

Customer story

INDUSTRY:

LOGISTICS



HIGHLIGHTS

Logistics inventory management and personalised recommendations using Viva's Conversational AI

CLIENT

A renowned logistics corporation headquartered in India, providing extensive supply chain and transportation services across the country.

REQUIREMENT

The logistics company sought to enhance inventory management for improved accuracy and efficiency.

- They required tools to gain real-time insights into stock levels across all locations.
- A predictive system was essential to forecast demand accurately, minimising the risks of stock shortages or overstocking.

CHALLENGE

Manual processes hindered the logistics company's ability to operate efficiently, leading to delays and inaccuracies.

The absence of real-time data made it challenging to forecast demand with precision.

Inefficient inventory management resulted in increased operational costs and resource wastage.

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SOLUTION

[Conversational AI]

To address this complex requirement and challenge, Viva provided an ideal solution for the client.

The proposed solution included the following components:

- Viva provided an AI solution that enabled natural language communication between humans and artificial intelligence systems.
- This solution aimed to transform the logistics company's inventory management by providing real-time updates on stock levels and enabling predictive analytics to predict future demand accurately.
- The solution also included additional benefits and features, such as improved supply chain efficiency and streamlined supplier communication.
- The features of the solution were:
 - Automated tracking and updates on shipment status
 - Personalised recommendations and suggestions
 - Reduction of human error and customer complaints
 - Improved customer experience through accurate, timely, and personalised service
 - Inventory management through real-time updates on stock levels