

AFFIDAVIT OF NATHANIEL E FRANK-WHITE

1. I am a Records Request Processor at the Internet Archive. I make this declaration of my own personal knowledge.
2. The Internet Archive is a website that provides access to a digital library of Internet sites and other cultural artifacts in digital form. Like a paper library, we provide free access to researchers, historians, scholars, and the general public. The Internet Archive has partnered with and receives support from various institutions, including the Library of Congress.
3. The Internet Archive has created a service known as the Wayback Machine. The Wayback Machine makes it possible to browse more than 450 billion pages stored in the Internet Archive's web archive. Visitors to the Wayback Machine can search archives by URL (i.e., a website address). If archived records for a URL are available, the visitor will be presented with a display of available dates. The visitor may select one of those dates, and begin browsing an archived version of the Web. Links on archived files in the Wayback Machine point to other archived files (whether HTML pages or other file types), if any are found for the URL indicated by a given link. For instance, the Wayback Machine is designed such that when a visitor clicks on a hyperlink on an archived page that points to another URL, the visitor will be served the archived file found for the hyperlink's URL with the closest available date to the initial file containing the hyperlink.
4. The archived data made viewable and browsable by the Wayback Machine is obtained by use of web archiving software that automatically stores copies of files available via the Internet, each file preserved as it existed at a particular point in time.
5. The Internet Archive assigns a URL on its site to the archived files in the format `http://web.archive.org/web/[Year in yyyy][Month in mm][Day in dd][Time code in hh:mm:ss]/[Archived URL]` aka an "extended URL". Thus, the extended URL `http://web.archive.org/web/19970126045828/http://www.archive.org/` would be the URL for the record of the Internet Archive home page HTML file (`http://www.archive.org/`) archived on January 26, 1997 at 4:58 a.m. and 28 seconds (1997/01/26 at 04:58:28). The date indicated by an extended URL applies to a preserved instance of a file for a given URL, but not necessarily to any other files linked therein. Thus, in the case of a page constituted by a primary HTML file and other separate files (e.g., files with images, audio, multimedia, design elements, or other embedded content) linked within that primary HTML file, the primary HTML file and the other files will each have their own respective extended URLs and may not have been archived on the same dates.
6. Attached hereto as Exhibit A are true and accurate copies of screenshots of the Internet Archive's records of the archived files for the URLs and the dates specified in the attached coversheet of each printout.

7. I declare under penalty of perjury that the foregoing is true and correct.

DATE: 05/30/2023

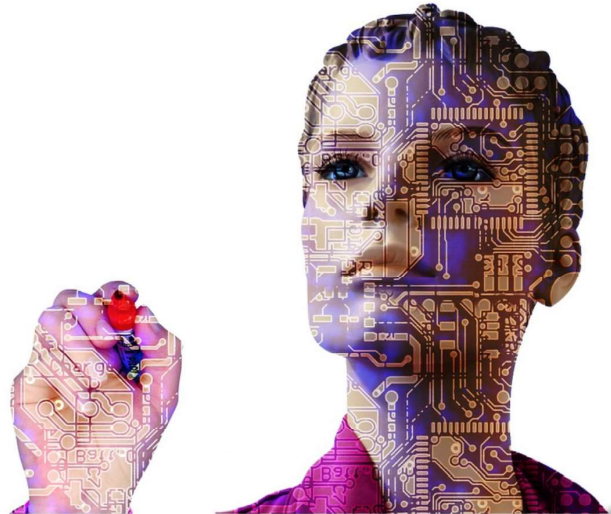
Nathaniel Frank-White

Nathaniel E Frank-White

EXHIBIT A

Chatbots and RPA – A Marriage Made in Digital Heaven

October 14, 2016



Chatbots are springing up everywhere. Whether it's Apple's Siri, Microsoft's Cortana or Amazon's Echo chatbot Alexa, they have become ubiquitous assistants for our everyday lives. And, Xiaoice, the popular chatbot in China that was designed to be a friend, takes it even one step further, reminiscent of the 2013 movie Her, when Joaquin Phoenix's character falls in love with his virtual personal assistant, played by Scarlett Johansson.

Businesses have jumped on the chatbot bandwagon, using them as agents in the first line of customer-service response when we call for information, or to provide information and answer questions when we visit their websites. These assistants not only help companies gain efficiencies by automating some of the routine communication tasks—but even more importantly—as this technology continues to mature, they can elevate the customer experience by helping customers quickly and accurately find what they need.

At the same time, companies are turning to other types of automation, such as Robotic Process Automation (RPA), or software robots, to automate high-volume, repeatable tasks that were previously handled manually. This technology has taken hold in a variety of industries and has proven most useful for back-office functions. The insurance industry, for example, uses RPA to efficiently and accurately process claims; while security professionals are looking to apply it to the complex processes associated with ID and access management when people leave or change positions. Mortgage and banking professionals use these software robots to conduct credit checks, employment verifications and other tasks so they can process mortgages more quickly.

Chatbots and RPA have proven very useful in automating key functions in the front office and back office, respectively. But think about what companies could do if they use them in combination and integrated their functionality. For example, they could not only potentially replace many of the people staffing call centers, but also those handling the accounting and inventory, and even help desk functions generated by those calls.

Additionally, the data collected by the chatbots can provide insights into particular consumer's needs and used to offer improved personalized customer experiences.

This could be a big game changer. We believe we could do a lot more with it.

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This could be a big game changer. We humans could do what we were meant to do—focus on more strategic, value-added activities. At the same time, the fast turnaround and accurate service provided by these various types of robots would help elevate the customer experience to a whole new level. It's a winning formula on all fronts—for employee empowerment, increased customer satisfaction and competitive advantage.

By: [Carlos Meléndez](#) Tags: [Azure](#), [chatbots](#), [cortana](#), [RPA](#), [smart applications](#), [smart solutions](#), [smart tools](#), [software robots](#), [Wovenware](#)



COO and Co-Founder Carlos helps lead Wovenware and establish long lasting partner relationships with new and existing customers.

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A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

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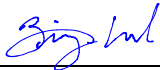
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The foregoing instrument was subscribed and sworn before me this date of
05/30/2023, by Nathaniel Frank-White

This notarial act was an online notarization.



(Notary Seal)

Notary's Signature 

Registration No.: 133645929

Commission Expiration Date: March 15, 2026