



Automate and Optimize Logistic Processes With Chatbots

platbricks® Chatbot Platform

Initial Situation and Challenges

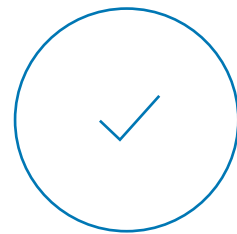
Many recurring or complex activities often slow down the internal or external processes in logistics. For example, when information is requested or systems need to be checked and monitored regularly. Employees can be distracted from important activities, which demands more time and thus higher costs. But quality losses can also be a consequence. Many of these activities can be optimized with the help of digital solutions, but individual solutions cost time and money and are also very maintenance-intensive.

We at Arvato Systems have developed a platform that allows our customers to create such digital solutions themselves - while continuing to use their existing hardware and software.

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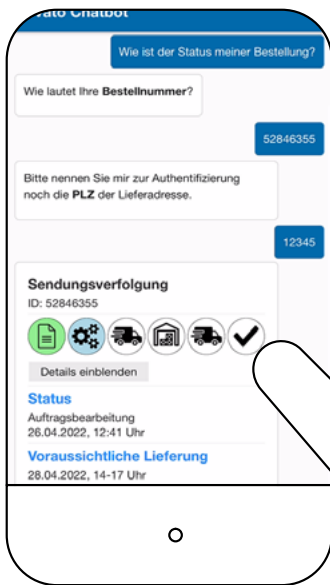
Chatbots are an excellent way to automate specific processes. The communication between humans and machines occurs via a chat in text or voice form. Chatbots are already established in the B2C area, and since they can now be used via any existing communication channels, they also offer great potential in the B2B area. No download or additional installation is required for use, and since development and distribution can be carried out very quickly and without significant system changes, there are no high costs.

Benefits



- **Process acceleration** through intuitive, direct communication
- **Constant availability** of a chatbot (also via mobile devices)
- **Intuitive use**, as communication takes place via chat
- **Short implementation time** and thus more time for complex tasks
- **Text or voice-based communication**





Via the chatbot platform of our cloud-based logistics solution platbricks®, chatbots can be intuitively created and maintained to optimize and digitize processes. Whether speech processing, dialog guidance, channels, or learning data, everything needed is found in one platform. Chatbots can be created and published quickly and easily without programming skills. Direct feedback from users creates new learning data that enables continuous optimization.

Why the platbricks® chatbot platform?

- Connection to any external system
- Use of different channels possible (phone, SMS, MS Teams, webchat, Telegram, etc.)
- Integration of other platbricks® modules possible (e.g., platbricks® WMS)
- Extensive role and rights settings can be used to control individual access options
- Cloud technology

Integration is possible, for example, in the following channels:

- | | | |
|---------------------|------------|-----------|
| ✓ Website (webchat) | ✓ Telegram | ✓ Alexa |
| ✓ Telephone | ✓ Facebook | ✓ Cortana |
| ✓ SMS | ✓ MS Teams | ✓ etc. |

Integrating external systems/data sources is also conceivable and allows communication with third-party systems. Dialog guidance (logic) can be developed via a graphical editor, and integrated intelligent and natural language processing is also available. Users with advanced programming skills can also access any level of complexity through FaaS integration.



[Watch the demo video now!](#)

You have questions, need information or a contact?
Get in touch with us.

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Global IT specialist Arvato Systems supports major companies in Digital Transformation. About 3,100 staff in over 25 locations stand for in-depth technology expertise, industry knowledge, and focus on customer requirements. Working as a team, we develop innovative IT solutions, transition our clients into the Cloud, integrate digital processes, and take on IT systems operation and support. As a part of the Bertelsmann-owned Arvato network, we have the unique capability to work across the entire value chain. Our business relationships are personal; we work with our clients as partners so that together we can achieve long-term success.