

# Supplier Enquiry Management

## A digital assistant for supplier enquiries

Esker Supplier Enquiry Management is a GenAI-powered digital assistant for shared inboxes, helping Procurement and Accounts Payable (AP) teams efficiently manage supplier communications. By automatically classifying, routing and responding to routine supplier enquiries — like payment status, invoice discrepancies and data updates — the solution significantly reduces manual effort, shortens response times and improves supplier satisfaction.

### Why automate with Esker?



#### Answer requests faster

with Esker Synergy AI that automatically proposes verified template-based or ChatGPT-generated answers.



#### Analyse your enquiries

by type, date or supplier from a centralised platform, while tracking response times and easily identifying areas of improvement.



#### Empower your team

and ensure AP and Procurement teams spend more time on added-value tasks focused on improving supplier satisfaction.



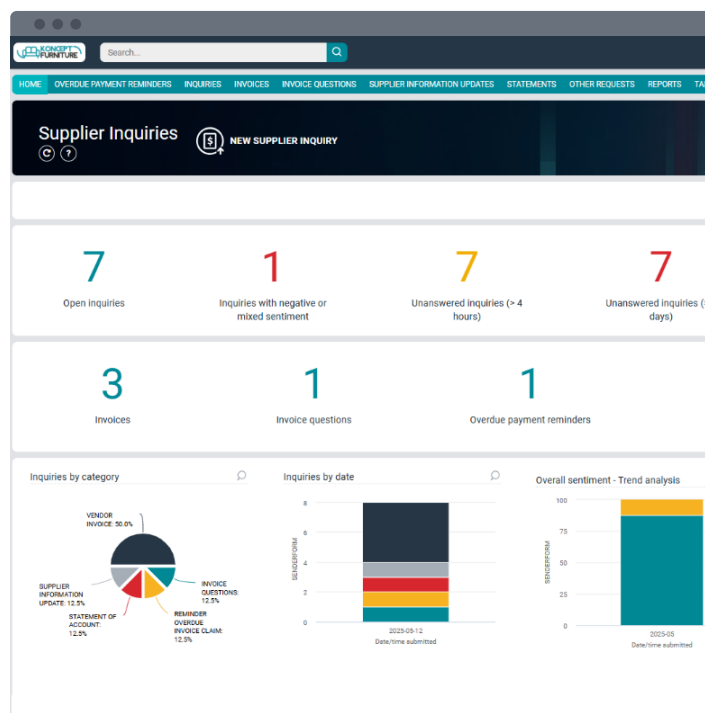
#### Improve supplier experience

and preserve solid business relationships by ensuring all enquiries are answered quickly and appropriately.

### How it works

Businesses can manage their supplier enquiries and streamline all essential phases of their process through one collaborative interface powered by AI.

- Enquiry reception:** All supplier requests sent by email to Procurement or AP are directly received by Esker's solution and visible on the user-friendly interface.
- Enquiry classification:** Esker's AI classifies emails in different categories (invoice question, payment status request, overdue payment reminders, information updates, statements, etc.) and performs sentiment analysis to identify enquiries with negative feelings so they can be prioritised.
- Enquiry research:** Key information is automatically extracted from email, and data necessary to formulate an answer is either retrieved automatically from internal systems or by collaborating with coworkers and third-party partners.
- Enquiry response:** AI assistant proposes quick and helpful responses to Procurement and Accounts Payable teams, who can then answer suppliers with a single click.



## Solution features

Esker's 40 years of field experience and dedication to product development is the key to our Supplier Enquiry Management solutions' continued innovation. Here are some of the features that stand out the most:

### AI-driven classification

Embedded in the solution, Esker Synergy AI uses Natural Language Processing (NLP) algorithms to analyse the content of the incoming emails, automatically classify them into categories (invoice question, payment status request, overdue payment reminder, data modification request, statement, etc.) and identify requests with negative sentiments that need to be addressed in priority.

### Dashboards & analytics

Esker's solution is equipped with intelligent dashboards displaying real-time KPIs that allow users to visualise to-do lists organised by category and priority, track compliance with response time SLAs, evaluate the team's performance levels and identify trends.

### Automated answers

With the help of GenAI-assisted replies, teams can answer suppliers in a single click. The AI analyses the email, extracts key information and queries different systems to retrieve relevant information and then generates an accurate answer for clerks to use. Human supervision ensures suppliers still interact with other humans as the proposed replies are reviewed, and edited if needed, by the employee before being sent out.

### Collaboration & communication

Thanks to a communication platform featuring chat tools and tracked email conversations, users can easily collaborate in real time with coworkers to gather all necessary information to provide a relevant answer to any supplier request.

### System integration

Esker's solution integrates with ERPs, procurement and other information systems thanks to its Connectivity Suite that provides multiple integration options using pre-built connectors.

## Want to automate your entire source-to-pay process?

Managing enquiries is just one part of the source-to-pay (S2P) process. Esker's Source-to-Pay suite is designed to help Procurement and Finance leaders achieve their goals by removing departmental siloes, streamlining procurement processes, improving enforcement of policy compliance, and enhancing supplier management with visibility over the entire buying process. By aligning procurement and finance, Esker helps CFOs and CPOs achieve better financial outcomes and foster collaboration across all operations. Companies that use Esker's Source-to-Pay suite have the flexibility and agility to reduce costs, increase process efficiency and mitigate supply chain risks, resulting in a more sustainable and profitable business.



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