

SAP BTP Solution: PAULA-Procurement Automated Learning Assistant

Function: Sourcing & Procurement | Process: Operational Procurement | Industry: Cross-Industry

Taking guided buying to the next level

Application Overview

Requisitioners are often casual users. While SAP Ariba Guided Buying capabilities are available and intuitive, users still look for support and easy and quick mechanisms to check the status of their transactions.

PAULA (Procurement Automated Learning Assistant) is an artificially intelligent chatbot equipped with system knowledge to assist users in understanding the functionality and usages of the system and to retrieve transaction details for them.

Solution

PAULA is built using SAP BTP and powered by the Recast.AI for machine learning and artificial intelligence. It uses SAP Ariba Open Application Programming Interfaces (APIs) to retrieve data from SAP Ariba instance(s).



Business Value

- Reduces the cost of procurement through automation. It eliminates redundant and manual navigation via simple and direct inquiries to the tool.
- Enables focus on strategic activities.
- Enhances the user experience, adoption and compliance.

Features

- Frequently Asked Questions –Equipped with knowledge to guide users in the processes and functionalities of the system.
- Requisition Details, Accounting Information and Document Approvals –Saves time by inquiring about information through simple text and voice commands.
- Catalog Lookup –Faster lookup through retrieval of lists of catalogs based on activation date.

Technologies in Use

- SAP Ariba
- SAP Cloud Platform
- Recast.AI



Artificial Intelligence



Machine Learning



SAP Cloud Platform

[Click here](#) to watch the video.