VEC bot

Overview

A unified conversational interface powered by BTP and Machine learning algorithms to provide fast and easy service for vendor inquiries and requests with 24/7 support. This enriches the user experience by providing self service options for their queries, therefore automating the tasks involved in vendor payment about invoice and payment related information.
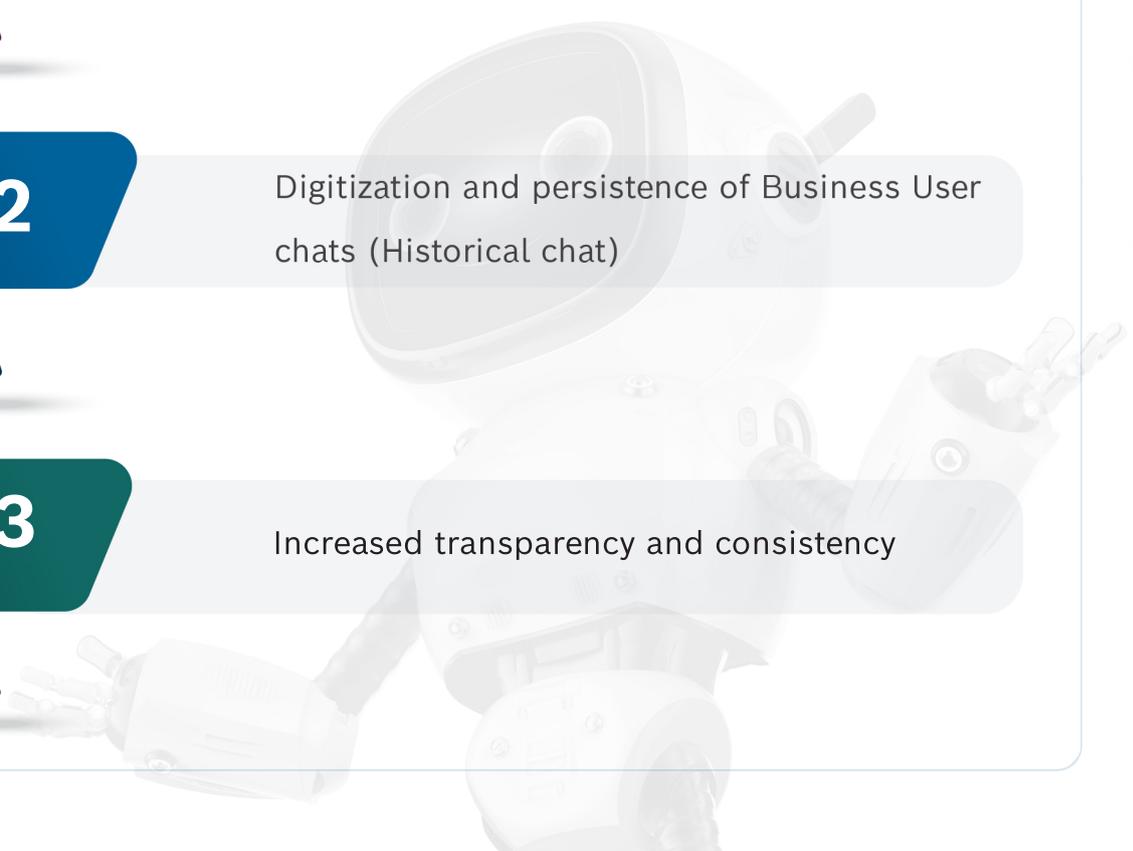
Benefits

01 Ease of access to supplier queries with increased UX and real time responses

02 Digitization and persistence of Business User chats (Historical chat)

03 Increased transparency and consistency

Features

Inquire about vendor payments and invoices

- Start chat
- Choose from the list of options
- Enter required information
- Get result

Consistency and traceability of business users chats

- Start chat
- Choose from the list of options
- Enter required information
- Continue chatting without a need of entering information again
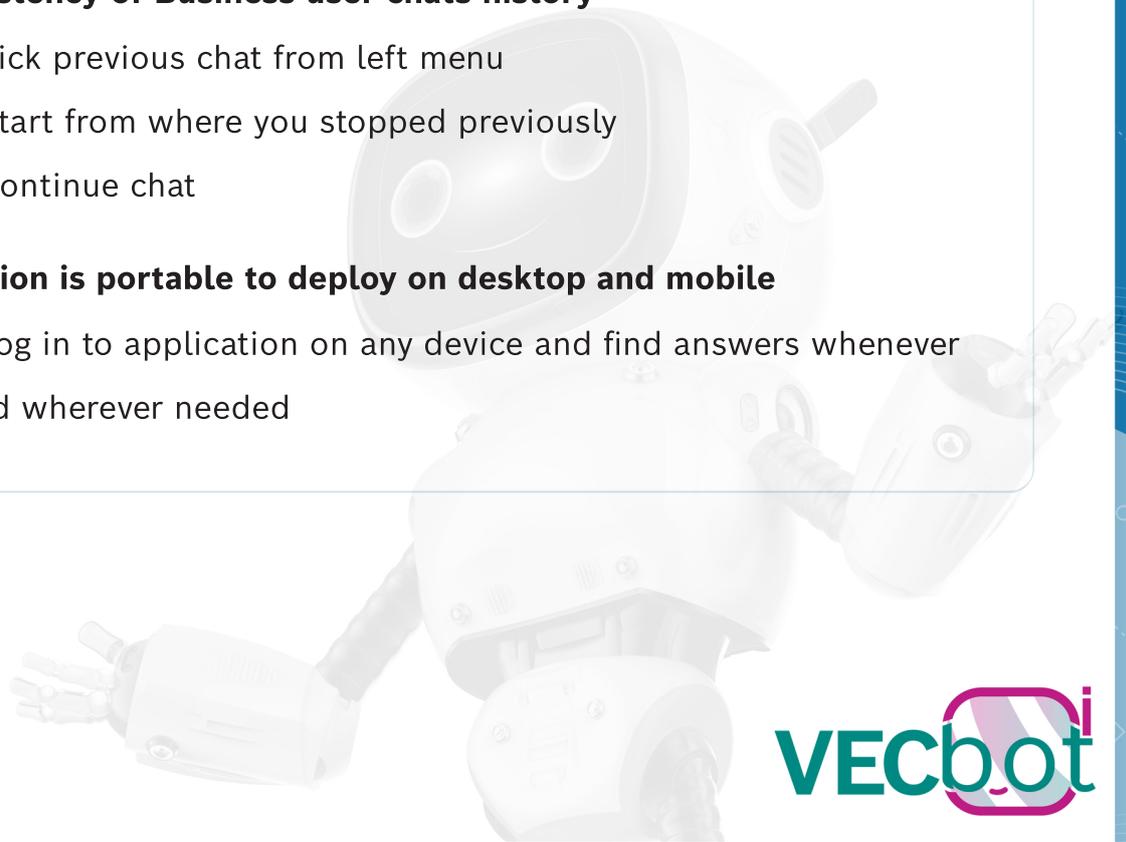- Get relevant information

Persistency of Business user chats history

- Pick previous chat from left menu
- Start from where you stopped previously
- Continue chat

Solution is portable to deploy on desktop and mobile

- Log in to application on any device and find answers whenever and wherever needed

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