Through our partnership with solv.ai, we offer an all-new, exciting AI-powered chatbot to increase the efficiency of how accounts payable queries are handled. Our collaboration works to offer something different; with **resolvr™**, suppliers can communicate easily using tools they are most familiar with such as Skype™, web chat or email.

By using **resolvr™**, organisations can answer suppliers queries quickly and easily, simplifying an important process.

Familiar Communication Tools

Similar solutions involve a web-based portal, usually coupled with additional modules and burdensome access management. This typically presents suppliers with a complicated user interface and poor user experience. solv.ai recognised the low adoption rates for web-based portals, and decided to do something different; with **resolvr™** suppliers communicate easily using tools they are most familiar with such as Skype for Business™, web chat or email. Suppliers are asked to join the **resolvr™** community with a simple web link. From here, they can add **resolvr™** as a contact in Skype™ (for example) in 2 clicks. Once the contact is added the user is asked a few authentication questions to ensure they represent the supplier's company. Once authenticated, they are free to use the system. However, if a supplier prefers to use email they can continue to send their questions in the same way as before.

Easily Handled Queries

resolvr™ helps you answer supplier queries with natural language processing. For example, when a supplier sends the message, "What is the status of invoice GB00023 with ABC company?", **resolvr™** interprets the intention of the question, the document reference and query category, and then provides an appropriate response using your ERP data. Suppliers can query invoices, purchase orders and payment reconciliation information at any time of day, any day of the week.

Benefits for Buyers:

- Experience up to 75% reduction in queries requiring staff attention
- A simple and secure one-way connection with your system of record (ERP)
- Meet (and improve) your internal service level agreements for supplier responses
- 100% return on investment guaranteed

Benefits for Suppliers:

- **resolvr™** is available 24 hours a day, seven days a week
- Suppliers experience an immediate response to queries
- Suppliers can use familiar messaging apps or email
- There are no portals, meaning no extra admin and therefore, no fuss!
- Finally, **resolvr™** has no fees – it's free to use for suppliers

How Does it Work?

1) Using familiar tools such as email or Skype, suppliers chat with resolvr and ask questions such as... "when will my invoice 'GB001' be paid?"

2) resolvr can understand natural language and quickly works out what the supplier needs to know and who the question is addressed to...

3) resolvr searches through your data and finds the invoice information in question. It then chats back to the supplier and replies... "your estimated payment date is the 18th March."