

AT A GLANCE

Global Leader in Beverages

INDUSTRY- Beverage

SOLUTION- Natural language and AI enabled Salesbot using which users can access Sales/CRM data via Facebook Workplace.



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:

- When a salesperson is visiting a customer, they call the central Helpdesk to obtain the relevant information regarding key metrics.
- Lower Sales productivity as the salesperson has to wait to get the information as Helpdesk operators have to access different systems.
- The salesperson has to manually create the new leads and update the lead status in the Sales/CRM system.
- Difficult for the sales team to manage meeting calendar & daily activities when on a field trip.
- Reactive decisions based on the outdated information.
- Enable the sales team with a text interface to access information.

SOLUTION-

- AI and Natural Language Processing (NLP) enabled **Chatbot/Conversational Interface** for the sales team to access relevant information for better decision making.
- Integration with SAP ECC 6.0 (SD module) & SysPro.
- Chatbot enables access to critical sales metrics like the stock list, revenue, receivables, market share, product Information and more.
- Chatbot leverages Machine Learning and shares with sales personnel (based on their location, and the customers they are going to meet) key information like credit history, outstanding amount and payment terms etc.
- Out of the Box **Integration with Facebook Workplace.**
- **Security Features:** Bot to verify the user via One-time password (OTP) sent through registered email id/mobile before sharing any information.



Julia North

What's my day looking like?

Sales Assistant

Hey Julia! Good Morning!
You have 3 scheduled calendar meetings
and 2 activities planned starting at
9.30am and ending at 5.30pm



Julia North

Move the contract call with Bricks Inc. to
tomorrow 3pm

Sales Assistant

Done.



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- **Mobile Devices:** Android & iOS Smartphones & Tablets.
- **Omni-Channel interaction** from popular messaging platforms like Facebook Workplace and others.
- **Technology:** Chyme Bots Builder, Conversation Builder, Award-winning Natural Language Processing (NLP) engine, Open source AI/Machine learning tools

BENEFITS-

- Sales Chatbot acts as personal assistant to automate sales system interaction.
- Focus on sales and leave the CRM system interaction to the Chatbot.
- Increased Productivity of the sales team- check account information/manage schedules.
- Proactive alerts help the sales team to make informed decisions.
- Reduced Sales Help Desk support hours & cost of repetitive tasks.