

# Epicor Virtual Agent

Simplify and automate with Epicor Virtual Agent (EVA). EVA can answer questions about your data with helpful visuals, and perform routine tasks to save you time and effort.

## Work faster, do more, and provide better service

Epicor Virtual Agent (EVA) is intelligence personified for Epicor systems across industries. Users will be empowered by the context-aware natural language processing (NLP) of EVA. With the EVA app, you interact naturally with your Prophet 21 system. It is as easy as just talking or texting to a colleague. This makes the breadth and depth of the industry-specific functionality and information available inside the system directly accessible to a larger audience, boosting productivity and efficiency, and giving your company an improved return on ERP investment. But that is just one aspect of EVA—more than just a chat, EVA returns richly formatted information with multiple button choices for suggested next actions.

EVA is powered in part by Microsoft® Azure AI™ services, an affordable cloud solution that makes artificial intelligence (AI) and cognitive technologies accessible and scalable for companies of all sizes. For Epicor users, the power of AI cannot be understated. Today's digital economy is influencing the growing demands of end customers and B2B buyers for prompt, personalized service and rapid order fulfillment. To keep up, companies are increasingly turning to AI and cognitive technologies. EVA solves problems today and lays a strong foundation for intelligent technologies that integrate with their Epicor system. The natural synergy of EVA and Prophet 21 is underscored by a recent survey of 1,100 CTOs and line-of-business executives, who concluded, "Enterprise software represents the most popular—and easiest—path to AI."<sup>1</sup>

<sup>1</sup> "State of AI in the Enterprise, 2nd Edition" by Jeff Loucks, Tom Davenport, and David Schatsky, Deloitte Insights, 22 October 2018. <https://www2.deloitte.com/insights/us/en/focus/cognitive-technologies/state-of-ai-and-intelligent-automation-in-business-survey.html>



Epicor® Prophet 21®

### Benefits

Users have the answers right at their fingertips when they have questions, anytime, anywhere on their devices—no need to navigate menus, no need to wait to access the full Prophet 21 application

EVA automates mundane tasks such as looking up a contact or inventory information—all she needs is a voice or text command

Using EVA during calls and meetings with customers means less waiting and more actions

EVA is context-aware—user commands can be brief, and EVA will understand what they mean based on what was said before

New workers are quickly onboarded to Prophet 21 interaction with little or no training

Innovative technologies will attract the next generation of workers

NLP enables users to converse with EVA using their own words

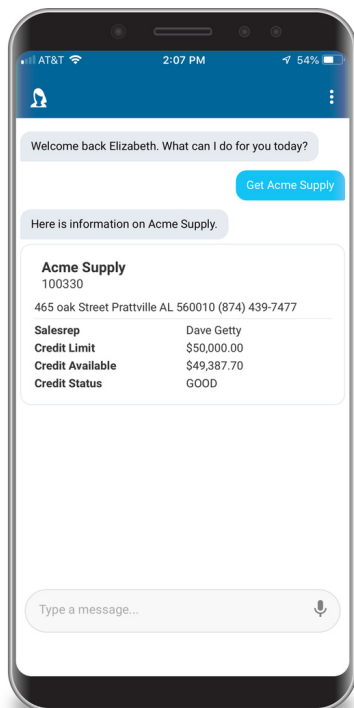


Figure 1. The request “Get Acme Supply” returns information about the customer.

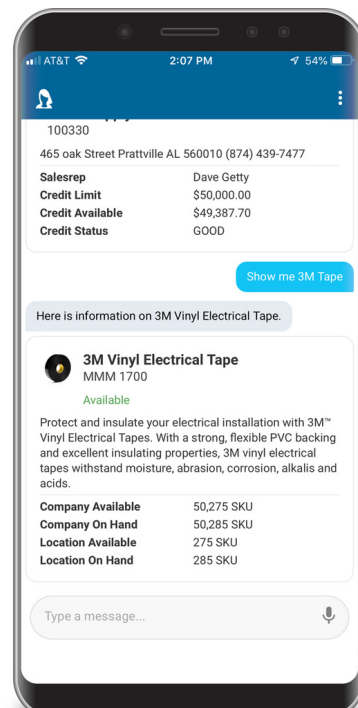


Figure 2. The request “Show me 3M Tape” returns information about the item.

## How EVA works

After your ERP system administrator has enabled EVA in your Prophet 21 system for you, you can start using EVA—just launch the EVA app on your device and start texting or talking. You can access items, pricing, and other information for a customer. EVA initiates actions for you based on this information, such as creating a simple quote or converting a quote to an order. When you finish your inquiries and are ready to act, either press a button or say or text, for example, “Create a quote for 20 of them.” Because EVA is aware of the conversation’s context, the application knows which item to quote.

Skills define the tasks that EVA can accomplish. An EVA skill consists of an intent (think of it as the verb) and an entity (think of it as the noun, the object of the verb). For example, in the skill “get Addison,” the intent is “get” and the entity is the customer, “Addison.” Thanks to the NLP inherent in EVA, there are multiple ways to state the intent and entity, such as saying “show me” or “display” instead of “get.”

The first release of EVA for Prophet 21 includes these skills:

- Approve orders, quotes, POs, etc.
- List items in a bin
- View customer aging information
- View customer credit information
- View general customer information
- View address of a customer, supplier, vendor, contact
- View contact info of a customer, supplier, vendor, contact
- Update a field on an entity (customer, supplier, order, etc.)
- View bins that an item can be found in
- View cost and supplier cost of an item
- View an item’s current quantity information (available, backordered, etc.)
- View general item information
- View the price of an item for a specific customer
- View an item’s expected date for incoming quantity
- View last transaction for a given customer, supplier, etc.
- Open a transaction for a given customer, supplier, etc.
- Create a simple single-line quote

## App requirements

- Prophet 21 version 2019.1 or higher
- Android™ or iOS™ mobile devices; Prophet 21 Web Application and Middleware if running EVA in the Web Application is desired
- EVA enabled in Prophet 21 by your system administrator
- Your Prophet 21 login ID and password

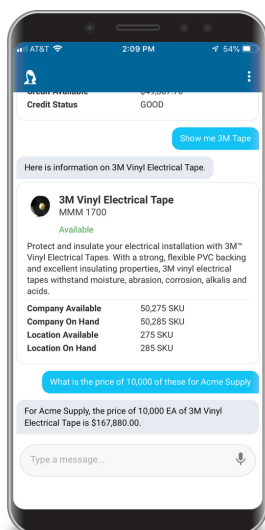


Figure 3. EVA returns the price breaks for the customer as requested.

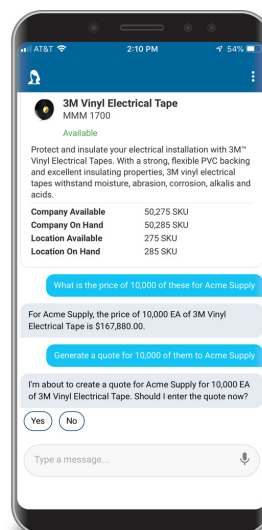


Figure 4. EVA can create a single-line quote after confirmation from the user.

## Key Features

- EVA runs on the Prophet 21 Web Application, Android, or iOS devices
- The EVA app is available in The App Store® and Google Play™
- Security is tied to Prophet 21 login ID and role, no separate logins required
- Simple system administration for EVA enablement and setup is done in Prophet 21
- Text commands receive text responses from EVA
- Voice commands (available on Android or iOS devices) receive voice and text responses from EVA
- The EVA app help menu lists skills available and sample tutorial scripts for conversing with EVA

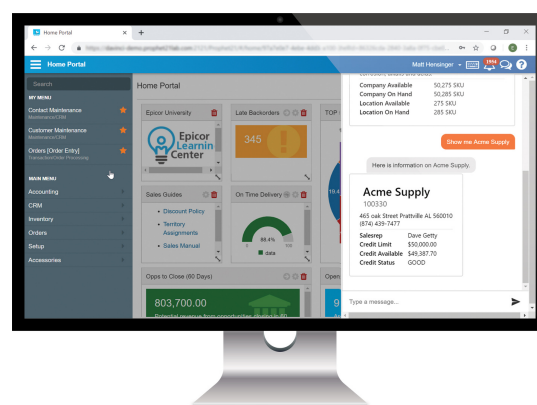


Figure 5. EVA is available as a chat panel in the Prophet 21 Web Application.

## EPICOR

We're here for the hard-working businesses that keep the world turning. They're the companies who make, deliver, and sell the things we all need. They trust Epicor to help them do business better. Their industries are our industries, and we understand them better than anyone. By working hand-in-hand with our customers, we get to know their business almost as well as they do. Our innovative solution sets are carefully curated to fit their needs, and built to respond flexibly to their fast-changing reality. We accelerate every customer's ambitions, whether to grow and transform, or simply become more productive and effective. That's what makes us the essential partners for the world's most essential businesses.

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