



Unpaid invoice enquiries are, naturally, a day-to-day part of the accounts payable operation in any business and it is good practice to handle such enquiries quickly, effectively and in the case of frustration or dispute, sensitively.

There may be instances where the emailer is angry or is making additional, related requests. It's essential that any automation platform picks up on the, sometimes subtle, tone of the communication to ensure that it is directed to a skilled individual rather than an automated response. By making accurate first time judgements, the volume of queries requiring human intervention is greatly reduced, freeing staff to focus on other tasks.

**Taking away the day-to-day burden of basic queries enabled staff to focus on service quality or more demanding requests.**



# Invoicing Enquiry



Decision Engines uses Natural language Processing to understand each inbound request and analyse the sentiment it contains. It follows this with all the necessary invoice research and reconciliation, creating an email response to the enquiry without need for Accounts Payable staff to become involved in most cases.

However, in cases where the tone is angry or hostile, Decision Engines flags the issue to a staff member along with the required information to allow them to quickly handle the matter in an appropriate and informed fashion.

Decision Engines logs each instance, enabling analysis of requests to indicate possible invoice processing issues, resulting in improved service levels, removing bottlenecks and reducing the workload and stress on Accounts Payable staff.

## Finance & Accounting

Order To Cash  
Cash Management  
Reconciliations

## Procurement

Vendor Management  
Procure to Pay  
Order Fulfilment

## HR

Payroll  
Benefits Administration  
Performance Mgmt

## Manufacturing

Logistics  
Procurement/BOM  
Supply Chain Opt

## Insurance

Claims Processing  
Policy Servicing  
Underwriting