

AT A GLANCE

Global Leader in Beverages

INDUSTRY- Beverage

SOLUTION- Natural Language and AI enabled Procurement Bot to support Employees & Suppliers via Voice Interface (Google Assistant)



works with the
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:

- 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.
- Enable the users to do their Tasks Hands Free.

SOLUTION-

- Out of the Box **Integration with Google Assistant.**
- Integration with SAP ECC 6.0 & SysPro for easy access to real-time information.
- **Speech Recognition:** Procurement bot converts Voice to Text and responds with relevant information via Voice output (Text to Voice).
- Procurement bot provides information on simpler queries like Order Status, Shipment Status, Stock Availability, Stock Price, Supplier Status, and Contract details freeing up agents for more challenging work.
- Chatbot alerts the users for approvals of Purchase Orders and Sales Contracts 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.
- Users to start conversation with the Google Assistant with customizable voice input like 'Hello Salesbot/Hello Google'.
- **Mobile Devices:** Android Smartphones & Tablets.



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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-

- Reduced Helpdesk support hours and cost.
- Use of Voice rather than text makes interaction more intuitive and faster.
- Chatbot serves as a personal Voice digital assistant for the users to obtain key information about Purchase Order status, Shipment status, scheduled Delivery status, and Payment terms anytime anywhere.
- Improved operational efficiency.
- Hands free mode allows the users to do multiple tasks.
- Bot freeing up the agents for more Value adding tasks.