

TRANSACTION PROCESSING COMPUTER SYSTEM WITH MULTI-CHANNEL COMMUNICATION CONTROL AND DECISION SUPPORT

ABSTRACT

An example method comprises generating one or more requests for information by a requesting party, via a document processing engine, transmitting, by the document processing engine, the one or more requests for information by the requesting party, via a multi-channel communication system, receiving, via the document processing engine, one or more documents and corresponding metadata transmitted by the requesting party, in response to the requests for information by the decisioning party, automatically processing, via the document processing engine, one or more documents and corresponding metadata transmitted by the requesting party, automatically validating, via the document processing engine, one or more documents and corresponding metadata transmitted by the requesting party, triggering, via the multi-channel communication system, one or more journeys, wherein completion of a journey results in a communication by the multi-channel communication system, storing, via a system of record, the one or more processed documents and corresponding metadata.

[Fig. 5]