

AT A GLANCE

Global Leader in Beverages

INDUSTRY- Beverage

SOLUTION- Natural Language and AI enabled Procurement Chatbot to support Employees & Suppliers via Workplace by Facebook.



ABOUT CHYME

Chyme is an AI and Natural Language powered Bots Platform. Chyme enables a Conversational Interface (Chatbots) with systems like SAP, Salesforce, Oracle, ServiceNow, and others to Simplify Work. Chyme is a product from Unvired Inc., a Digital/ Mobile Platforms and Solutions company headquartered in Houston, Texas, USA.

BUSINESS CHALLENGES:

- Employees have to call the Helpdesk operators to obtain the relevant information on procurement related queries.
- Lower Productivity as Employees have to wait to get the required information as Helpdesk operators have to access multiple ERP systems to get the information.
- Alert Employees about document approvals like Purchase Orders and Sales Contracts to take appropriate action instantly.
- Enable Suppliers with key information like outstanding amount, Payment terms, and contract details.
- Need to provide 24/7 support to keep business users productive.

SOLUTION-

- AI and Natural Language Processing (NLP) powered **Chatbot/Conversational Interface** for both Employees & Suppliers to provide support for procurement queries via Text Interface.
- **Integration with SAP ECC 6.0 & SysPro** for easy access to real-time information.
- Procurement bot to provide information on simple queries like Order Status, Shipment Status, Stock Availability, Stock Price, Supplier Status, and Contract details freeing up agents for more productive work.
- Chatbot to alert the users for approvals of Purchase Orders, Sales Contracts, and others to take appropriate action instantly.
- **Security Features:** Bot to verify the user via One-time password (OTP) sent through registered email id/mobile before sharing any information.
- **Mobile Devices:** Android & iOS Smartphone & Tablets.
- **Handover to Human Agent:** When Chatbot cannot solve the problem, the conversation is handed over to a human agent.
- Out of the box **Integration with Workplace by Facebook.**



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- **Technology:** Chyme Bots Builder, Conversation Builder, Award-winning Natural Language Processing (NLP) engine, and Open source AI/Machine learning tools

BENEFITS-

- Chatbot acts as a digital assistant for users so that they can obtain key information such as Purchase Order status, Shipment status, scheduled Delivery status, and Payment terms anytime anywhere over a text interface.
- Improved operational efficiency.
- Bot can answer simpler queries, freeing up the agents for more Value adding tasks.
- Reduced support hours and cost of repetitive tasks.