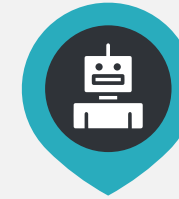


## Role of AI in Procurement



The advent of Artificial Intelligence (AI), Smart learning capabilities and Natural Language Processing (NLP), compounded by an ever-increasing user expectation for personalized and real-time interactions - has opened up a new world of opportunities for revolutionizing the user experience.



Interfaces capable of supporting human-like interactions in a multichannel environment or simply 'Chat-bots or Voice Assistants' are now regarded as critical for delivering a personalized experience. Smart assistants combine Artificial Intelligence and a real-time messaging/voice service for assistance.

The thrust is increasingly on improving user's buying experience and driving spend through compliant channels as a part of the larger digital transformation vision

-  Automated personalized interactions
-  Training on Policy and guidelines
-  User-friendly guided buying
-  As a 'personal buying assistant'
-  Initiate proactive alerts
-  Enable real-time decision-making for procurement
-  Ensure completion of the procurement process
-  Multi-channel experience
-  Multi-language support
-  Ease of Integration