2019

User Manual
Vendor's Chatbot - Procurement Resource Intelligent Assistant (PRIA)

DEVELOPED BY - [STRATEGIC INFORMATION SYSTEMS]



Introduction

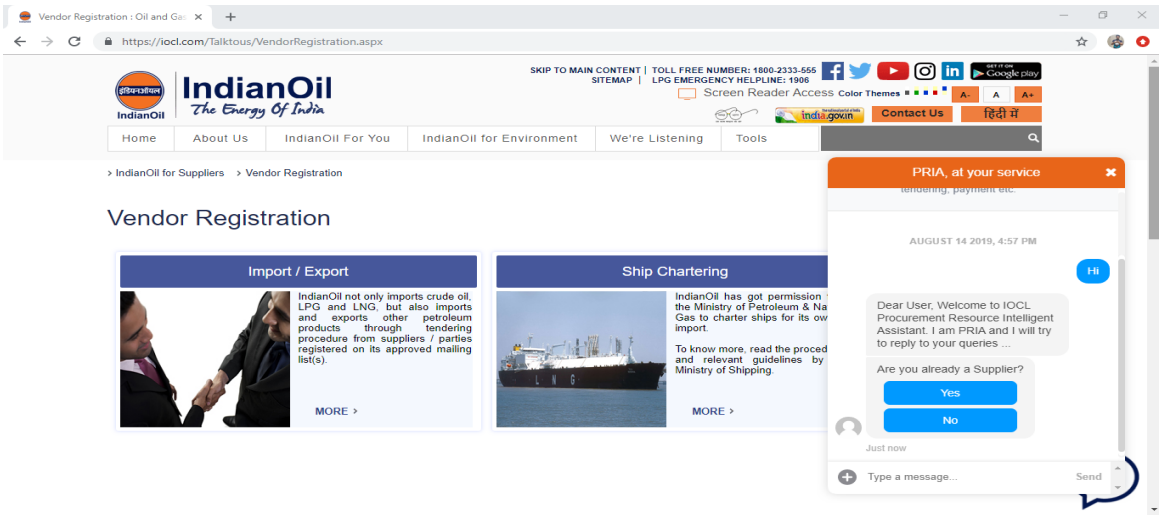
Dear User,
IndianOil nurtures the core values of Care, Innovation, Passion & Trust across the organization in order to deliver value to its stakeholders. Fostering upon these values and easing out the information flow, we present before you the chatbot named “PRIA - (Procurement Resource Intelligent Assistant)” as a part of our ‘Digital Initiatives’ programme.

This chatbot(PRIA) has been developed to provide some efficacious information sought by vendors frequently, often related to : purchase orders, payments, bill details , materials supplied etc. Users will be verified via otp, sent to their registered no. Verified users can get info about their payment, po and bill bygones too. It also contain some useful FAQs addressing general queries of new/existing users.

Below mentioned are the steps to access the chatbot :

- Please visit https://iocl.com from your mobile/desktop browser
- Go to “IndianOil For You” tab
- Click at “IndianOil For Suppliers” link

Now, chatbot(PRIA) dialogue box would pop-up, with Chabot icon located at bottom-right corner of the current page as shown below.

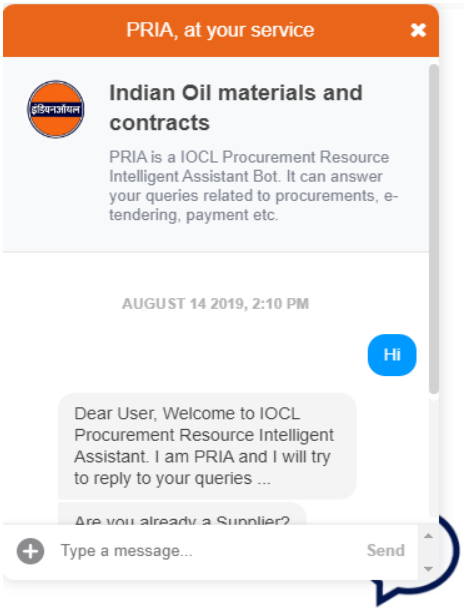


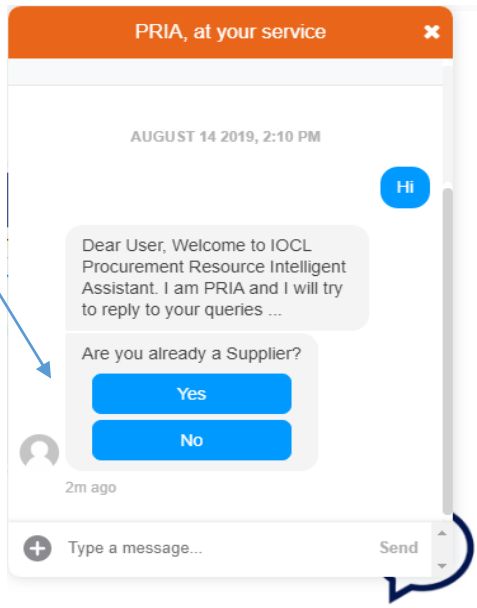
A short walkthrough of the chatbot is provided at the next page for reference.

Functionality Walkthrough

A short walkthrough of the Chatbot is provided below for user aid and familiarization :

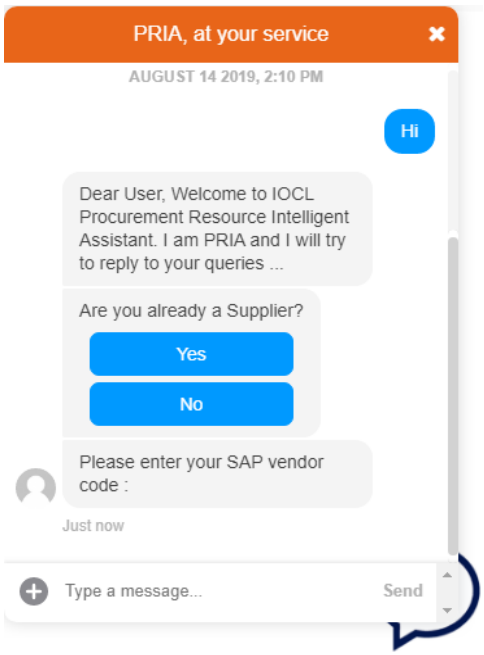
- Please select the appropriate option :



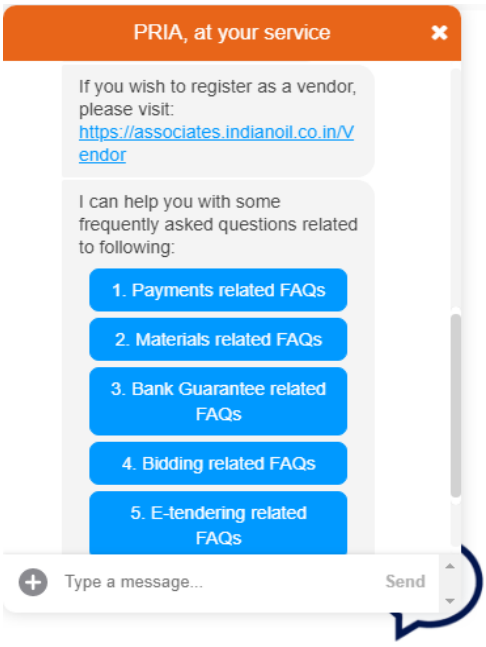


- One of the following screens with appropriate options will be displayed accordingly :

Selected Option – "Yes"

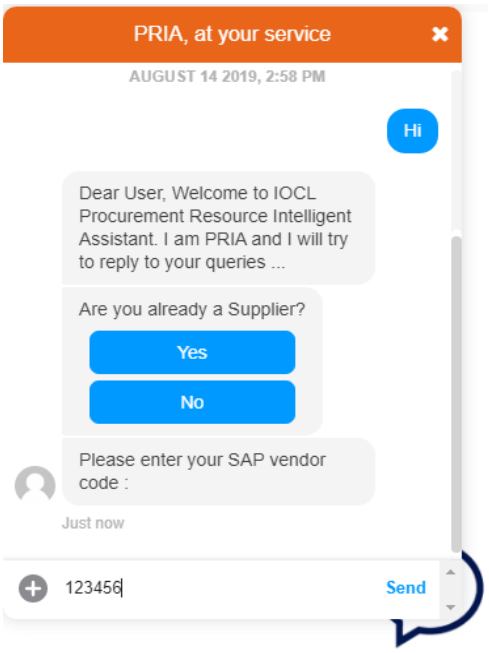


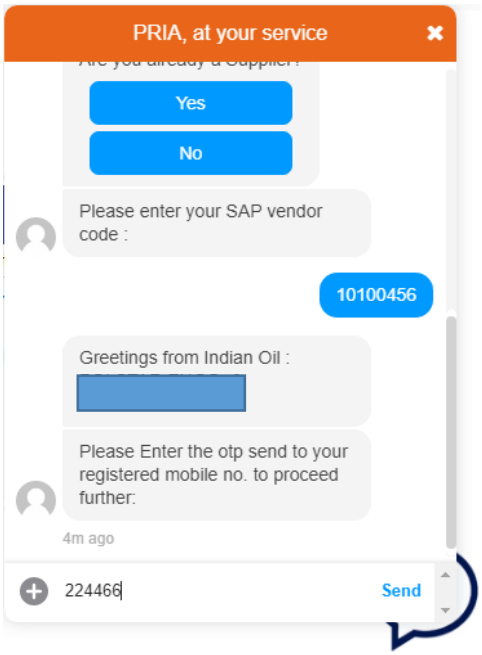
Selected Option – "No"



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- Please enter your SAP vendor code/SAP id, if you are a registered vendor. Otherwise visit the link displayed in second in lined image shown above, for registration.
- An otp will be sent to your registered mobile no. and same has to be entered in the Chatbot's message box for verification, as shown below for demonstration purpose:





- Once otp is verified, users can view various details like PO details, payment details, bill details etc as described above.
- Unverified users can view various FAQs addressing some general queries related to payment policies, e-tendering policies etc.

