

AT A GLANCE

Global Leader in Beverages

INDUSTRY- Beverage

SOLUTION- Natural Language and AI enabled Salesbot via which salespersons can access Sales/CRM data via Voice Interface (Google Assistant)



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:

- Lower Sales productivity as the salesperson has to call and wait to get the information as Helpdesk operators access different systems.
- Salesperson has to manually create the new leads, update the lead status, and account formation in the sales system/CRM.
- Difficult for the sales team to manage meeting calendar & daily activities when on a field trip.
- Reactive decisions based on the outdated information.
- Need for a more Natural interface than Text-based Chatbots.

SOLUTION-

- Out of the Box **integration with Google Assistant**.
- Integration with SAP ECC 6.0 (SD module) & SysPro.
- **Speech Recognition:** Salesbot converts Voice to Text and responds with rele-vant information via Voice output (Text to Voice).
- Salesbot to provide support on critical sales data like the stock list, revenue, receivables, credit, market share, product Information and more
- Salesbot leverages **Machine Learning** to alert sales personnel (based on their location and the customers they are meeting) about credit history, outstanding amount, and payment terms.
- **Security Features:** Bot verifies the user via One-time password (OTP) sent through registered email id/mobile before sharing any information.
- Salesbot starts conversation with customizable voice input like 'Hello Salesbot/Hello Google'.
- **Mobile Devices:** Android Smartphones & Tablets.
- **Technology:** Chyme Bots Builder, Conversation Builder, Award-winning Natural Language Processing (NLP) engine, Open source AI/Machine learning.



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BENEFITS-

- Increased Sales productivity (Account Information, Schedule Meeting).
- Reduced Sales Helpdesk Support hours and Costs.
- Sales Chatbot acts as a personal Voice Digital Assistant for every salesperson to automate sales system interaction via voice interface.
- Focus is on sales leaving the CRM system interaction to the Chatbot.
- Voice rather than text makes communications easier and more natural.
- Hands-free mode allows for multiple tasks (salesperson can get the customer information using voice interface with the Salesbot while driving the car.)