

AI in Motion: Order Tracking & Management

Revolutionizing the customer experience through conversational AI

For businesses with high volumes of orders, this generative AI solution will be a game changer. This conversational AI tool allows businesses easy immediate access to order status, order details, and customer history.

A generative AI-based app integrated with systems of record and data warehouses, it employs a natural language interface, which improves both customer service and operational efficiency. Users can interact with the AI to retrieve key order details, and it even “thinks ahead” to better anticipate a user’s intent and fetch the relevant data.

The benefits are clear: better service for customers, reduction of repetitive tasks for staff, faster, more accurate data for service reps and customers alike, and more complete and immediate insights into order cycle times and delivery status for managers.

Benefits:

- Conversational AI to handle customer and agent inquiries around order status
- Improves both order management efficiencies and customer satisfaction
- Leverages RAG (retrieval augmented generation) to extend any ERP system

How AI in Motion: Order Tracking & Management works

Leveraging RAG (retrieval augmented generation) tools and processes, AI in Motion: Order Tracking & Management can handle a wide range of inquiries across multiple business areas. The following use case details how it typically operates.

- A customer initiates a query via a chat interface: “What is the status of item ABC in my order #1234?”
 - Using NLP (natural language processing, a machine learning technology that can interpret and comprehend human language), the extension identifies key entities, such as item number, order status, dates, prices, etc.
 - AI in Motion then communicates with the database to fetch real-time answers: sales order numbers, statuses, delivery dates.
 - It then formulates a natural language response based on data retrieved: “Item ABC is in sales order #1234. It’s currently in process and has an expected delivery date of X.”
- ↓
- But that’s not all. AI in Motion is also equipped to support follow-up queries: “Can you give me more details about the rest of this sales order?” or “When was this item shipped?”

The end result is better informed customers, better allocated resources, greater insights into customer buying behaviors, and vastly improved inventory management. While initially designed for use with Dynamics, AI in Motion will also integrate with any ERP system.

Contact us at microsoft@argano.com for details or a demonstration.



Learn more at argano.com