

# ExpLore Reasoning Systems: Update

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# ERS Soar-Related Products

## ■ KB Agent

- A commercial version of Soar 7

## ■ Rule Management Facility (RMF)

- Rule specification repository, works with OOM
- Code generators: KB Agent, Soar 7, Clips, ...
  - Rule Sets map to operators, rules are operator applications

## ■ SmartClaims (prototype)

- Web-based medical claims processor

# Product Developments

## ■ KB Agent™

- Java JNI interface to kernel DLL
  - Java class layer above to hide message format
- Java CORBA Server using Visibroker
- MS COM interface is a one-liner

## ■ RMF™

- Metadata being added to RMF Messaging
- Version 2 (Java) in Design Stage

# New Business

- The Proud Owners
  - One Direct Insurance Company
  - One Re Insurance Company
- The Persuaded - 4 others
- The Tire Kickers
  - Another Insurance Company (Evaluation)
  - A Credit Card Chargeback Company (Proposal)
  - One Forms Processing Company (Proposal)

# Task Domains

## ■ In Operation

- Reflexive Questioning for Applications
- Application Field Checks
- Underwriting Requirements Generation
- Automatic Issue Checks

## ■ Under Proposal

- Credit Card Chargeback Regulations
- Government Forms Validation
- Workflow Management

# Assessment

## ■ Nuggets

- No one challenges the technical quality of Soar for RBS
- The competition has inferior products and RMF is slowly gaining mindshare
- Slowly removing enterprise deployment obstacles

## ■ Coal

- Swamped by small business issues
- Dancing with Elephants
- Chicken & Egg problem on market share
- Domains so far are trivial