

Agent Advantage™ for Salesforce

The *Purchasing Assistant Agent* coordinates the order process for manufacturers across front and back office

BUSINESS CHALLENGE

Traditionally, when manufacturers are selling complex orders to their customers, there is a lot of coordination required across both front and back office (e.g. sales and supply chain alignment). Placing the order is dependent on factors such as credit history, shipping & packaging needs and available stock. This information isn't always surfaced early enough, leading to delays in order processing.

AGENTIC SOLUTION

The Purchasing Assistant Agent directly interacts with the customer to capture requirements, using account details to identify long-term agreements (LTAs) and prior orders. It also coordinates with other agents in the background (e.g., Sales and Order Fulfilment) to collect required inputs at the right time, enabling fast, seamless order processing—including creating orders from an LTA or as a standalone order, and providing recommendations.

VALUE PROPOSITION



Improved Order Accuracy

Proactively checking available quantities, credit scores & automating pricing reduces Order blockage and delays



Effective Multi-Agent Co-ordination

Customer interacts with a single agent who is able to contextually understand when to reach out to other human or digital agents to gather data and complete the task.



Faster Agreement Drawdowns

Agent automatically knows customer's details and context, reducing the time taken for order to be placed as the sales process is seamless

AGENT CAPABILITIES



Order Creation

Identify existing LTAs, create order with correct products & quantities and apply eligible rebates.



Multi-Agent Coordination

Automatically coordinate across front and back-office AI agents to gather inventory, shipping, rebates, and credit details.



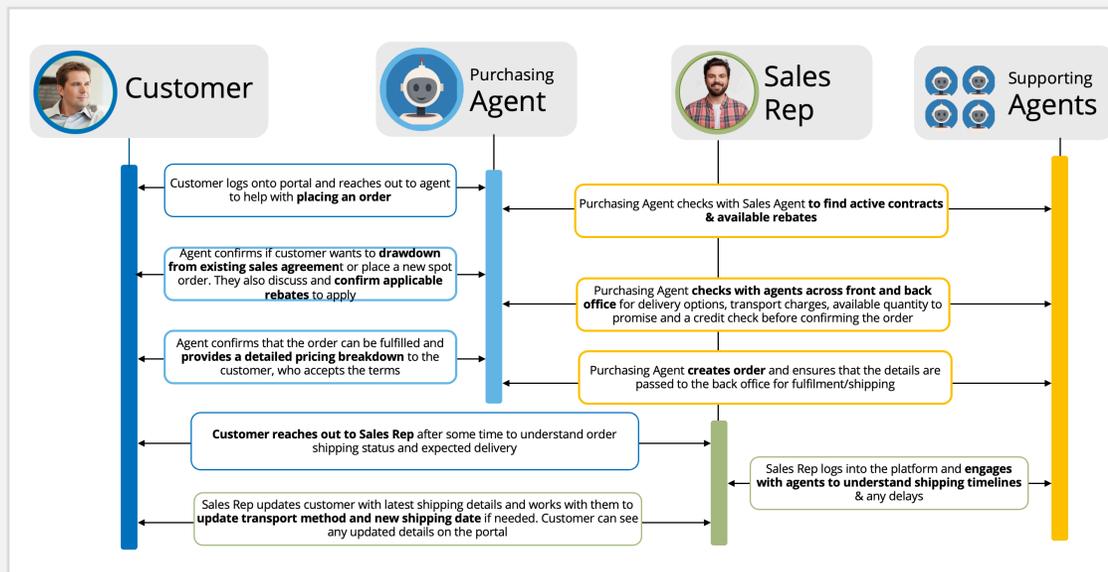
Post Order Support

Respond to customer questions and queries on the portal even outside of business hours



Personalized Recommendations

Provide personalized product recommendations and comparisons based on customer needs



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