

# Auditoria® AR Helpdesk

Automate Shared Inbox Management

## SPEED-UP RESPONSE TIME • REDUCE RESOURCE REQUIREMENTS IMPROVE CUSTOMER SATISFACTION

Auditoria's AR Helpdesk increases speed, accuracy, and efficiency in the finance office with Generative-AI SmartBots to automate redundant and manual monitoring and responding to requests in the shared AR email box. These intelligent SmartBots are trained in finance concepts and handle more than 90% of the incoming inquiries received, executing authorized tasks and requests. Data gathered from interactions is captured with reporting that allows analysis and insights to derive greater cash position visibility.

## AUDITORIA® SMARTCUSTOMER AR HELPDESK SMARTFLOW SKILLS | O2C



### CONTINUOUS EMAIL MONITORING

- SmartBots tag emails in the AR inbox, organizing by **type and call to action** to reduce clutter, streamline responses, and capture next steps for the AR team.
- Using generative AI models, SmartBots **respond conversationally** within minutes to inbox requests, acknowledging receipt, capturing promise to pay, recognizing invalid emails, and responding with appropriate action.
- SmartBots set alerts for the AR team to address escalated situations on a case-by-case basis, recovering hundreds of hours previously spent sifting through emails.



### ACTIVITY AND CUSTOMER CONSOLE

- All activity, both human and automated, is **captured in the console**, negating the need to login into shared email boxes.
- Acting as a single interface for customer detail, **data is aggregated** from disparate systems to improve efficiency and reduce cognitive load.
- AR teams login with **roles-based data access** and manipulate filtered views to analyze data for greater insights.
- Users **navigate intuitively** to customer **consolidated record details** or payment related data such as records, invoices, and payments.



### INBOX BUSINESS INTELLIGENCE AND REPORTING

- Summary email **extraction insights** such as intent detection, replies, and tasks are displayed and exportable for team and SmartBot performance reporting.
- Leadership analyzes insights quickly to make metric-lead decisions to **improve processes, identify anomalies**, and reduce operational expenses.
- Teams **gather business intelligence** on email senders, whether known contacts or unauthorized entities in the system to validate and help mitigate fraud.

## WHAT'S SO "SMART" ABOUT AUDITORIA?

Auditoria® SmartFlow Skills are discrete, pre-packaged, purpose-built accounting applications that perform a wide range of critical finance back-office functions, automatically. Auditoria® SmartBots act as "junior accountants" that execute the SmartFlow Skills, engaging with systems of record, shared inboxes, and key stakeholders. SmartBots capture actions and hand-off to humans using workflows to escalate when intervention is needed. Purpose-built for finance, Auditoria SmartBots integrate with the SmartCustomer SmartFlow Skills to offer full-featured inquiry response and fulfillment for inquiries coming into the shared AR inbox.

# HOW IT WORKS

## FINANCE LANGUAGE UNDERSTANDING

- SmartBots process email content and understand finance-specific intent to email authorized vendors securely and protect sensitive payment information.
- SmartBots use generative AI, accelerated with English language, finance terminology-driven configuration, and intent detection trained in finance processes for quick adoption and enhanced execution.

## HIGHLY FLEXIBLE AND SCALABLE

- SmartBots handle large volumes and process requests efficiently and rapidly to help mitigate fluctuations in operational expenses and minimize negative financial impact.
- SmartBots scale to handle spikes in incoming messages that previously meant increased response times, longer wait times, and slower time to resolution.
- SmartBots replace human attrition due to overwhelming backlog, cognitive overload, high stress, or extra work that negatively impacts team morale.

## LIGHTNING RESPONSE SPEED

- SmartBots respond within minutes to inbox requests, reviewing hundreds, even thousands of emails to help organizations meet Service Level Agreements (SLAs), quickly and efficiently.
- SmartBots are available 24 hours a day, seven days a week, providing vendors with timely follow-up to improve serviceability and satisfaction.

# HOW WE HELP



## GENERATIVE ARTIFICIAL INTELLIGENCE

Purpose-built for finance with NLP, AI and ML, SmartBots act as a system of engagement. Adoption and execution are accelerated with English language, business terminology configuration, and intent detection for finance processes. Next-generation generative AI and machine learning built technology delivers 70% workload reduction for AR teams.



## RAPID TIME TO VALUE

See value quickly through API-certified and enterprise integrations, with minimal IT dependence, thanks to pre-built programming and best-in-class protocols, giving finance teams the ability to move at lightning speed.



## SECURITY AND PEACE OF MIND

Remove the stress and friction in the finance function with a state-of-the-art secure and reliable system of unparalleled financial precision that captures an audit trail and history of activities in the system for improved compliance and reliability.



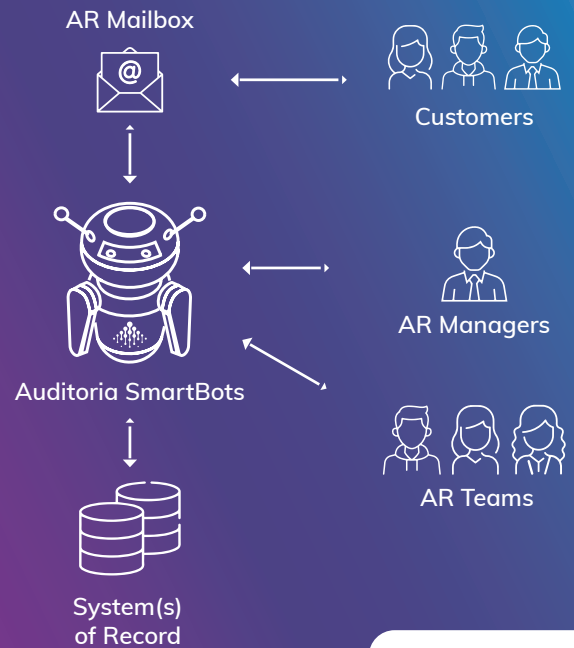
## ERROR-FREE TASK EXECUTION

Remove human-introduced errors from the equation to ensure that transactions reconcile across systems of record with increased accuracy and speed. Monitor effectiveness of AI-enabled task execution real-time through a dynamic dashboard.

*“Intelligent Automation incorporates algorithms capable of tasks such as handling exceptions, orchestrating decisions, or even looping in bots for conversational messaging.”*

— Craig Le Clair, Vice President and Principal Analyst, Forrester Research

Auditoria's SmartBots provide a system of engagement, utilizing the dedicated inboxes and systems of record to automate accounting functions and improve cash performance.



[Request A Demo](#)



## About Auditoria

Auditoria is an AI-driven SaaS automation provider for corporate finance that automates back-office business in Vendor Management, Accounts Payable, Accounts Receivable, and Planning to accelerate cash performance. By leveraging natural language processing, artificial intelligence, and machine learning, Auditoria removes friction and repetition from mundane tasks while automating complex functions, and providing real-time visibility into cash performance. Corporate finance and accounting teams at leading companies including FreshWorks, LiveRamp, UserTesting, Bring IT, and more use Auditoria to accelerate business value while minimizing heavy IT involvement, improving business resilience, lowering attrition, and accelerating business insights. Give your finance teams superpowers at [Auditoria.AI](#). Follow Auditoria on [LinkedIn](#) and [Twitter](#) to stay connected.