

Revolutionizing Procurement
Efficiency

Generative AI Powered Chatbot Transforms 98% of Supplier Interactions



ABOUT CLIENT

A global leader in the personal care and consumer goods industry, boasts a revenue of \$20.2 billion and a workforce of approximately 45,000 employees. With a strong commitment to sustainability, Business is recognized worldwide for its innovative and high-quality products. The company's focus on building robust relationships and providing top-notch support has positioned it as a valued partner with suppliers across the globe.

THE CHALLENGES

Extended Turnaround Times

- This extended timeframe significantly impacted operational efficiency, hindering timely responses to critical queries
- Manual handling of requests and inquiries led to an average turnaround time of 7 days for query resolution, surpassing industry benchmarks by 20%.

Operational Inefficiency

- Quantifying Inefficiency: Manual processes contributed to a decrease in operational efficiency by 15%, resulting in a direct impact on the team's overall productivity.

Manual Activities Impacting Efficiency

- Streamlining operations by automating query logging, reducing manual efforts and processing time by 25%.
- Enhancing communication efficiency with automated ticket number sharing, minimizing delays and improving user satisfaction.
- Optimizing communication by automating status updates, reducing resolution timelines, and simplifying the user experience..

Have A Question? Connect With Us Now

IMPACT ON CUSTOMER EXPERIENCE



Turnaround Time Impact

The extended turnaround times had a tangible impact on customer experience, with 25% of users expressing dissatisfaction due to delayed query resolutions.



Availability Concerns

Enhancing accessibility and user experience through the implementation of a 24/7 support system, eliminating delays and ensuring prompt assistance for users around the clock.

SOLUTION

Procurement Chatbot – An Intelligent Smart Assistant

To address these challenges, Acuvate developed an intelligent smart assistant chatbot using advanced technologies such as the Co-pilot Studio, Generative AI and Bot Core. This chatbot was designed to assist both suppliers and internal employees in navigating inquiries related to invoices, payments, purchase orders, and supplier management.



Seamless Automation

Using Co-pilot Studio, a dynamic chatbot development environment, automates manual procurement tasks, saving time and effort. From query logging to status updates, its low-code, no-code capabilities streamlines operations for efficient support.

Context-Aware responses

Generative AI capabilities of the chatbot enhanced context-aware responses and real-time information retrieval from SAP systems. Its Natural Language Understanding interprets queries for a more human-like user experience.



Customization and Speed with Bot Core

In-house accelerator Bot Core with it's inbuilt connectors, templates and low-code, no-code nature ensured quick development and deployment, aligning with dynamic procurement needs.

KEY FEATURES OF THE CHATBOT



Quick Assistance

Instant responses to frequently asked questions, enhancing user experience.



Real-Time Information from SAP

Users can request the chatbot to fetch real-time status updates on invoices, payments, and purchase orders.



Ticket Creation

The chatbot facilitates the creation of support tickets for issues requiring further assistance.

TECHNOLOGIES USED



Generative AI



Co-pilot Studio

OUTCOMES



Reduced Resolution Time

- The chatbot's automation and Generative AI streamlined query handling, enhancing efficiency through real-time information retrieval.
- Implementation led to a significant decrease in query resolution time, enhancing operational efficiency and enabling quicker responses to user inquiries.
- Swift query resolutions enhanced user satisfaction and streamlined the support experience.



FTE Savings

- The chatbot's implementation saved the equivalent of three full-time roles, showcasing remarkable
- The chatbot's FTE savings directly translate into cost efficiency by reducing the need for human resources in repetitive tasks.
- The saved resources were redirected to strategic tasks, enhancing overall business efficiency.



Enhanced Supplier Experience

- Chatbot's 24/7 availability ensures round-the-clock support for employees and suppliers.
- Chatbot's multi-channel availability, including webchat and Microsoft Teams, enhances accessibility for a seamless user experience.
- Continuous availability and efficiency of the chatbot garner positive user feedback, enhancing supplier support perception.

