

# Auditoria® AR Helpdesk

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

**Auditoria's AR Helpdesk increases speed, accuracy, and efficiency in the finance back office using AI-enabled SmartBots to automate redundant and manual monitoring of the shared AR email box. Data gathered from interactions is captured with reporting that allows analysis and insights to derive greater cash position visibility.**

## 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.

## AUDITORIA® SMARTCUSTOMER AR HELPDESK SMARTFLOW SKILLS | O2C



### CONTINUOUS EMAIL MONITORING

SmartBots are deployed to continuously check email inboxes and respond conversationally to inquiries and requests, such as a copies of invoices, within minutes.



### FINANCE LANGUAGE UNDERSTANDING

Available 24/7, SmartBots process email content and understand finance-specific intent to email authorized customers securely and protect sensitive accounting information.



### A SYSTEM OF ENGAGEMENT

SmartBots quickly read and respond with answers, documentation, or escalations, minimizing interruptions to the AR team throughout the day and increasing timely customer service.

# HOW IT WORKS

## CUSTOMER OMNI-DIRECTIONAL COMMUNICATION

- SmartBots will acknowledge receipt or vacation responders, recognize invalid emails, detect spam, and respond with appropriate information or documentation as requested.
- SmartBots set alerts for the AR team to address escalated situations on a case-by-case basis, recovering hundreds of hours previously spent by team members sifting through emails and responding to routine questions and requests.

## MAILBOX ORGANIZATION

- SmartBots tag emails in the AR inbox, categorizing and labeling to organize them by type and call to action, reducing clutter and streamlining responses and next steps for the AR team.

## PRIORITIZED WORKLIST

- Streamline inbox review with a daily worklist of strategic recommendations and prioritized actions based on incoming and outgoing correspondence.
- Curated by SmartBots, the worklist is dynamically updated to maximize efforts and outreach to optimize response times, escalate issues, and increase optimal customer service.

# HOW WE HELP



## NLP-DRIVEN AI AND ML INTELLIGENT PROCESS AUTOMATION

Purpose-built for finance with NLP, AI and ML, SmartBots act as a system of engagement. Adoption and execution are accelerated with English language, finance terminology-driven configuration, and intent detection for finance processes. Next-generation machine learning and artificial intelligence 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.



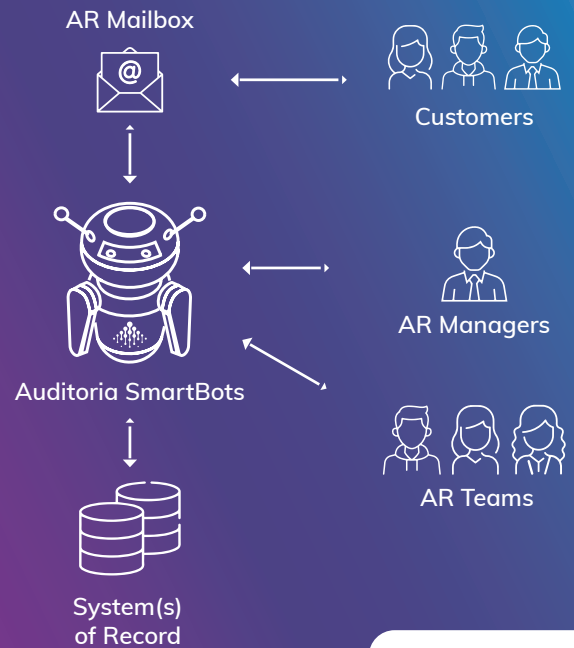
## ERROR-FREE TASK EXECUTION

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 Armanino, Arrive Logistics, FreshWorks, LiveRamp, 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.