



Procurement teams are overwhelmed. Chatbot Intelligence can help.



Procurement teams face mounting pressure to achieve strategic goals with constrained resources. Manual tasks, siloed systems, and inconsistent communication slow decision-making and elevate risk. As Coupa adoption expands, so does the demand for scalable intelligent support that streamlines user experiences, minimizes friction, and delivers real-time insights.

Chatbot Intelligence addresses this challenge by automating routine interactions, offering contextual guidance, and empowering lean teams to operate with enterprise-level precision. It goes beyond answering questions, transforming how procurement teams engage, make decisions, and drive outcomes.

Client success story

Client sector

Global personal care company

Situation

Procurement team overwhelmed by Coupa support requests

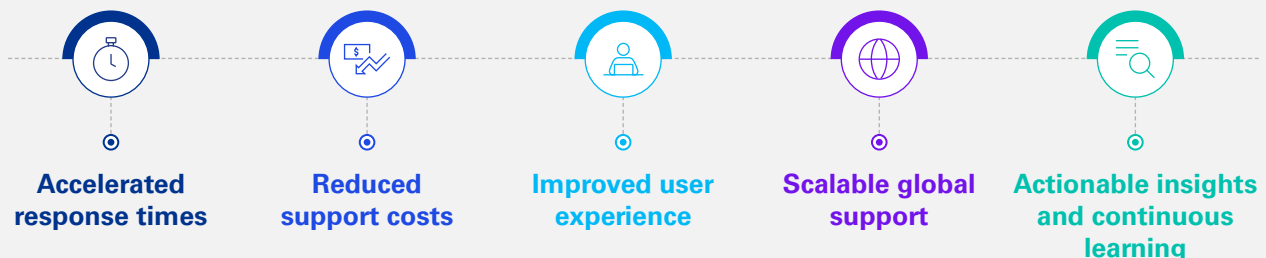
Approach

Deployed Chatbot Intelligence to automate user guidance and surface insights

Outcomes

- **40 percent** reduction in manual support tickets
- Improved user satisfaction scores
- Faster onboarding for new Coupa users

Chat intelligence benefits



How KPMG can help with Chatbot Intelligence

Our Chatbot Intelligence solution is designed to empower procurement teams with intelligent, real-time support. By embedding AI into everyday interactions, KPMG can help organizations streamline user experience, reduce support overhead, and unlock actionable insights from user conversations.

How KPMG can help with a Coupa Chatbot

Chatbot Intelligence helps procurement teams work smarter by automating routine Coupa inquiries. With intuitive guidance, smart escalation, and multilingual support, teams can resolve issues faster, reduce manual effort, and deliver consistent experiences for all end users. By combining advanced automation with the deep procurement experience of KPMG and long-standing global alliance with Coupa, we help clients streamline support, lower costs, and achieve measurable impact across their procurement operations.

Chatbot Intelligence: Key capabilities



Conversational AI tailored for procurement

Delivers intuitive, human-like interactions that guide users and suppliers through Coupa processes with ease



Automated resolution of common inquiries

Handles more than 80 percent of procurement, invoicing, and supplier onboarding questions without human intervention



Smart escalation and routing

Efficiently transfers complex issues to the appropriate support team with full context and conversation history



Multilingual and inclusive design

Supports multiple languages and accessibility standards to ensure a consistent experience for all users



Real-time learning and optimization

Continuously improves accuracy and relevance through feedback loops and usage analytics



Secure and compliant architecture

Built with enterprise-grade security, data privacy, and auditability to meet regulatory and governance requirements



User interface example:

Procuree 6/10 1:19 PM

I can help you with your Source to Pay related questions. Please choose an option to continue or type your own question.

Invoice/Payment and PO status

View my ticket(s)

Raise an issue

Change my language

Change my service country

Ask a question

Frequently Asked Questions and training

Your service country preference is currently set to **North America**. You can change it at any time in the main menu.

To return to the main menu, please type **"Menu."** dr To cancel the current operation, please type **"Cancel."**

6/10 1:19 PM

Get order status

Procuree 6/10 1:19 PM

Here are the status options I can assist you with:

Invoice/Payment

PO status

6/10 1:20 PM

Payment status

Procuree 6/10 1:20 PM

Please provide your Supplier Number.

6/10 1:20 PM

0000000000KPMG-01

Procuree 6/10 1:21 PM

Great! Please enter a single invoice number.

6/10 1:21 PM

0000000001

Procuree 6/10 1:21 PM

Invoice 0000000001 is approved, and will be paid per the contract terms.

Empowering procurement teams to do more with less

Chatbot Intelligence solution helps procurement teams do more with less by automating support, surfacing insights, and accelerating Coupa success. Let us help you transform your procurement conversations.

Contact us for a consultation and find out how we can elevate your procurement performance with Chatbot today:



Jaclyn Slotman
Managing Director,
Coupa Alliance Leader
E: jslotman@kpmg.com
T: 312-665-1589



Alexis Pereira
Manager, Coupa Alliance,
KPMG US
E: alexispereira@kpmg.com
T: 214-840-2000

Some or all of the services described herein may not be permissible for KPMG audit clients and their affiliates or related entities.

The information contained herein is of a general nature and is not intended to address the circumstances of any particular individual or entity. Although we endeavor to provide accurate and timely information, there can be no guarantee that such information is accurate as of the date it is received or that it will continue to be accurate in the future. No one should act upon such information without appropriate professional advice after a thorough examination of the particular situation.

© 2025 KPMG LLP, a Delaware limited liability partnership and a member firm of the KPMG global organization of independent member firms affiliated with KPMG International Limited, a private English company limited by guarantee. All rights reserved. The KPMG name and logo are trademarks used under license by the independent member firms of the KPMG global organization. USCS034335-1A

Learn about us:



[kpmg.com](https://www.kpmg.com)