JAGGAER Assist – Information Sheet

Work smarter, faster and more efficiently!

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.

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 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.**

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

JAGGAER Assist Helps in Every Piece of the JAGGAER ONE Platform
Speed up your users' actions with an assistant to help, find and act at every stage.

- Spend Analytics
- Supplier Management
- Sourcing
- Contracts
- Invoicing
- Payments

Analytics for Everyone: JAGGAER Assist leverages the power of advanced analytics to quickly compile information and reports for users. Supplier statuses, open RFPs and contract data are all at your users' fingertips.

Assist Speaks your Language: Use plain, conversational language. Assist is built to respond to natural-language questions, so your users don't have to learn specific phrasing or keywords to ask Assist to find what they're looking for.

Simple Tasks Done Instantly: Assist does the work for you. Whether you're creating a new RFP, requesting a contract or filtering suppliers by status, Assist can do that for you. Simply ask using natural, conversational language and delegate routine tasks to Assist.

Your Questions Answered: JAGGAER Assist draws on a deep knowledgebase to provide answers to your team's common questions. With just-in-time information and guidance, users are empowered to learn and grow within the platform.

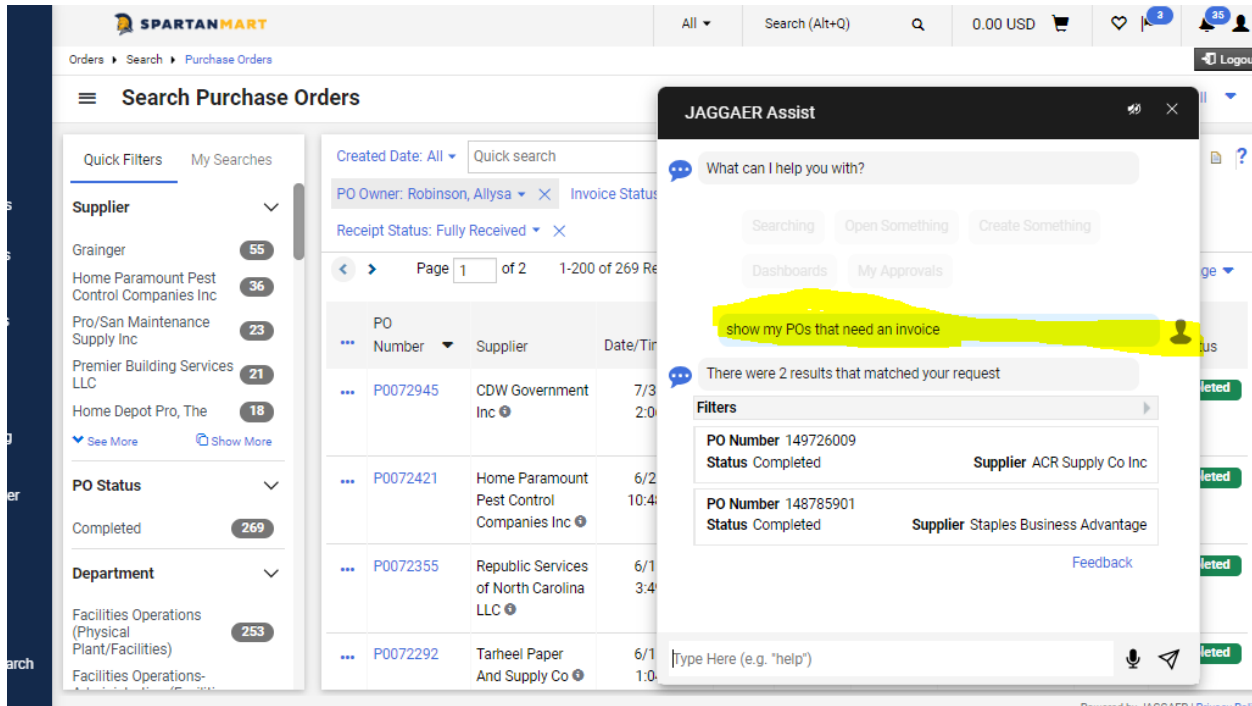**Try it out! Jaggaer Assist Chat Box is on the bottom right-hand corner in SpartanMart.**
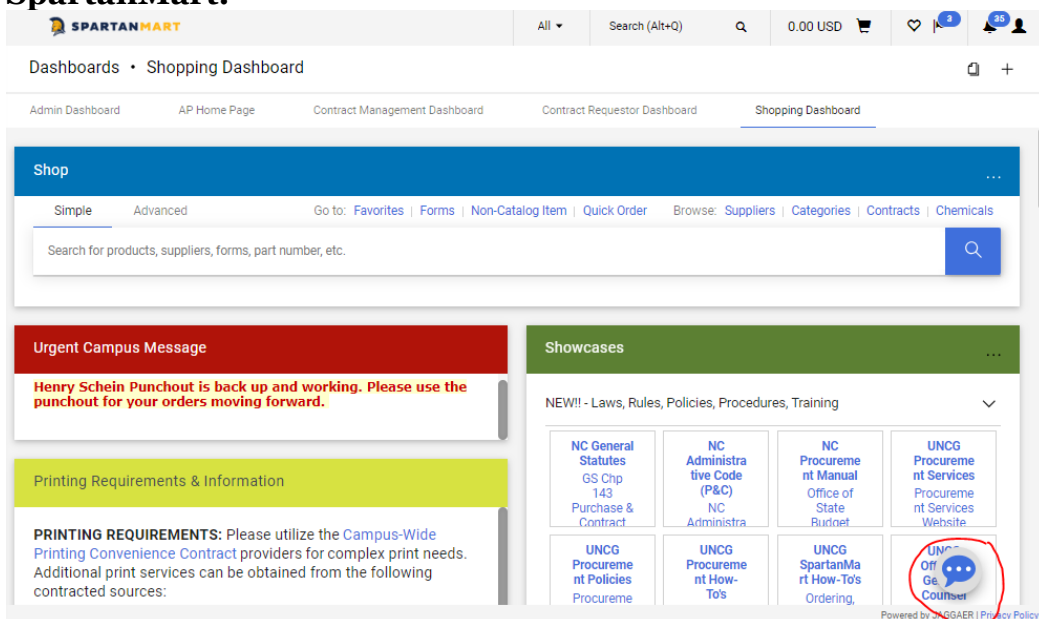
When you click on it the Assist Chat Box will open.
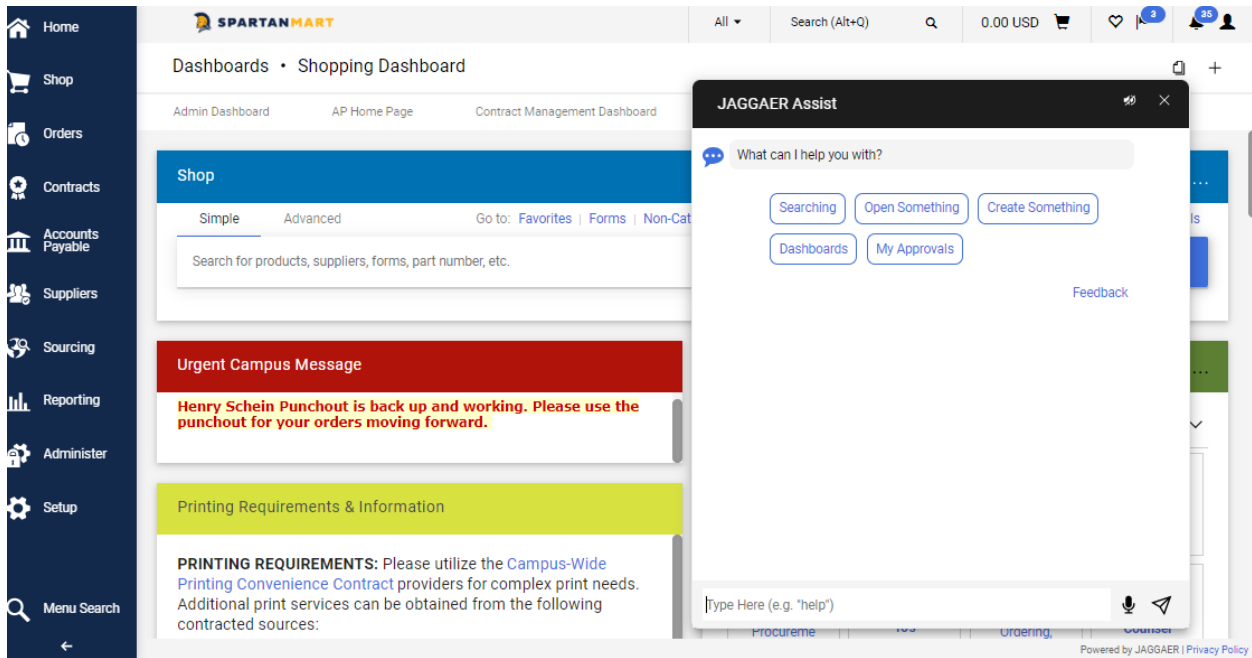
Ask the chat box to open something, search something, go to Dashboard, etc.

Example: I typed: **show my Pos that need an invoice**

If you click on it, it should take you directly to that item. It took me to the ACR Supply PO.

Jaggaer Assist will take some time to learn and get better at providing the responses your are looking for. Please use the Feedback feature to help the tool learn.