JAGGAER Assist

Work smarter, faster and more efficiently

JAGGAER Assist improves the speed, situational knowledge and confidence of users by providing an intelligent digital assistant to help them do their work more efficiently and effectively. Combining a standard, constantly growing JAGGAER knowledgebase and your own customized content and guides, JAGGAER Assist provides an in-solution helping hand that supports your users as they perform their daily work. Using natural, conversational language, Assist helps users quickly find the exact data and information they need, perform simple tasks and provide guidance on next steps based on your organization's procurement policies and desired processes.

JAGGAER Assist is not a conventional digital assistant. The capabilities offered by Assist go well beyond providing a knowledgebase for FAQs, with advanced search and analytics, content and guidance customization to support your business processes, and the ability to actually perform tasks on behalf of users. JAGGAER Assist delivers more efficiency and confidence-inspiring, real-time support to your users by helping, finding and acting.

Help: The JAGGAER Assist knowledgebase provides answers to common questions that empower users with just-in-time information and guidance, relieving system administrators and support teams from time spent helping internal users shop for goods, create sourcing projects or manage other procurement tasks. Find: Leveraging the advanced analytics applied to the data across all JAGGAER ONE solutions, Assist can pinpoint the information and reports that users seek through simple, natural-language queries. Questions about supplier qualification status, open or planned RFPs, contract milestones, etc. are answered with direct links to filtered reports that save users time and guesswork when looking for information fast.

Act: JAGGAER Assist takes the next step for users, performing simple tasks on their behalf so that they can focus on value-adding work.

Need to create a new RFP project, request a contract or identify suppliers whose statuses need to be reviewed? Assist not only provides guidance on next steps, but can get the ball rolling on these and many other tasks and save your users time.

Furthermore, JAGGAER Assist enables system administrators to design and provide more relevant and effective help to users—help that follows your organization's specific processes and policies to increase compliance and drive desired behavior. And users can help administrators refine and improve the efficacy of Assist FAQs, data query responses and task delegation through a continuous feedback loop, while Assist learns and improves upon its own knowledgebase.

High rates of user satisfaction and utilization of technology solutions can be directly tied to ease of use, solution familiarity and the user's confidence in their abilities. It's when users get "stuck" that they resort to the path of least resistance - either working outside of the solution or doing the bare minimum to meet company requirements.

Increase the success and ROI of your procurement transformation investment with JAGGAER by delivering a solution suite that provides an intelligent assistant to answer your users' real-time queries, support questions and training needs, and help them complete simple, repetitive tasks, leading to higher adoption and utilization levels.

Key Features:

- Conversational, natural language user interaction via text or voice
- Pervasive intelligent virtual assistant available for every user and every process
- **Help:** Standard and customizable knowledgebase for FAQs, guidance and real-time user support
- **Find:** Query data, reports and other information using natural, conversational language
- **Act:** Delegate simple or repetitive tasks for automation and efficiency
- Feedback loop that learns from user behavior to refine the Assist knowledgebase and improve results

Benefits:

- Improve ROI and procurement results through higher adoption and more effective utilization of solutions
- Increase user adoption, confidence and efficiency with real-time FAQs, process support, data query results and task delegation using natural, conversational language
- Work smarter, not harder, by asking Assist to find the data you need, start new projects, request new contracts, create new RFPs and other tasks
- Answers, search results, and actions continuously improve based on user feedback to deliver better, more relevant assistance over time

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