

Travel and Expense Chatbot

Our client is a Fortune 500 pharmaceutical corporation headquartered in New York City that spans across multiple global locations and divisions, develops and produces medicines and vaccines for a wide range of medical disciplines, including immunology, oncology, cardiology, endocrinology, and neurology.

The Challenge

Executives that travel often, need to account for their expenses in custom monthly reports. These can be a tedious process as each expensed item has to be categorized, marked as personal or business, and then assigned to a report.

In addition, each expensed item must have a receipt, ticket, or bill associated with it in order to verify the expense. The executives felt that this tedious system of tracking expenses was an overly time-consuming chore in an already full schedule.

The Solution

To simplify the process, MResult built a custom chatbot interface. The solution extracts data from the credit card information, categorizes each expense by type, i.e. food, travel, accommodation, personal, and then pushes them into appropriate monthly reports.

The chatbot then notifies each Executive that the report is ready. The user can then utilize the chatbot to peruse, upload receipts, and then submit reports for reimbursement.

Additionally, the user can mark the total or part of each expense as being personal, thereby making it easier to account for expenses.

Outcome

This chatbot is made available via both web and mobile interfaces. Users can review can reports at their convenience. Errors in Expense Tracking went down and expense submissions became more prompt.

Customer Success Journey

Solution

AI Chatbot Platform



Industry

Pharmaceutical



Region

Global



RESULTS

Improved UX user experience

Accurate data

Prompt reporting

Our Offerings



Data Strategy – Road Mapping Data Journey



Cloud Services – Architecture, Migration, Infrastructure Management



Big Data – Build, Migration, Analytics



AI and Machine Learning

About MResult

MResult is a professional services firm that delivers End-to-End Data Management solutions for the world's most successful businesses. Our services include Data Strategy, Cloud Services, Big Data, and AI and Machine Learning.

Trusted by FORTUNE 500 companies to design and manage solutions that enable critical decision making and optimal operations, MResult's global workforce prides itself on being the industry's premier partner to cost-effective digital transformation.



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