Kore.ai Bots for SAP

Every day, your employees depend on distinct SAP systems to do their jobs, and every time they switch from system to module to screen they lose focus. It’s been estimated that there are 300,000 to 500,000 screens within core SAP. The daunting task of completing tasks within and across SAP systems is enough to slow down any employee, and prevent them from reaching maximum productivity. Employees need a familiar, natural, and actionable way to take action in SAP systems to truly reach their full potential.

Kore.ai SAP Bots enable workers to complete tasks in SAP systems in the same way they communicate with co-workers. They can use conversational interfaces such as SMS, email, messaging clients and other social platforms to command bots to complete tasks like purchase order creation and time entry. The result is a fluid conversation between employees and systems they rely on to do their jobs. By using natural language to interact with systems, workers reduce time and friction associated with toggling from system to module to screen to field. Kore.ai provides bots for SAP S/4HANA, SuccessFactors, SAP Hybris® Cloud for Customer, Ariba and Concur and comes with more than 100 other bots that empower users to work simply.

Figure 1: Bots are lightweight services that connect to SAP and complimentary 3rd-party systems using APIs. They are accessible via conversational interfaces like Kore.ai’s messaging client (above), SMS, email, Skype, SAP JAM and other communication platforms.
What can Bots do?

**Deliver actionable alerts from SAP & complimentary systems**
Bots allow users to customize alerts and ensure they not only get the info they need, but can take action immediately.
- Get notified when a purchase order exceeds quantity of 5,000 units
- Receive an alert, with full details, when a subordinate submits a timesheet for approval
- Receive a notification when a customer order is delivered

**Provide reports, on demand or according to a schedule**
Bots understand report parameters like type, number of line items, and timeframe, helping them achieve the same level of granularity with a simpler delivery.
- Access digital copies of company HR policies
- View workorder details for scheduled plant maintenance
- Receive sales opportunity pipeline reports daily at 9:00AM

**Push data into SAP systems via natural language or simple forms**
Bots process commands using the context and instruction a user provides in their conversation, and can provide a form to complete
- Submit hours worked and leave requests for approval
- Book flight, hotel and rental car to streamline travel & expense
- Create sales orders, purchase orders and work orders

**Execute workflows between SAP & complimentary systems**
Bots simplify workflows and processes by enabling users to take related actions from alerts they deliver
- Approve or reject timesheet entries, expense reports and worklist items
- Create sales contacts from leads or add notes to recently updated opportunities
- Create sales orders in ERP from recently closed opportunities in CRM

Complete tasks using natural language, through text & speech
Kore.ai Bots empower users to complete tasks in the same way they communicate with each other. Kore.ai’s natural language processing (NLP) engine understands user intent and maps user inputs to related actions/fields. The system uses a complex combination of lexical analysis, canonical input rewrites, part-of-speech parsing and other components to ensure user requests are processed accurately.

**Kore.ai benefits**
- Increase agility by using natural text and speech to perform complicated tasks that normally require multiple interactions
- Accelerate productivity by reducing response time between receiving alerts and taking associated actions
- Reduce complexity by enabling users to interact with SAP solutions from familiar social and messaging platforms like SAP Jam, SMS, Skype and email
- Increase user satisfaction by providing users with a modern and innovative way to work with systems of record

**Enterprise features**
- Secure & persistent authentication
- Connect to cloud & on premise systems
- Simplified administration & analytics
- Data retention & eDiscovery for compliance
- Encryption at rest, in transit & enterprise control of encryption keys
- Built on enterprise-grade messaging platform for people, teams & systems
Develop custom SAP bots with a powerful framework and web-based tool

Kore.ai’s Bot Platform provides all the tools and building blocks you need to build your own intelligent and versatile bots without code, custom software, or significant server space. Our web-based Bot Builder gives you a complete GUI framework and execution model to create, deploy, instantiate, and host intelligent bots that interact with your employees, teams, and customers in a manner that is consistent and repeatable.

SAP HANA Cloud Platform

Kore.ai bots are lightweight services that connect directly through SAP HANA Cloud Platform APIs, allowing users to send and receive information in on-premise and cloud-based systems. Tight integration provides increased security, extensibility, performance, and analytics. By combining the two platforms together, enterprises will shorten development cycles, reduce total cost of ownership and accelerate application modernization projects.

About Kore.ai

Kore.ai specializes in AI-rich conversational solutions designed specifically for enterprises that aim to make digital customer interactions faster and more human, and employee work simpler and more efficient. Regardless of function or industry, chatbots built on the Kore.ai Bots Platform – the only enterprise grade cloud or on-prem PaaS of its kind – make data actionable for users and meet the highest business standards of performance, security, and scalability.

To learn more about how Kore.ai is simplifying the way people work, visit www.kore.ai.

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