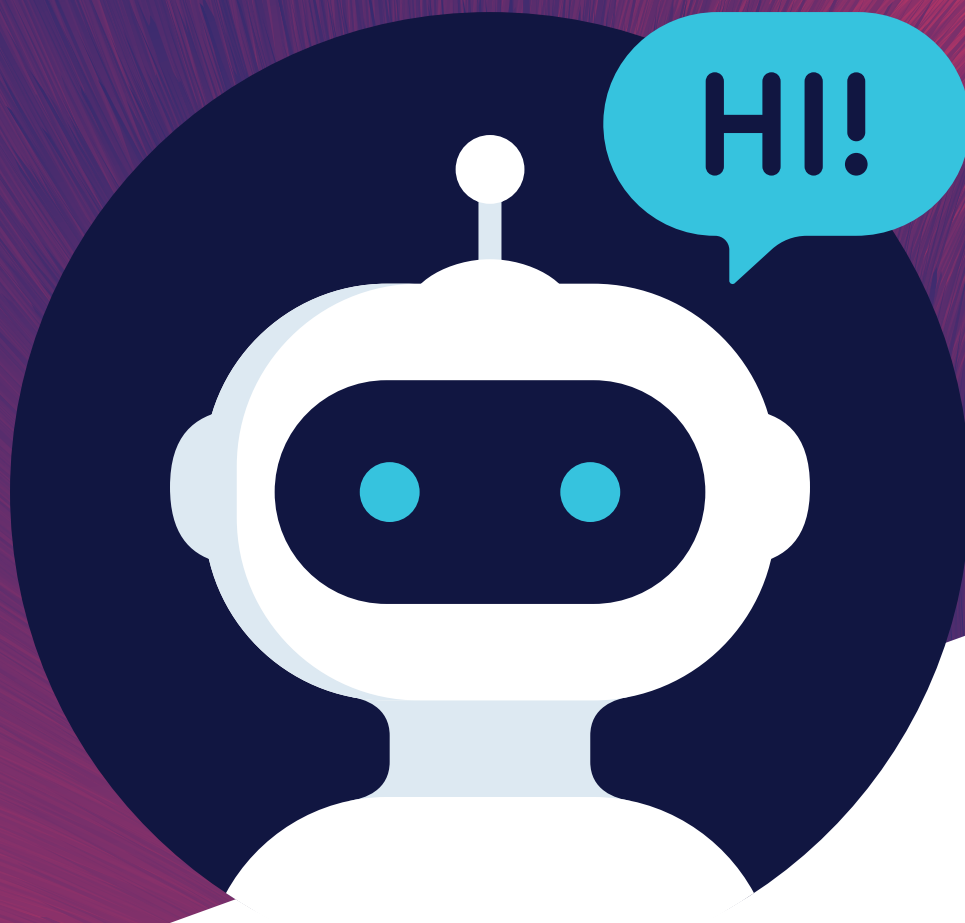


Brochure

Tech Mahindra's JDE Item Master Inquiry Chatbot



Introduction

Organizations often face challenges during the item inquiry and creation processes due to their manual and time-consuming nature, as well as the need to navigate multiple screens to access relevant functions. These inefficiencies can lead to delays and reduced productivity.

To address these challenges, we developed the JDE Item Master Inquiry Chatbot—an intelligent, user-friendly solution designed to simplify and automate the item inquiry and creation process. This innovative tool significantly reduces cycle time, enhances user experience, and improves overall operational efficiency.

Description

The JDE Item Master Inquiry Chatbot enables customers to efficiently inquire about and create item records through natural, conversational interactions. Leveraging predefined rules and decision trees, the chatbot automates responses to frequently asked questions (FAQs), retrieves existing Item records, and facilitates the creation of new records in a standardized format based on user inputs.

The solution significantly enhances efficiency by simplifying standard processes, such as item master inquiry, item branch inquiry, and the creation of item master and item branch records, reducing manual effort and turnaround time.

Seamlessly integrated with platforms such as Microsoft Teams and Facebook, the chatbot can also be extended to any website or digital interface, providing flexible and accessible multichannel support.

Benefits

- Reduced cycle time
- Simplified item master inquiry and creation, minimizing complexity and manual effort.
- Seamless integration with Microsoft Teams, Facebook, and any website for enhanced accessibility.
- Enhanced productivity allows teams to focus on higher-value tasks.

Diagrams/charts/graphs (optional but highly recommended)

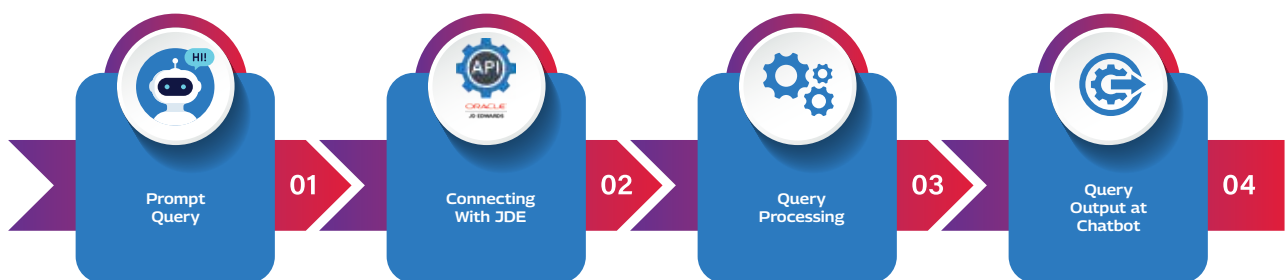


Figure 1: JDE Item Master Search and Creation Chatbot Process Flow

Conclusion

Our JDE Item Master Inquiry Chatbot serves as an intelligent virtual assistant, efficiently handling repetitive item-related queries with speed and precision. It enhances user experience through quick information retrieval, simplifies communication, boosts productivity, and is easy to implement, making it a valuable addition to any organization seeking to streamline item management processes.

About Tech Mahindra

Tech Mahindra (NSE: TECHM) offers technology consulting and digital solutions to global enterprises across industries, enabling transformative scale at unparalleled speed. With 149,000+ professionals across 90+ countries helping 1100+ clients, Tech Mahindra provides a full spectrum of services including consulting, information technology, enterprise applications, business process services, engineering services, network services, customer experience & design, AI & analytics, and cloud & infrastructure services. It is the first Indian company in the world to have been awarded the Sustainable Markets Initiative's Terra Carta Seal, which recognizes global companies that are actively leading the charge to create a climate and nature-positive future. Tech Mahindra is part of the Mahindra Group, founded in 1945, one of the largest and most admired multinational federation of companies. For more information on how TechM can partner with you to meet your Scale at Speed™ imperatives, please visit <https://www.techmahindra.com/>.



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