

Document AI for Scholarship and Education Nonprofits: Transcript Verification in Salesforce

Intelligent document processing that checks each transcript against the scholar's record and returns a decision with a named reason

CloudFiles Document AI is part of CloudFiles, Document Automation for Salesforce. This guide describes a pattern we see at scholarship programs and education nonprofits that manage scholars in Salesforce: every term, scholars submit transcripts, and program staff verify each one against the scholar's record before funds or status change. CloudFiles Document AI runs that verification as AI document processing inside Salesforce.

What does transcript verification involve today?

Transcripts are unstructured documents. Every institution formats them differently: some put the student name at the top, some in a footer; some list terms as columns, some as blocks; some print units per course, some print only totals. Program staff open each transcript, find the institution, the student name, the term and the units completed, compare them with what the scholar's record says, apply the program's rules, and write down a decision.

The checks are the same for every transcript. The layouts are not. That is the gap intelligent document processing fills: the checks stay fixed, and the reading adapts to whatever the institution sent.

How does a transcript enter the process?

In this pattern, the scholar or a staff member attaches the transcript to the scholar's document record in Salesforce. When the document record's status is set to Submitted, a record-triggered Flow on an asynchronous path starts a Doc AI Workflow with CloudFiles: Run Doc AI Workflow.

Transcripts arrive as PDFs and Office documents, which workflows accept. Scanned transcripts are sent to OCR, and native PDF text is read directly, so a transcript downloaded from a student portal and one scanned from paper go through the same checks.

What does the workflow check?

The workflow reads the transcript and compares it with the scholar's record, one check at a time:

- **Institution:** the institution named on the transcript matches the institution on the scholar's record.
- **Student name:** the name on the transcript matches the scholar.
- **Term:** the transcript covers the term being verified.
- **Units:** the units completed in that term meet the program's requirement.
- **Program rule:** a rule the program sets, such as a minimum standing or a required course of study, is met.

The Extract fields step extracts the institution, name, term and units as typed fields. Find records steps pull the scholar's record for comparison. Each comparison feeds a Decision step.

How is each check written?

Each check is its own "Ask the document" step with a Yes or No answer. The question is written in plain language, for example "Does this transcript show the student enrolled at the institution named on the scholar's record?" A Decision step then reads the answers and sets the outcome.

Writing checks this way keeps each one visible on the workflow canvas. Program staff can see which question failed, and an admin can add, remove or reword a check without touching the others.

The same structure works for any document that has to be checked against a record. For example, a consent form can be checked against a funding request: one "Ask the document" step asks whether the form is signed, another whether the name matches the request, another whether the date falls within the funding period. The Decision step lists the failed checks for a person to follow up. Grant agreements, enrollment letters and proof-of-attendance forms follow the same pattern.

What does the result look like?

The workflow updates the scholar's document record with one of three outcomes:

Outcome	What it means
Approved	Every check passed
Rejected	A check failed in a way the program treats as final
Manual Review Pending	A check needs a person, with the reason named

The named reason tells the reviewer where to look. "Units below the term requirement" or "Institution does not match record" means they open the transcript already knowing the question.

A blank value never wipes a field. If a transcript leaves out a value, the workflow does not clear what the record already holds.

Can staff review before a status changes?

Yes. The workflow's review policy decides what is written without a person's sign-off. "Straight through" writes the outcome as soon as the checks finish. A hold on the first write pauses the run before any record changes, and a stricter policy stops at every write. A single step, such as the one that sets the status to Approved, can be set to "Require approval for this write", so approvals wait for a staff member while rejections with a named reason are written on their own. Paused runs show "Awaiting review".

Writes go through standard Salesforce DML, so the org's validation rules and field-level security apply.

Where is each decision recorded?

Each run is recorded in Salesforce as a CloudFiles DocAI Run record with its status: Processing, Completed, Pending Review, Failed or Rejected. The workflow keeps a step-by-step history of every run, so staff can see the answer to each "Ask the document" check, and every pause, approval and rejection is recorded. When a scholar submits a corrected transcript, reprocessing creates a new run and keeps the old one.

Do scholars' documents train the AI model?

No. CloudFiles does not train or fine-tune AI models on your documents. Document AI uses large language models and OCR. Your files are stored in the data-residency region you choose: United States, European Union, United Kingdom or Australia.

Get started

Install CloudFiles Document AI from AgentExchange and start a free 14-day trial or a Test Drive, or book a demo at cloudfiles.io. A free sandbox proof of concept is offered, so program staff can run the checks on their own transcripts first.