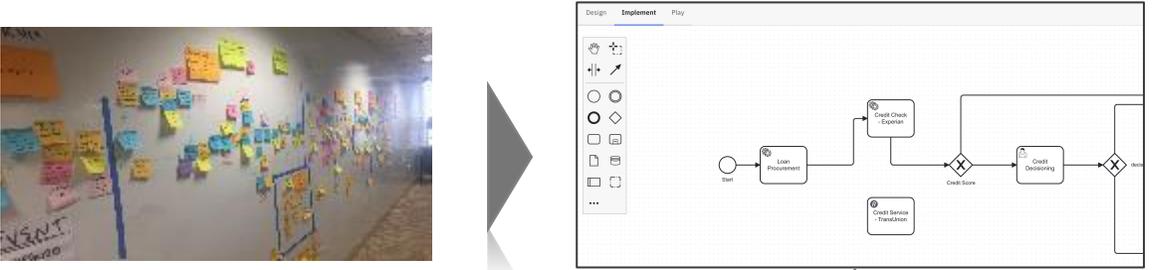microservices and orchestration
using Zeebe**

Customer Journey -> Process Orchestration -> Microservices Workflow Orchestration

Custom Journey Maps

- Through Event Storming sessions, business processes in various domains and sub-domains are decomposed.
- This Decomposition helps in creating Process Orchestration models, Bounded Contexts and API Taxonomy.
- Capgemini's business architecture models accelerate this decomposition.

Domain Driven Decomposition
Process Orchestration in the context of Domains and Sub-domains

CAMUNDA   Zeebe

Loan Application

Credit Verification

Credit Decisioning

Loan Approval

Loan Disbursement
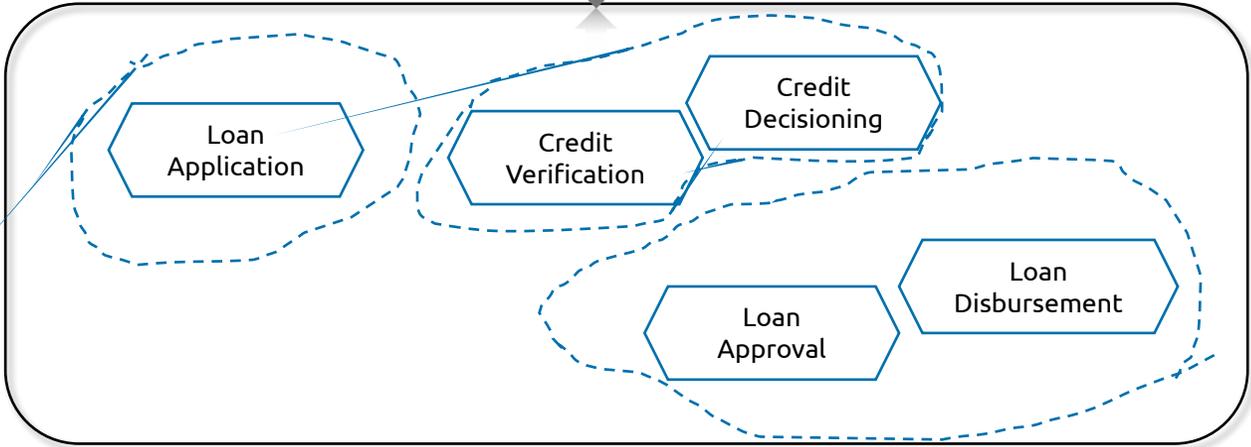
Domain Driven Design
Bounded Contexts, API Taxonomy & Microservices

Mapping of process nodes to microservices and orchestration using Zeebe
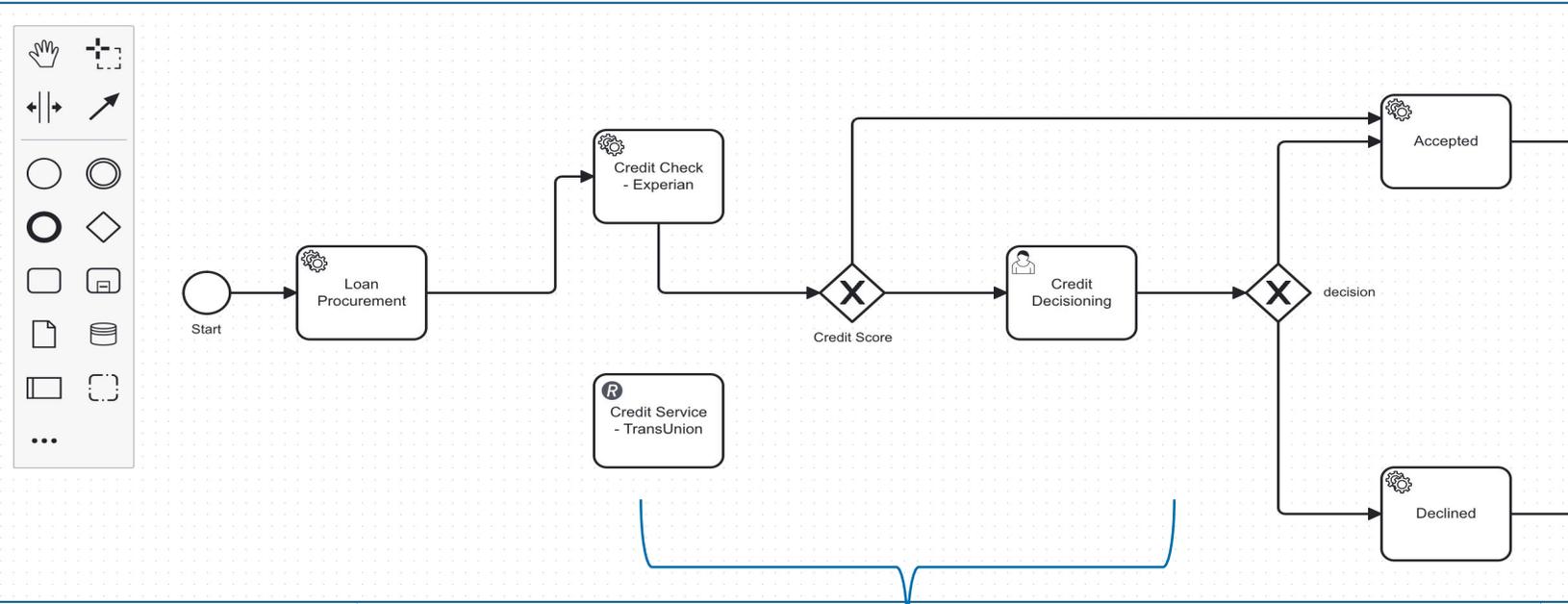

```java
import io.camunda.zeebe.client.ZeebeClient;


@Service
public class ZeebeService {
@Autowired
private ZeebeClient zeebeClient;
public void startWorkflowInstance() {


Map<String, Object> variables = new HashMap<String,
Object>();
variables.put("automaticProcessing", true);


    zeebeClient.newCreateInstanceCommand()
    .bpmnProcessId("application-onboarding")
    .latestVersion()
    .variables(variables) //
    .send()
    .join();
}
…
}
```

Capgemini Accelerators

Reimagine Business Process

01 DDD Toolkit

DDD Implementation Toolkit with techniques such as Event Storming & Knowledge Crunching methods

02 Business Architecture

Ready-to-use Business Architecture library covering Banking, Capital Markets and Insurance domain

API Design Refactoring

03 API Templates & Cookbooks

Comprehensive suite of ready-to-use Templates and Cookbook at every stage of development journey (BDD, DDD, Open-API, Security, Kafka, Camunda, MuleSoft)

Execution

04 Camunda Connectors

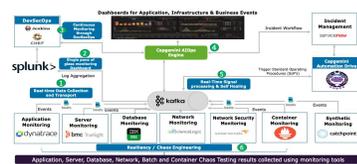Suite of connectors integrating with In-house/Third-Party Applications across Hyperscalers and On-prem systems

Operations

05 Cap-Ops

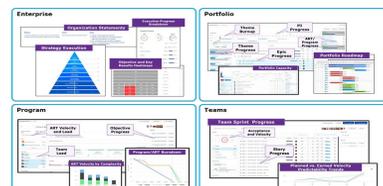Monitoring data shipped through filebeats, brokered through Kafka, stored in CLS and Intelligently Analyzed in AIOps engine

06 Cap-H

Preconfigured ready-to-use dashboards providing visibility into Runtime Workflow process

Next Planned Activities

Optimize use of Heatmap and analysis to improve further to reduce overall time taken

Out of the box Connectors and Build new Growing number of connectors available

Add all rules to DMN Still many rules are scattered as part of different backend systems

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- THANK YOU