BizIntellect Powered by Middesk
SalesForce Integrated App for Business Identification
User Guide

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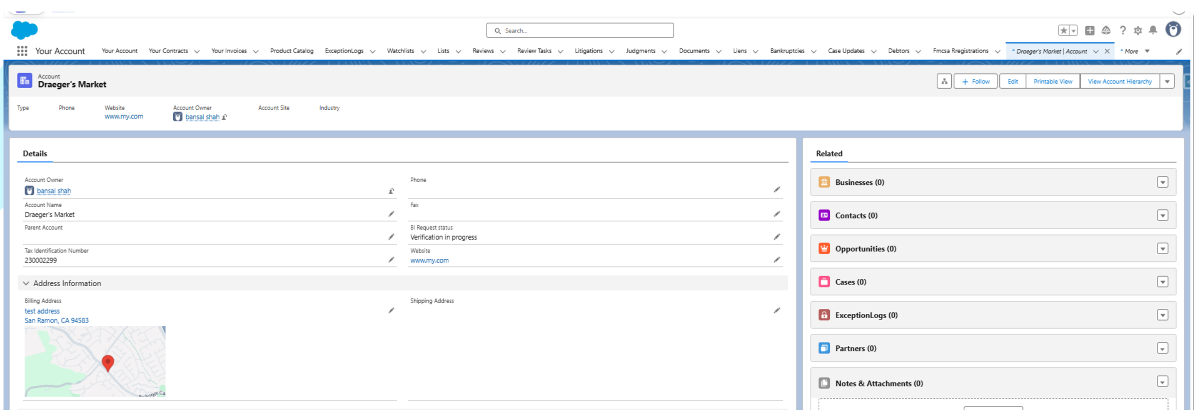
1. Introduction

Welcome to **BizIntellect**, your identity verification solution built on Salesforce and powered by Middesk. This user guide is designed to help you understand how to initiate verifications, request business documents, and navigate the system easily.

2. Getting Started

To begin using BizIntellect: To verify the business we should follow the steps mentioned below

- Navigate to the **Account** Object.

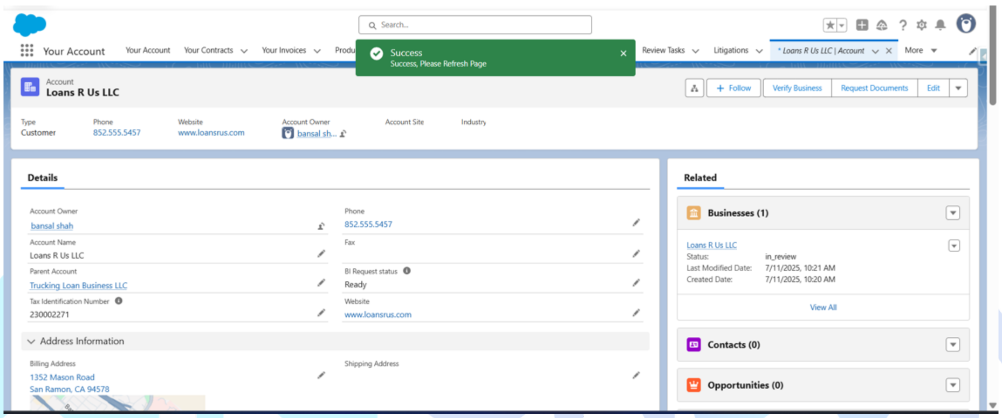


- Choose an existing account or create a new one with the necessary information:
  - Account Name (Required)
  - Tax Identification Number (TIN) (optional)
  - Billing Address (Street, City, State) (Required)
  - Website (optional)

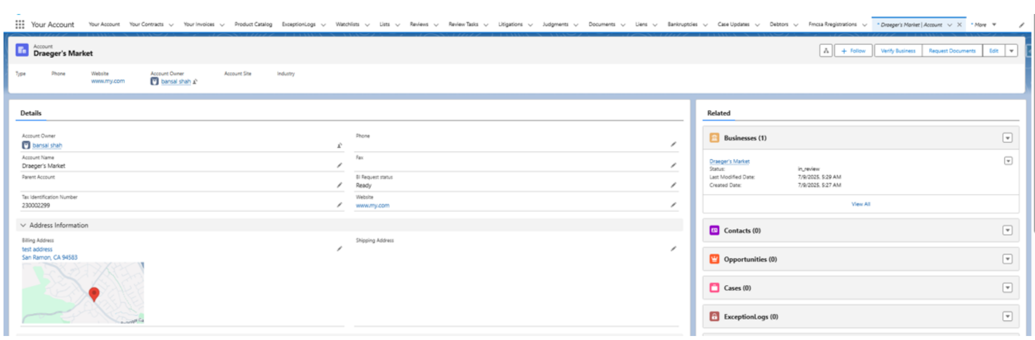
3. Verifying a Business

Follow these steps to verify a business:

1. Open an Account record.
2. Review and verify whether the TIN (optional) and address details are filled correctly.
3. Click the **Verify Business** Quick Action Button.
4. **Refresh** the browser. At this time, BI Request status will change from “Ready” to “Verification in progress”.



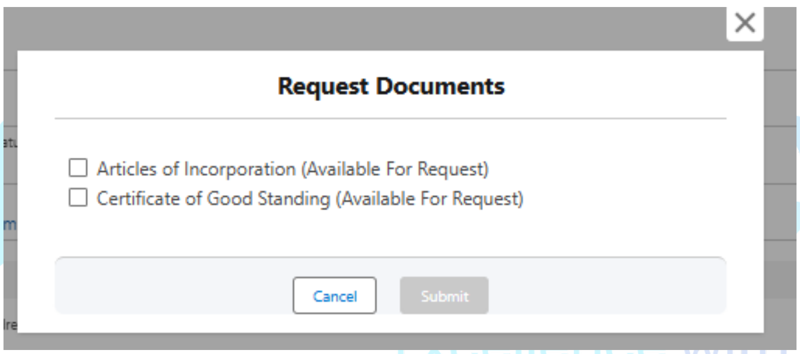
5. A verification process is triggered:
   a. An API call is made to Middesk.
   b. A background process listens for responses.
   c. BI Request status is changed from “Ready” to “Verification in progress”.
6. **Refresh** the browser within a few minutes. The BI Request status will change from “Verification in progress” to “Ready” once verification is complete.



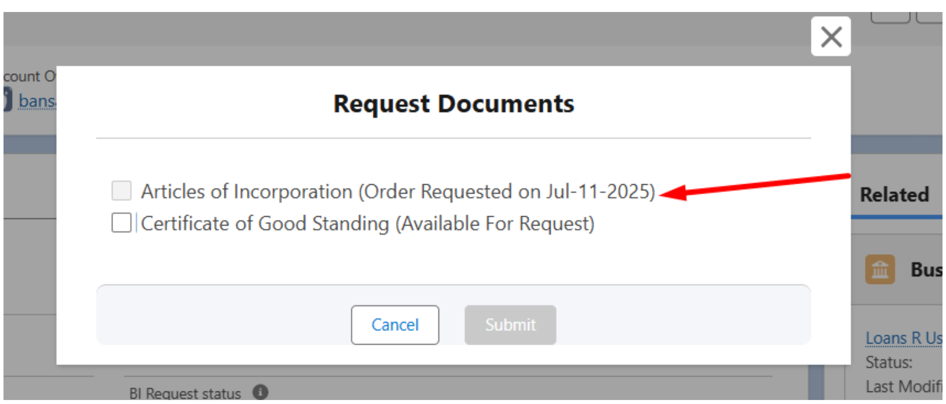
4. Requesting Documents

To request official documents:

1. Open an Account record.
2. Before clicking the 'Request Documents' button, the user must first click the '**Verify Business**' button at least once, so that there is at least one verified business available from which documents can be requested.
3. Click the **Request Documents** button.
4. Select at least one or both documents and click submit.
    a. Articles of Incorporation
    b. Certificate of Good Standing

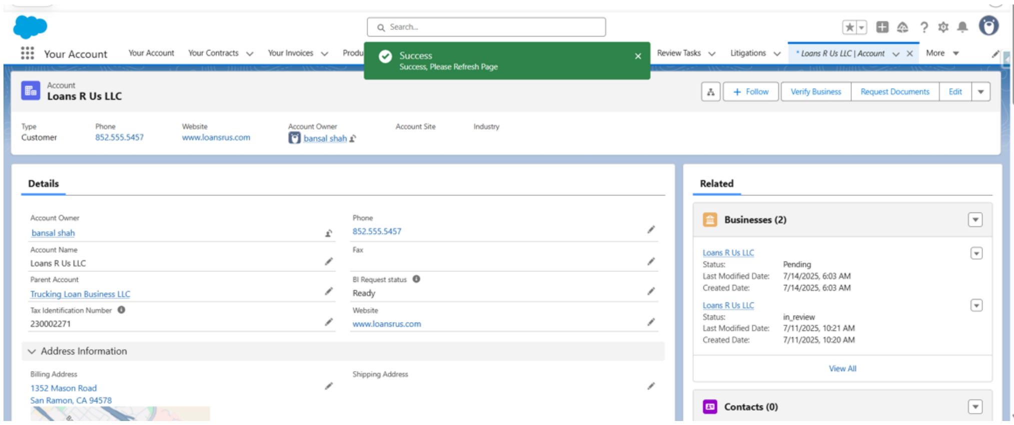


5. Documents that have been previously requested are shown in a disabled state with their last request date displayed.

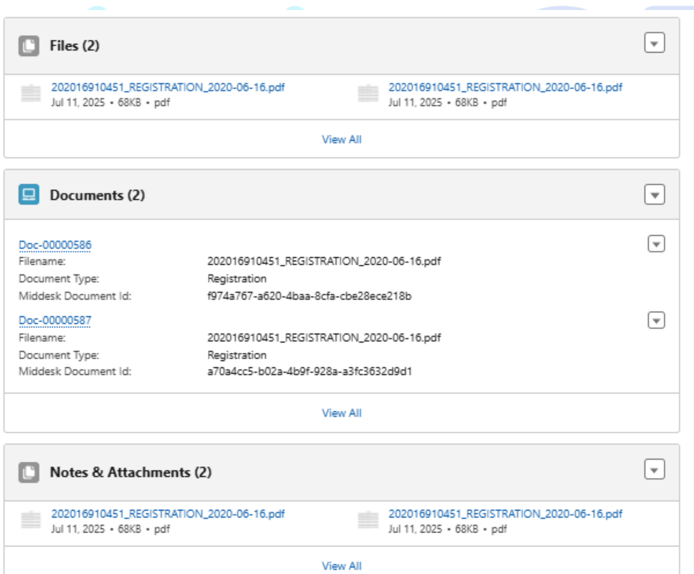


6. Documents can be requested only once. Note: Based on your policy each time you do reverification, the documents are automatically updated.

7. Selected documents are ordered via Middesk.



8. Once available, files are downloaded and attached to the **Business** record.



5. Understanding Statuses

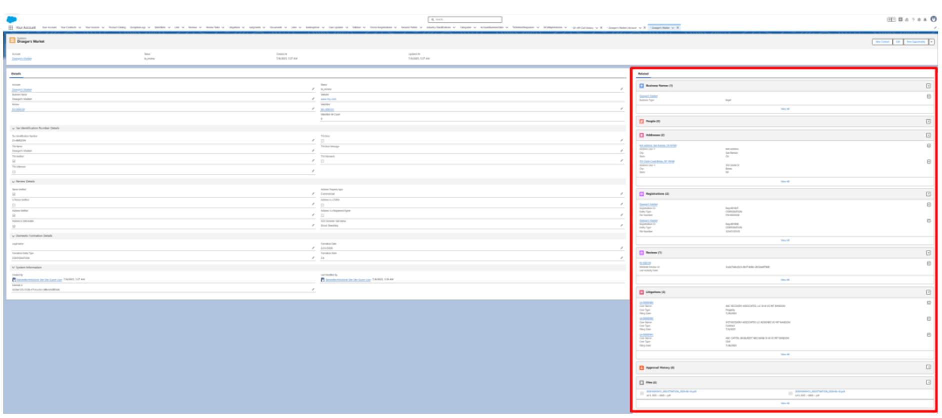
- **Verification in Progress**: Verify Business Request sent, awaiting response.
- **Document Request in Progress:** Document Request sent, awaiting response.
- **TIN Verification Pending**: IRS unavailable.
- **Ready**: Ready to verify Business, Ready to Request Document, Business verified and data available, Document Requested and data available.
- **In Review**: Middesk is done with the processing of verification and it's available for review within the salesforce for the account.

6. Viewing Business Data

After verification is complete:

- A **Business** record is created and linked to the Account.
- *Related records are populated including:
    - Business Names
    - People
    - Address
    - Registrations
    - Reviews
    - Litigations
    - Files
    - Documents
    - Watchlists
    - Liens
    - Exceptional Logs
    - Bankruptcies
    - FMCSA Registrations
    - Industry Classification
    - TinRetriedResponse
    - BICallApiHistories

  * Based on the subscription selection with Middesk



- Use custom tabs or navigate through related lists in the Business layout.

7. Reports and Logs

BizIntellect provides detailed reporting on API usage:

- Navigate to **BICallApiHistories_Report**.
- View logs of all API interactions including:
  - Request/Response bodies
  - Status codes
  - Intent (Verification, Document)
- Monthly reports are automatically emailed to configured recipients.

8. Frequently Asked Questions (FAQs)

1: Why is my verification stuck in 'Verification in Progress'?

In general, verification request will take ~ 2 minutes. If it takes longer than 2-3 minutes then it means the IRS may be temporarily unavailable. The system will retry automatically if IRS is unavailable. Please check business record status or IRS availability.

2: What will happen in case of IRS unavailable'?
In case of IRS unavailability:

- Status (within the business record) will remain as TIN Verification Pending
- Once IRS resumes, Middesk retries automatically
- BizIntellect updates the record when we get update from Middesk

3: Why is my document request disabled?
Each document can only be requested once per account.
Note: Based on your policy each time you do reverification, the documents are automatically updated.

4: Who should I contact for access issues?
Contact your Salesforce administrator to assign the **BizIntellect Permissions** set.

5. I'm having trouble accessing BizIntellect. What should I check?
Please ensure that the 'BizIntellect Permissions' permission set is assigned to your user. Access may be restricted if this permission set is missing.

6. How often individual states update their SOS information?

Please check 'SOS Refresh Cadences by State' document available on BizIntellect Salesforce AppExchange documentation.

9. Support

For technical support or further assistance:

- Reach out to your Salesforce Admin.
- Contact DataCRaiM Support at **support@datacraim.com** DataCRaiM uses Agentforce for sales and support of BizIntellect.

Thank you for using BizIntellect!