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# BaoBao Chatbot

The AI Assistant for Smarter Workflows & Analytics

Arkinno-Ai





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# BaoBao functionality

- Enterprise knowledge management:** Employees can query and retrieve company policies, handbooks, and reports.
- HRMS, CRMS, Financial systems, procurement and supply chain systems & IT Automation:** Submit MCs, request email access, reset passwords, and more.
- Data Analytics:** AI-driven insights on business operations and workforce trends.
- Smart Lifecycle Management (SLM):** Automates workflows for hiring, onboarding, and compliance.





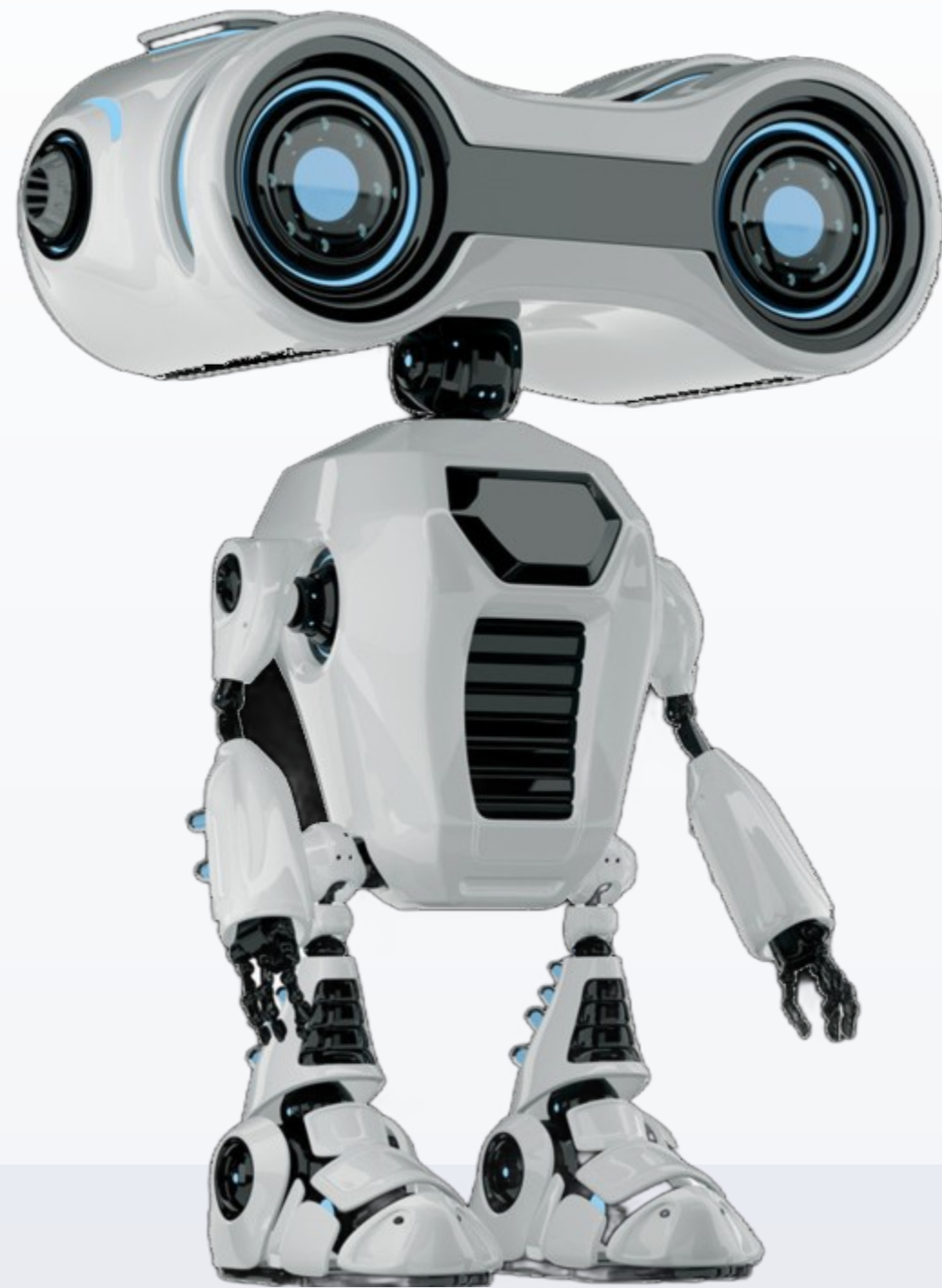
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**What can BaoBao do?**



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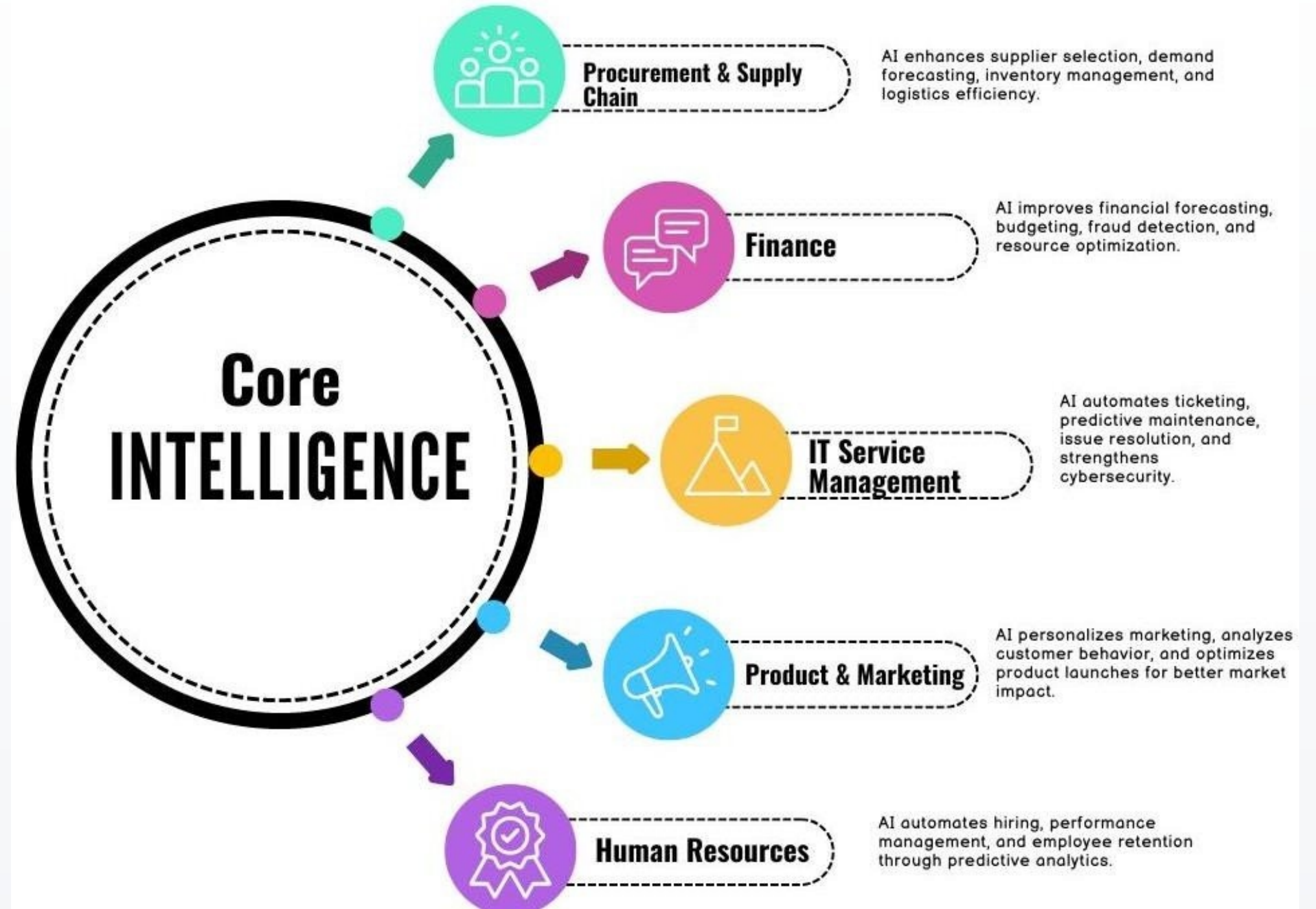
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# Improve Business

# Productivity





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# 01. Procurement and Supply Chain





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# Procurement



## Supplier Data Analysis:

Evaluates pricing, quality, and delivery for data-driven, cost-effective decisions.



## Supplier Selection Optimization:

Optimizes supplier selection by automating KPI comparisons, reducing manual effort, and ensuring goal alignment.



## Predicting Inventory Needs:

Forecasts inventory needs, preventing overstocking and understocking for better cash flow.



## Automating Shipment Notices with AI-OCR/ICR (next slide AI-OCR/ICR diagram):

Automates data entry, updates inventory, and triggers payments efficiently.



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# Intelligent Document Processing

Unlock Insights, Automate Precision

## AI OCR/ICR process

### OCR/ICR

Utilization of AI module to optimize optical density and quality of the document images (Photographs, handwritten scans) to enable high quality OCR.

### Human in the Loop

HITL enables human verification and corrections to ensure accuracy of data extracted by Document AI processors.

### Classification & Extraction

Identification and assignment of extraction model. Application of AI extraction model to structured and unstructured data.

### Continuous Learning

Utilizing HITL data inputs to retrain and optimize model towards higher STP rate.

### Data Validation

Data validation involves normalizing and verifying information against confidence thresholds and business rules to ensure accuracy and compliance.

### Integration

Processed data and insights can flow seamlessly to critical business systems.





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# Supply Chain

## Demand Forecasting:

Analyses sales and market trends for accurate demand forecasting, optimizing stock and production.



## Inventory Management:

Monitors real-time inventory, adjusting reorder points to cut costs and ensure availability.



## Logistics Optimization:

Optimizes delivery routes, reducing costs and improving delivery times.



## Shipment & Delivery Lifecycle

### Automation:

AI-OCR/ICR automates tracking and updates shipment documents from dispatch to delivery.



### Risk Management:

Detects risks by monitoring global events and supplier performance, offering early disruption alerts.





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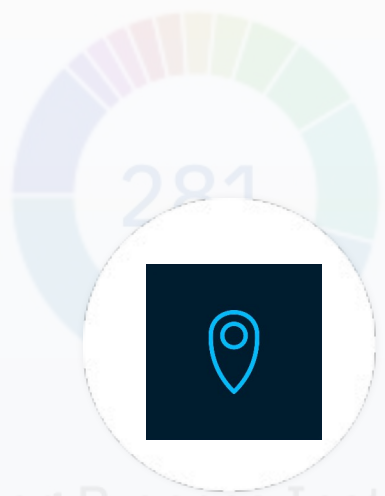
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Right Now

# Build Real Time Dashboard

Deployed



Running Process Instances

## Order Tracking

Read-time order and shipment updates with AI-OC integration



Open Incidents

## Inventory & Demand

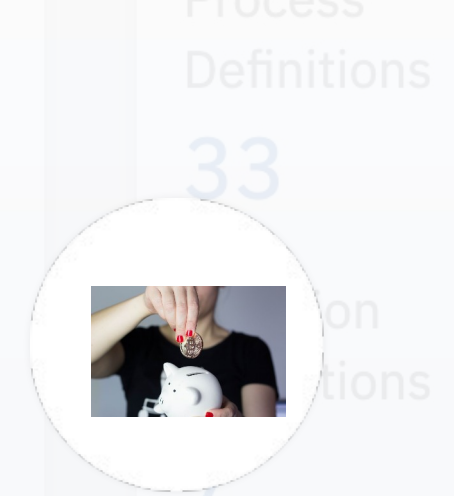
Live insights for restocking, production and logistics



Open Human Tasks

## Supplier Monitoring

Tracks delivery accuracy, lead times and compliance



Process Definitions

33

on tions

## Cost & Efficiency

Reduces manual work, speeds procurement and boosts operational efficiency

Metrics

Today This week This month

66.3k ↑

63.7k ↑

58.2k ↑

61.1k ↑

59.4k ↑

8k 7k

1.6k 1.4k

1.6k 1.4k



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## 02. Finance





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# Finance

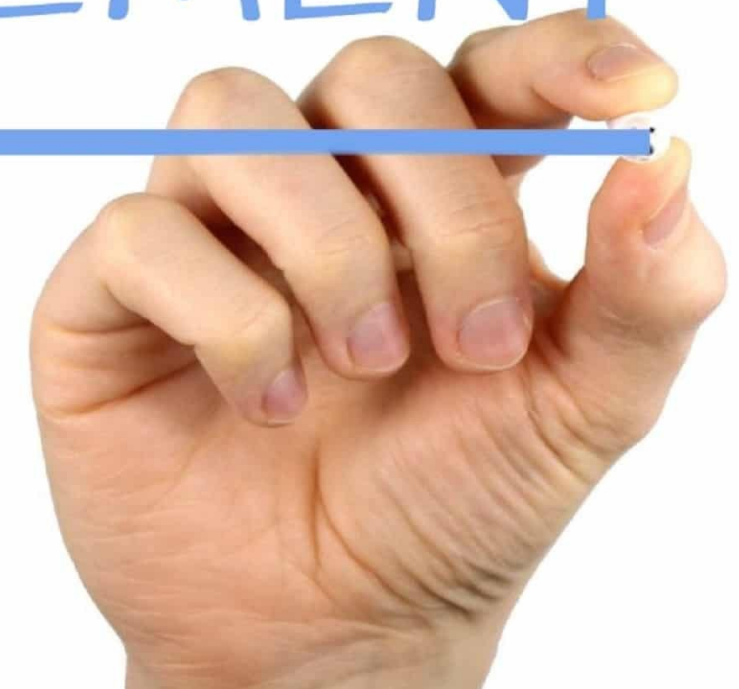
## BUDGETING AND FORECASTING

Predicts revenue with data analysis and scenario simulation.



## RISK MANAGEMENT

Detects fraud, errors, and financial risks in real time.





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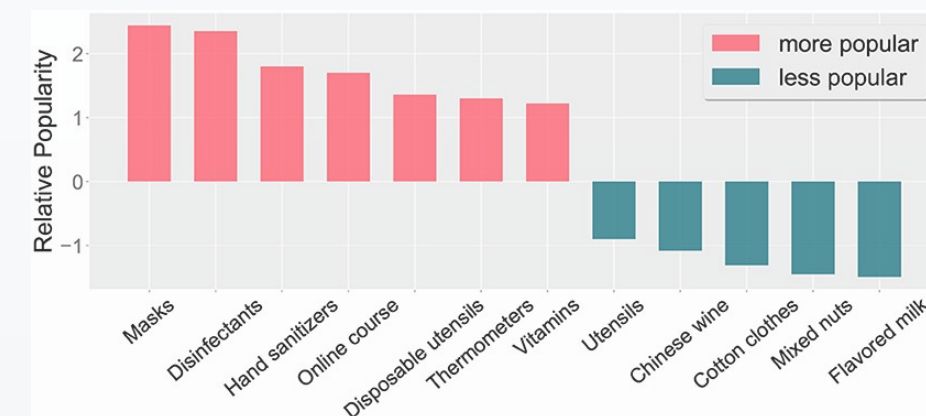
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# Finance

**Accounts Receivable (AR):** Automates invoicing, tracks payments, and prioritizes collections.

**Accounts Payable (AP):** Streamlines invoice processing and optimizes payment schedules.

**E-commerce Financial Trending:** Analyses sales, customer behaviour, and pricing for profit optimization.





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# Finance

**Identifying Opportunities for Savings, Grants, and New Markets:**



## **Savings**

Finds inefficiencies  
and cost-cutting  
opportunities

## **Grants**

Identifies and  
automates grant  
applications

## **New Markets**

Analyses trends  
to uncover growth  
opportunities



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# Finance



**Cash Flow:** Real-time insights for better liquidity management.

**Expense Optimization:** Tracks spending and optimizes costs.



**Revenue Tracking:** Monitors profitability and forecasts sales trends.



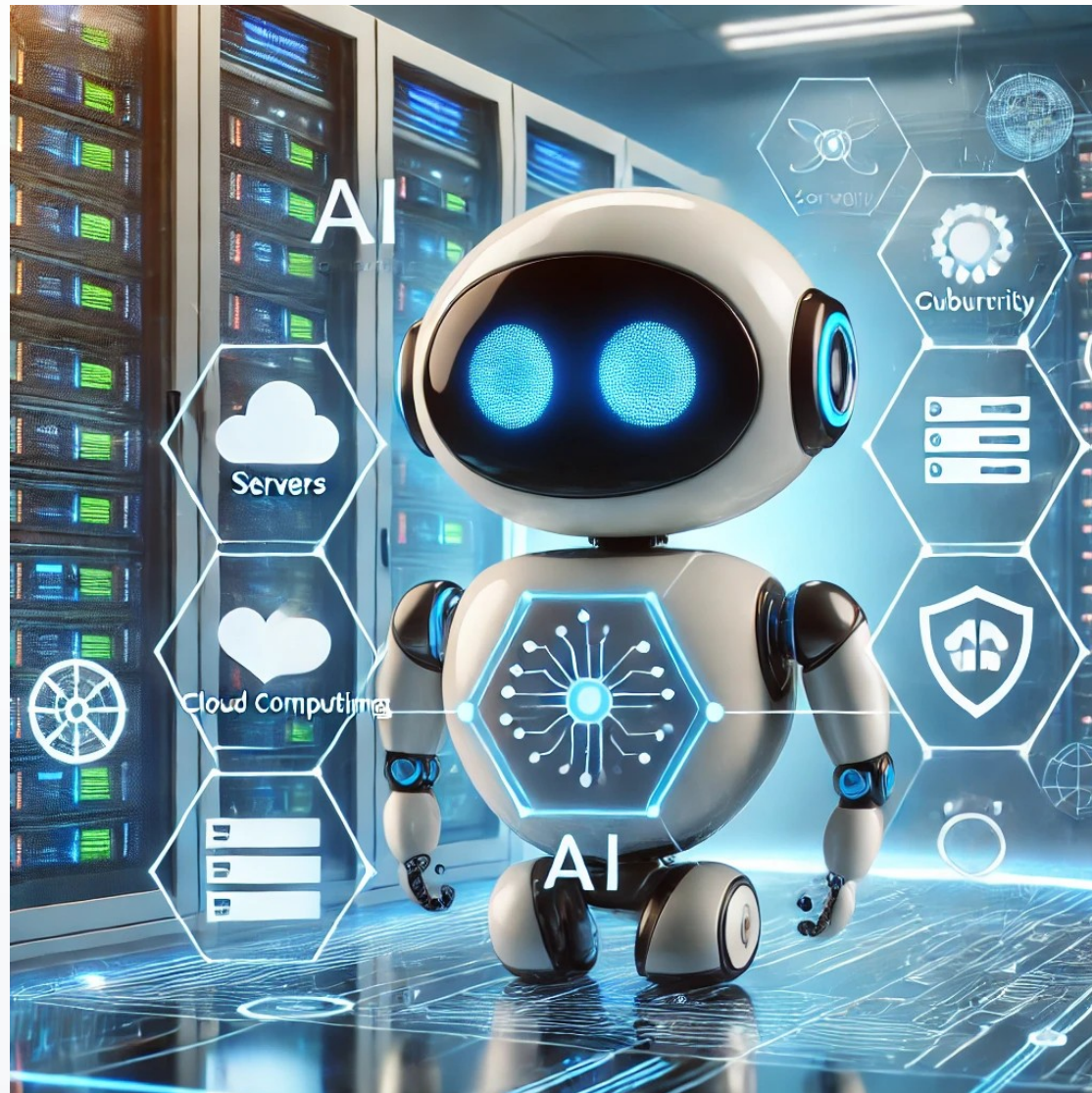
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## 03. IT Service Management



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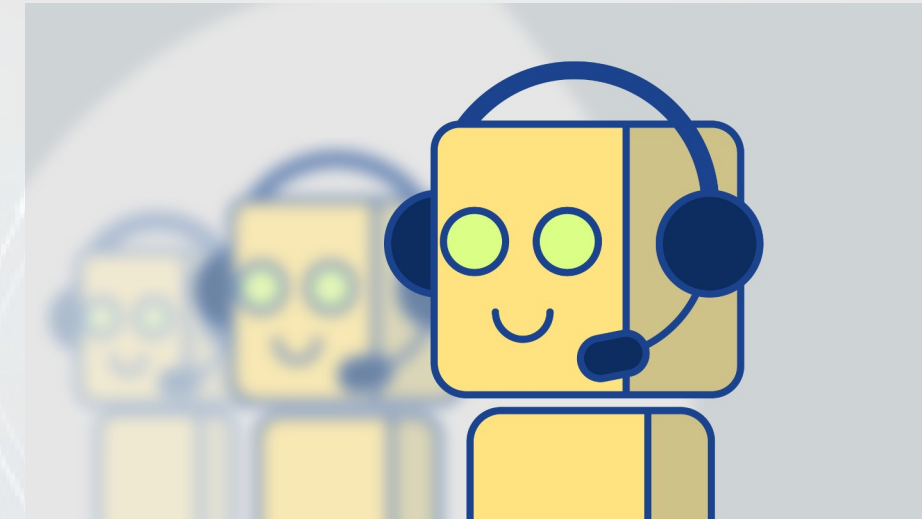
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# IT Service Management



**Ticketing Automation:** Categorizes and routes IT requests efficiently.

**Auto-Resolution:** Handles common issues like password resets.

**Predictive Analytics:** Forecasts and prevents IT disruptions.



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# IT Service Management



## Predictive Maintenance

**Proactive Detection:** Monitors IT for early failure signs.

**Optimized Maintenance:** Schedules upkeep to reduce downtime.

**Minimized Disruptions:** Predicts issues to prevent emergencies.



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# IT Service Management

AI-Powered Support



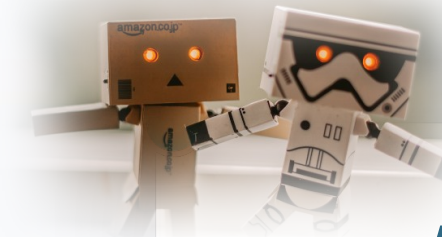
## Chatbots

Automate IT issue resolution.



## Virtual Assistants

Reduce manual workload.



## 24/7 Support

Always available across time zones.



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# IT Service Management



## Cybersecurity Enhancements

**Threat Detection:** Blocks security threats in real time.

**Behaviour Analytics:** Monitors unusual user activity.

**Vulnerability Management:** Scans and prioritizes fixes.



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# IT Service Management

## Self-Healing IT Systems

**Automated Fixes:** Resolves issues by restarting servers or balancing traffic.

**Root Cause Analysis:** Identifies IT problems swiftly.



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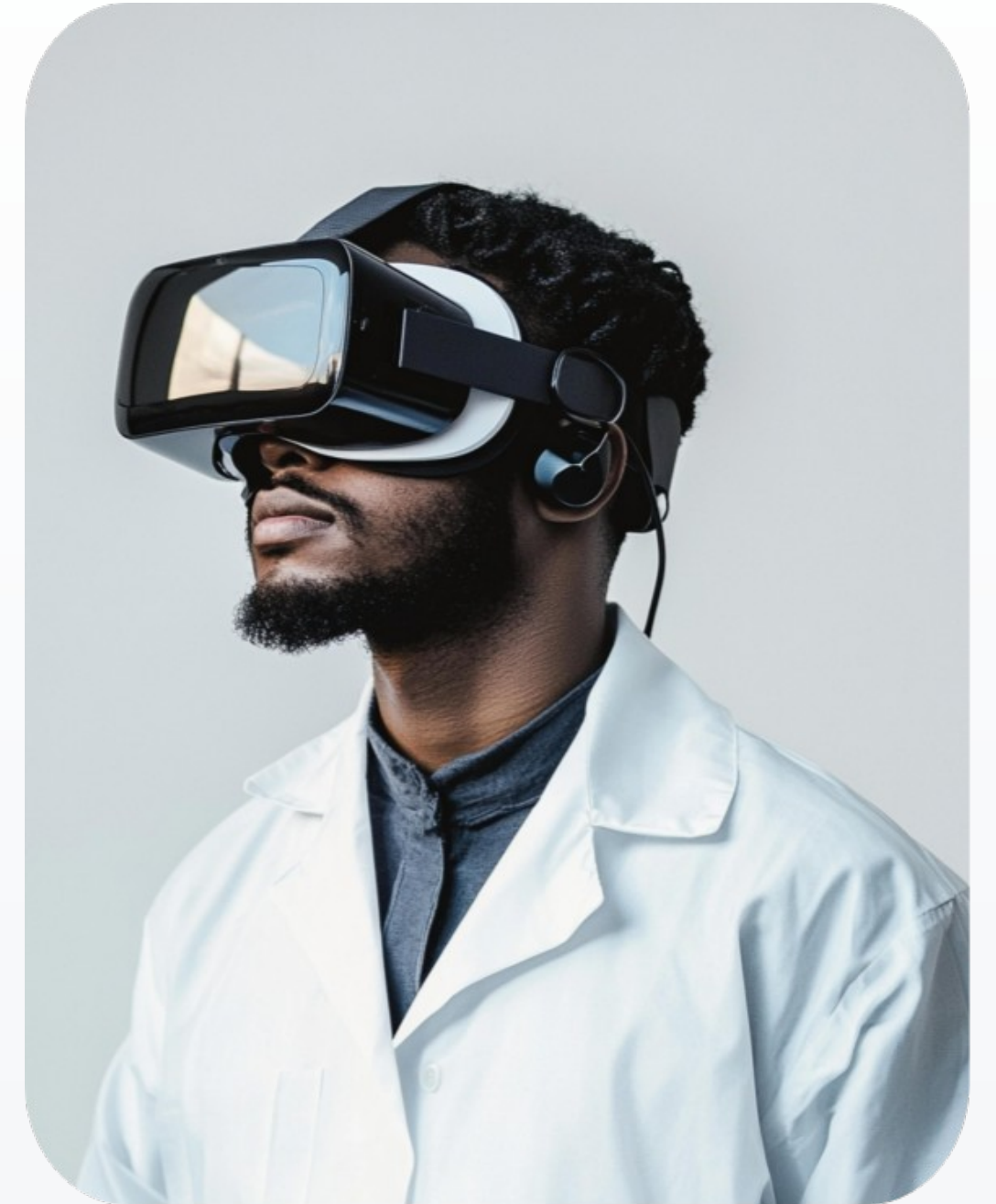
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## 04. Product and Marketing





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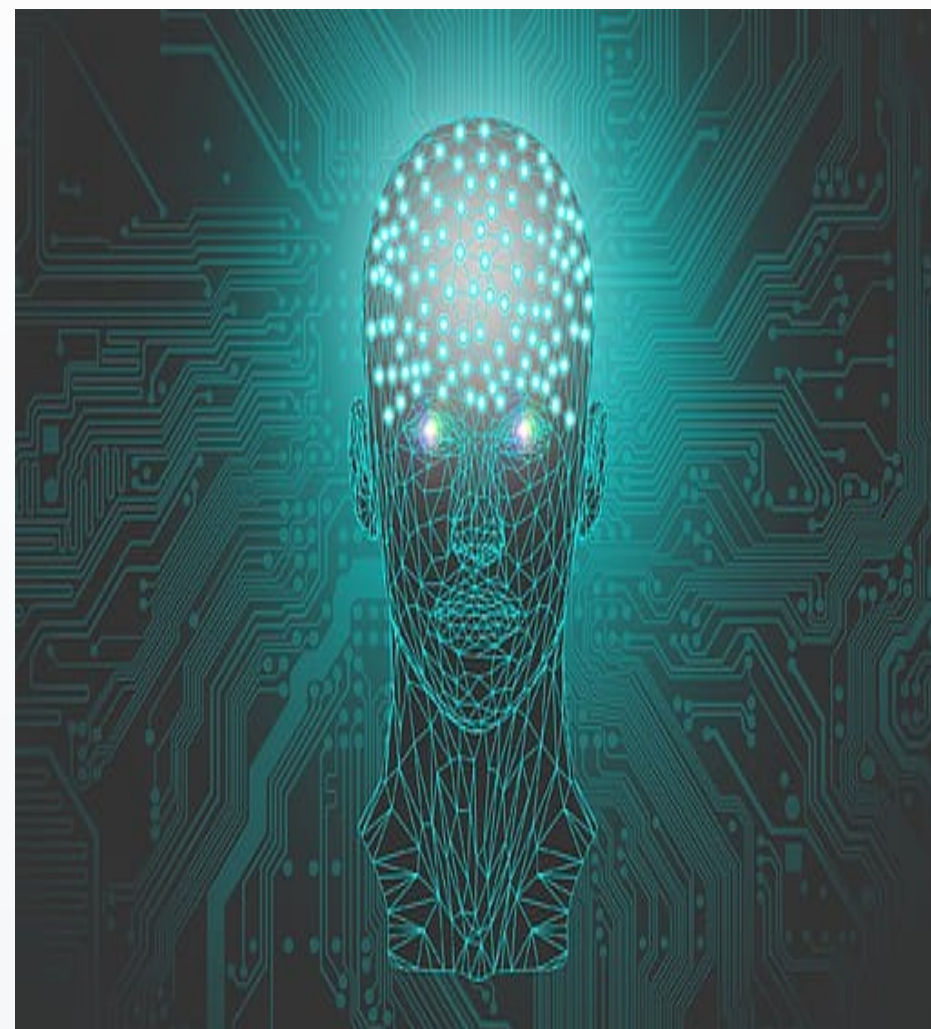
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# Product and Marketing



## Driven Customer Engagement



### Customer Insights

Analyses behaviour for targeted marketing.

### Personalized Content

Adapts messaging across channels.

### Predictive Analytics

Forecasts purchasing patterns for better targeting.





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# Product and Marketing

## Targeted Campaigns

**Segmentation:** Clusters customers for tailored marketing.

**Dynamic Ads:** Serves real-time ads based on user behaviour.

**A/B Testing:** Optimizes campaigns for best performance.



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# Product and Marketing

## Optimizing Product Launches

**Trend Analysis:** Tracks industry trends for ideal launch timing.

**Strategy Prediction:** Simulates scenarios to optimize pricing & marketing.

**Performance Tracking:** Monitors key metrics for real-time adjustments.



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# Product and Marketing

## Understanding Customer Needs

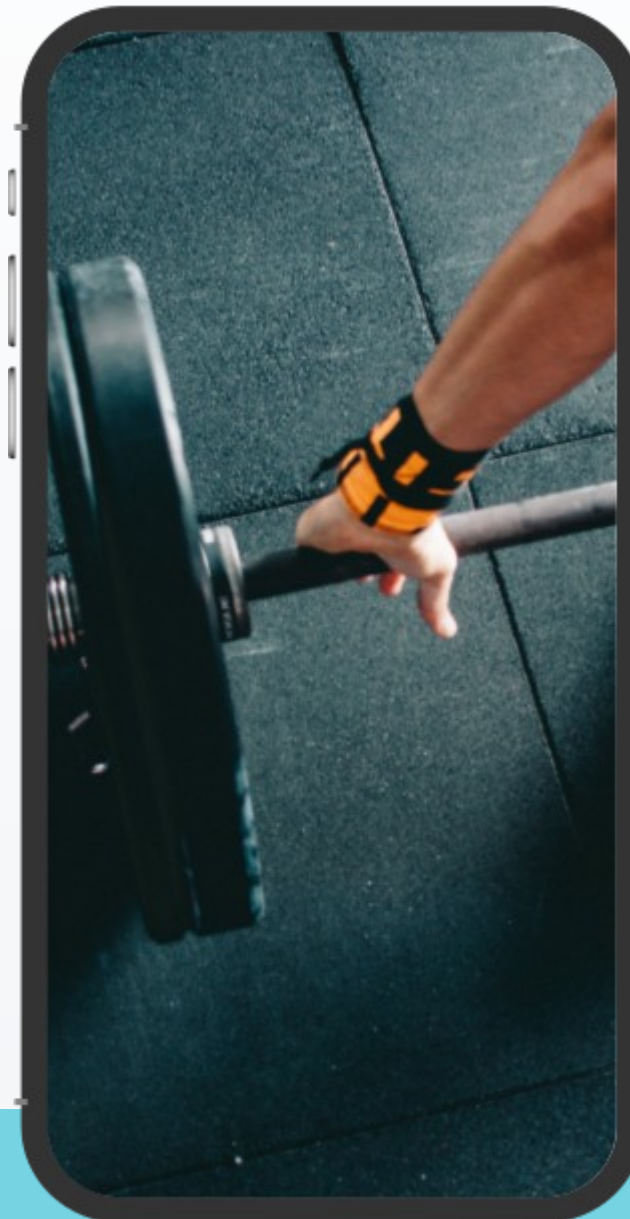
### Sentiment Analysis

Analyses customer sentiment to refine messaging.



### Journey Mapping

Tracks touchpoints to enhance satisfaction



### VOC Programs

Gathers insights from multiple sources.



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# Product and Marketing

## Increasing Market Penetration & Sales Efficiency

### Sales Forecasting

Predicts demand for better resource allocation.

### Automated Reporting

Enables real-time insights for quick decisions.

### High-Value Targeting

Identifies top prospects to boost conversions.

### Field Sales Optimization

Suggests visits & appointment times.



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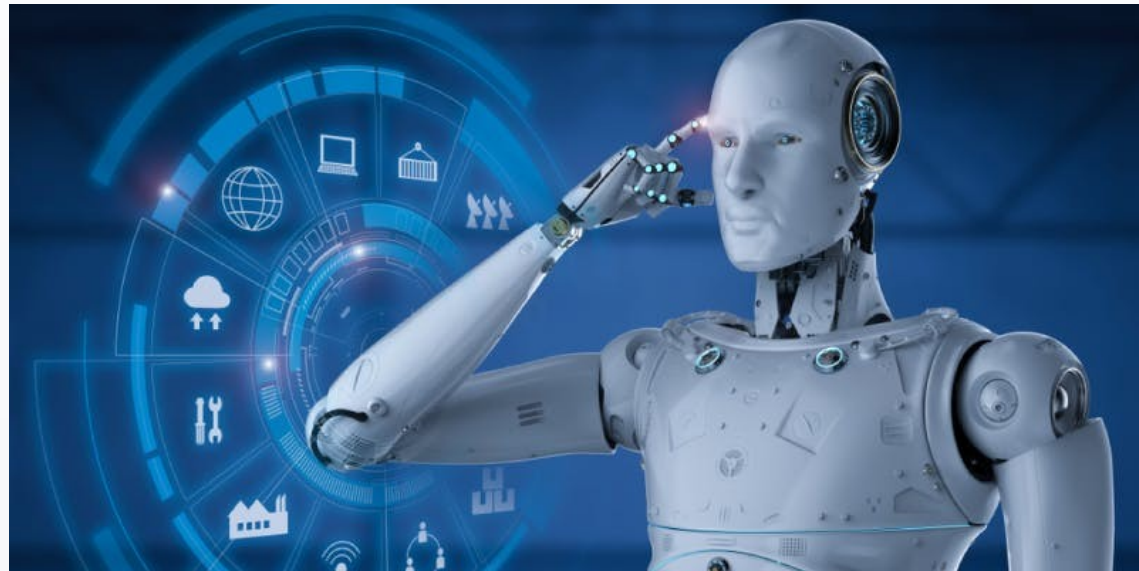
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# Product and Marketing



## Competitor & Market Intelligence

**Competitive Analysis:** Tracks competitors to refine strategy.

**Market Gaps:** Identifies unmet needs for better positioning.

**Regulatory Monitoring:** Ensures compliance & reduces risks.



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## 05. Human Resource



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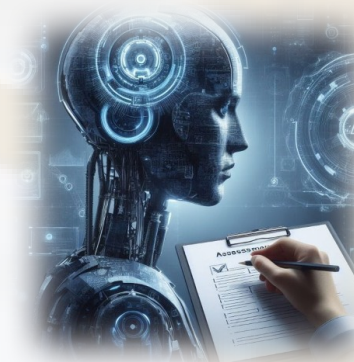
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# Human Resource

## HR & Talent Management

### Hiring Automation

Streamlines sourcing, screening & shortlisting.



### Performance Management

Tracks productivity & provides real-time feedback.

### Employee Retention

Predicts turnover & suggests retention strategies.

