

# Automate internal processes using a chatbot

D A M O V O





## Change Driver

A large manufacturing company has a digitisation officer who wants to simplify the procurement process for hardware components such as smartphones for all employees.

The current processes are very complex. Employees often do not even know how to initiate the procurement of a new phone.

The digitisation officer's goal is to simplify the procurement procedure so that a digital assistant guides the employees through all of the process steps, retrieves the key information and then automatically triggers the ordering process for a new mobile phone.

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## Damovo Approach

Employees can now use a digital assistant in the form of a chatbot to order a new smartphone.

Integrated into the company's intranet, the chatbot automatically asks the employee for further relevant information, such as the reason for a new order and who their superior is (AD integration), who must first approve the procurement. After the end of the chat conversation, both the employee and the supervisor automatically receives an email summarizing the employee's request. The email to the superior also contains a digital signature field, so that this approval process step could also be digitised.

After receipt of the supervisors approval an automatic process triggers the order in the background and sends an email to the employee with the expected delivery date.





## Customer Value

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### How the **I.T. Manager** benefits

The introduction of the automated ordering process results in a significant release of resources that can be focused on more innovative or business-critical fields of activity.

The chatbot can also be used to answer general IT queries – both during and after office hours. This further relieves the workload of the IT staff, and gives employees access to help when they need it, regardless of when they are working.

### How the **Company** benefits

A chatbot is ideally suited to optimize and execute internal company processes in order to free up resources

These resources can then spend their time creating room for innovation in the age of digitalisation,.

The use of chatbots is innovative – thus enhancing the attractiveness of an employer to potential candidates.