Ken the Bot

SOLUTION FACTSHEET

Ken the Bot is a digital ERP assistant which resides within SYSPRO ERP to automate specific business functions by conversing with stakeholders on any platform and device. His main purpose is to drive self-service requests from an ERP perspective.

He can securely provide employees, customers and/or suppliers with information and alerts, or perform tasks such as price queries, stock lookups, order status and more from any platform, including your company website, Facebook Messenger, Microsoft Teams, Skype and more.

The Benefits of Ken the Bot

Turn your customers into fans by revolutionizing your helpdesk or call center. By assigning your very own digital ERP assistant, Ken the SYSPRO Bot, to service staff, customer and supplier queries quickly and accurately on any platform, messaging app or chat space, you can provide them with a convenient, always-available, consistent and efficient service experience.

What's more, you can eliminate the grind work from your day-to-day by employing this time-saving automated assistant to perform tasks and retrieve information for you and your employees.

- **Provides an always-on, consistent and efficient customer experience, 24/7, across the globe**

  Ken the SYSPRO Bot assists in providing staff, customers and suppliers with a more consistent, reliable, efficient, immediately and always available service to respond to requests quickly and accurately on any platform.

- **Enables Interactive Self-service**

  For customers and staff who want the ability to solve queries on their own, Ken the Bot enables or improves on existing web self-service as a quick, accurate and convenient customer service interaction to get basic information, fill out an application, source a quote, confirm a purchase or check product availability and more, via text, chat or messaging.

- **Offers the Choice of How to Engage with Your Organization**

  With the ability to add your Ken as a contact on their preferred messaging platform, you make service delivery convenient – down to providing your staff, customers and suppliers with the choice of how they would like to engage with your organization, from any chat space, on any device, at any time.

- **Improves User Engagement and Experience**

  Meets the expectation of the contemporary customer and workforce for an immediate, always available, intuitive, multi-platform and multi-device user experience when engaging with and within your business.

Product Version:

SYSPRO 8

Related Modules:

Sectors:

Manufacturing and Distribution

Industries:

- Automotive Parts and Accesories
- Electronics
- Fabricated Metals
- Food and Beverage
- Industrial Equipment and Machinery
- Packaging
- Plastics and Rubber

Technical Requirements:

In order for Ken the SYSPRO Bot to work, the following is required:

- Exposed SYSPRO 8 e.Net Communications Load Balancer service (REST port)
- Configured SMTP settings
- SRS Server Side printing
- SYSPRO Reporting Host Service
- SYSPRO Bot Server

Key Uses:

- Employ 'face' of your business to service customer and supplier queries quickly and accurately on any platform, messaging app or chat space, 24/7.
- Employ Ken, your personal digital assistant, to perform tasks, retrieve information, answer price and stock queries, order status and more, for you.

- **Consistently Reflects Your Organizations Corporate Identity**

  The identity of the SYSPRO BOT can match your organization to assume a digital 'persona' and become the 'face' of the company.

- **Improves Decision Making**

  Ken, your digital assistant provides timesaving mobile access to business information on the fly. It retrieves information for you by mining through masses of data, analyzing it instantly and responding to queries quickly and accurately on any device and chat space – helping you to make better decisions faster.

- **Prompts You to Take Action Before Problems Occur**

  Ken provides personalized notifications via your preferred messaging app – prompting action by alerting you of relevant business events and predictions. This will assist in increasing your productivity and response time with early insight and the ability to take action all within one simple conversation.

- **Frees up Resources to Spend Time on More Valuable Tasks**

  Ken the SYSPRO Bot takes the grind out of repetitive manual tasks. It automates and speeds up business processes so that your employees can spend their time performing more valuable tasks.

- **Simplifies Business Tasks and Minimizes the Likelihood of Errors**

  Your SYSPRO Bot assists you to perform tasks directly from within your favorite messaging app or chat space. You can transact and input data quickly and accurately from anywhere by simply conversing and instructing your personal digital AI assistant – resulting in tasks that are efficiently, precisely and fully completed.

Ken the Bot Capabilities:

- **Request Information, Process Transactions and Input Data at Anytime**

  The SYSPRO Bot can assist internal employees or external customers and/or suppliers with performing tasks and sourcing information such as price queries, stock lookups, order status and more at anytime, from any platform, without needing to go into SYSPRO.

- **Guides Viewers through a Self-service Process**

  The SYSPRO Bot enables, or improves on existing, web self-service applications. It can be used to prompt or guide viewers through a self-service process such as leave-application or requesting a quote, to offer an interactive and convenient method to handle requests quickly, efficiently and accurately.

- **Automates Specific Business Functions**

  Businesses can evaluate which of their repetitive processes they can 'train' a BOT to perform as proficiently as anyone else would, and automate that process using this digital citizen. 80 out-of-the-box skillsets are currently available which can be streamlined to perform a complete process. A Skills Development Platform allows you to build your own skillsets.

- **Can Assume a Persona that Matches Your Corporate Identity**

  The identity of the BOT can match your Organization to assume a digital 'persona' and become the 'face' of the company.

- **Makes use of an AI Engine to Mine the Data for You**

  The SYSPRO Bot works together with an AI Engine to mine through and analyze large data sets – delivering insights, reports, alerts, predictions, trends and more directly to your preferred platform. This eliminates the need for a data scientist that would typically be required to analyze data and configure reports.

- **Converse with the SYSPRO Bot on Any Platform from Any Device**

  The Bot can interact with you and customers or suppliers on your device of choice, on any user interface, platform, messaging app or chat space where it can be added as a contact such as a company website, Facebook messenger, Microsoft Teams, Skype and more.

- **Emulates Natural Conversations**

  The SYSPRO Bot makes use of machine learning, natural language parameters, and Microsoft's Language Understanding Intelligence Service to interpret human language and emulate a natural conversation

- **Secure**

  Meets and adheres to predetermined security and authentication protocols.

- **Cloud Enabled**

  The Bot is hosted in Azure and makes use of the Microsoft BOT Framework allowing 24/7 availability across the globe.

Contact Us

To learn more about our company, products and services visit www.syspro.com