



Celosphere 25

An AI Solution Suite

Launch your AI + PI Journey

Celosphere 2025



Our AI Solution Suite



SUPPLY CHAIN

PROCUREMENT

- Smart Sourcing Planner
- Tender Orchestrator
- PO & Change Control
- Fraud Detection
- Contract Leakage
- Category Management
- Requisition Management
- Spend Optimization

ORDER MANAGEMENT

- Order Intake
- Lead Time Enforcement
- Stuck Orders
- Order Block Resolver
- Unbilled Tracker
- Predictive OTIF
- Order Compliance
- Returns & Disputes
- Customer Consignment

LOGISTICS

- Plan Adherence
- Plan Execution
- Transportation Optimizer
- Exception Handler
- Reverse Logistics
- Carrier Performance
- Disruption Response
- Shipment Visibility

INVENTORY MANAGEMENT

- Inventory Allocation
- Replenishment Optimization
- Proactive Material Planning
- Obsolete Stock Handler
- Material De-Duplication & Consolidation

PLANT MAINTENANCE

- Machinery performance
- Asset Maintenance Notification
- Spare-Part Duplication



FRONT OFFICE

CUSTOMER SERVICE

- Customer Inquiry Intake
- Non-Ticket Requests
- Escalated & Pending Tickets
- Service Optimizer
- Refunds & Adjustments
- Response Date Optimizer
- Customer Interaction Processing

ITSM

- Proactive Optimization
- Operations Intelligence
- Service Optimization
- Problem & Change Validator
- Ticket Sentiment Monitor
- Workload Balancer

SALES & MARKETING

- Demand Analyzer
- Win Rate Optimization
- Tactical Pricing
- Dynamic Price Setting



FINANCE

ACCOUNTS PAYABLE

- Invoice Intake
- Non-PO Invoices
- Baseline Date Optimizer
- Payments Optimizer
- Duplicate Invoices
- Currency Optimizer
- Credit Memos
- Invoice Processing
- Parked & Blocked Invoices

ACCOUNTS RECEIVABLE

- Collections Acceleration
- Payment Term Optimization
- Dispute & Claims Management
- Unearned Discounts
- Billing Blocks
- Intelligent Credit Limits
- Compliance & Fraud

RECORD-TO-REPORT

- Financial Closing
- Reconciliation & Settlement
- Tax & Compliance
- Audit & Control
- Transfer Pricing

And many more....



**Accelerate
your AI journey
with us**



Accounts Payable

Accounts Receivable

Record-to-Report



Invoice Intake

- **Master data agent**
Validates and syncs supplier and invoice master data
- **OCR Extraction**
Digitizes invoice data from scanned documents
- **Gate Keeper**
Routes unmatched or unclear invoices to users for validation



Non-PO Invoices

- **OCR Invoice Scan**
Extracts key details and validate against multiple parameters
- **Expense Classification**
Categorizes spend types using Cost Centre and other attributes
- **Compliance & Workflow**
Flags missing data, route approvals, and trigger ERP posting



Duplicate Invoices

- **Advanced Detection**
Multi-parameter fuzzy matching with confidence scoring
- **Prevention Control**
Blocks duplicates before payment during posting
- **Root Cause Analysis**
Identifies why duplicates occur (manual entry, system errors)
- **Smart Workflow**
Automates ERP actions and notify AP clerks with context



Invoice Processing

- **Spend Classification**
Classifies invoices as OPEX vs CAPEX
- **Extra Cost Detection**
Flags additional charges beyond agreed terms.
- **Contract Term Analyzer**
Validates invoices against contract clauses
- **Missing Attribute Allocator**
Suggests General Ledger and cost centre allocations
- **Late Payment Insights**
Highlights invoices at risk of late payment for action



Parked & Blocked Invoices

- **4-Way-Match**
Validates PO, GR, IR and contract
- **Root Cause Analyzer**
Explains reasoning behind mismatches (Free text fields, Master data errors, etc.)
- **Invoice Resolution**
Reroutes exceptions and auto clears blocked invoices
- **Compliance & Workflow**
Flags missing data, route approvals, and trigger ERP posting



Baseline Date Optimizer

- **Discrepancy Detection**
Spots invoices with baseline dates set too early or misaligned.
- **Cash Flow Optimization**
Uses multi-parameter scheduling and clustering to recommend better baseline dates.
- **Prioritized Action View**
Ranks invoices by financial impact and urgency.
- **Automated Updates & Alerts**
Applies ERP corrections and notify AP teams or vendors.

Payments Optimizer

- **Spend & Capital Optimization**
Detects and recommends discount opportunities across invoices and contracts.
- **Smart Payment Scheduling**
Calculates optimal payment dates for bulk invoices and propose a schedule that maximizes cash flow and minimizes cost.

Currency Optimizer

- **Overpayment Alerts**
Detects invoices with wrong or unusual currency.
- **Auto Validation**
Corrects currency fields before posting.
- **Vendor Compliance**
Enforces agreed currency terms.

Credit Memos

- **Status Validation**
Confirms and updates memo processing state.
- **Balance Matching**
Matches credit memos to open vendor debits/credits.
- **Risk Prioritization**
Flags memos at risk of write-off and rank by P&L impact.
- **Automated Workflow**
Facilitates matching and notify stakeholders.





Accounts Payable

Accounts Receivable

Accounts Receivable Agent AI Solutions Suit



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Collections

- **Default Prediction**
Predicts risk of late payments using historical data and payment patterns
- **Dynamic Payment Planer**
Suggest customer specific settlement plans based on payment likelihood and customer needs
- **Dunning Agent**
Automates customer payment reminders and calls



Payment Term Optimization

- **Term Mismatch Detector**
Compares invoice terms vs. contract vs. Order
- **Optimal Term Recommender**
Proposes best term based on region or customer history
- **Compliance & Optimization**
Detects non-standard terms, ensures compliance, and suggests harmonization
- **Dynamic Cash Flow Management**
Simulates impact of term changes and recommends proactive adjustments

Dispute & Claims Management

- **Case Capture**
incoming disputes and claim requests with key details and supporting documents
- **Case Classification**
Categorizes each case by reason (pricing, quantity, shipment, or eligibility)
- **Resolution Tracker**
Monitors investigation progress, approvals, and escalations until closure.

Intelligent Credit Limits

- **Risk & Credit Intelligence**
Assesses customer risk, recommends credit limits, and monitors utilization
- **Dynamic Credit Control**
Adjusts limits using credit input, payment history, and risk signals
- **Predict & Prevent Blocks**
Applies dynamic credit block logic and forecast issues before order entry

Compliance & Fraud

- **Revenue Leakage Detector**
Identifies underpriced sales, missing charges, and unauthorized discounts
- **Goods & Returns Fraud Monitor**
Tracks unreasonable returns, unpaid shipments, and write-off manipulation
- **Pricing & Billing**
Validates FX rates, tax codes, and contract pricing consistency

Unearned Discounts

- **Discount Eligibility Checker**
Validates discount timing and percentage
- **Unauthorized Discount Blocker**
Flags or auto-corrects late discount claims
- **Discount Strategy Optimization**
Recommends proactive discount policies to maximize compliance and profitability

Billing Blocks

- **Predict & Prevent Blocks**
Anticipates potential billing blocks before they occur and suggests preventive actions
- **Root-Cause Resolution**
Detect billing block reasons and suggest policy-based fixes automatically
- **Automated Actions & Communications**
Trigger ERP updates, approvals, and send contextual notifications

Record-to-Report



Accounts Payable

Accounts Receivable

Record-to-Report

Record-to-Report Agent AI Solutions Suit



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Financial Closing

- **Data Consolidation Monitor** Validates ERP actuals and ensures completeness
- **Anomaly detector** Identifies abnormal or duplicate financial submissions
- **Variance Analysis Engine** Detects and explains budget vs. actual deviations

Audit & Control

- **Journal Entry Validator** Scans all journal postings for unusual patterns, duplicates, or missing approvals
- **Variance Analysis Engine** Automates key control and access checks
- **Reconciliation Bot** Auto-matches intercompany balances and suggest clearance

Transfer Pricing

- **Intercompany Monitor** Detects cross-entity price deviations
- **Arm's-length Checker** Validates margins vs. arm's length range
- **Price Adjustment Module** Posts true-up and true-down entries and automates SAP adjustment postings

Intercompany Reconciliation

- **Balance Validator** Detects mismatched receivables/payables between entities
- **Discrepancy Resolver** Suggests corrective journals or FX adjustments

Reconciliation & Settlement

- **Aging Prioritization** Highlight GR/IR items by age and value for quick focus
- **Root Cause Detection** Identify and classify mismatches (quantity, price, missing invoice)
- **Auto Reconciliation** Match goods receipts to invoices using smart logic
- **Smart Workflow** Trigger ERP actions and send contextual messages for resolution

Tax & Compliance

- **Indirect Tax Validation** Checks tax postings vs. rules and jurisdiction thresholds
- **Deferred Tax Calculation** Automates recognition of deferred tax assets/liabilities
- **Compliance & Submission Tracker** Monitors filings, reconciles reports, ensures regulatory accuracy



Marketplace App Integration



Sourcing & Procurement Agentic AI Solutions Suite



Smart Sourcing Planner

- **Intelligent Negotiation**
Analyses clauses and quotes and identifies better terms (discounts, SLA penalties, etc.)
- **Contract Parameter Analyzer**
flags potentially unfavourable terms relative to current processes.
- **Pricing Intelligence**
Detects price anomalies and benchmarks suppliers.
- **Contract Renewal**
Tracks expirations, usage breaches, and recommends timely renewals.

Contract Leakage

- **Leakage Detector**
Continuously scans POs/PRs for missing contract references or usage gaps.
- **Root Cause Analyzer**
Analyses patterns to identify why leakage occurred.
- **Leakage Resolver**
Suggests most relevant existing contract to use for each case.

Tender Orchestrator

- **Supplier Scorecard**
Evaluates proposals using weighted criteria and historical performance.
- **RFP Generator**
Drafts and issues RFPs automatically and tracks response.

Category Management

- **Buying planner**
Analyses purchasing patterns, flags one-time vendors, and recommends spend or vendor consolidation.
- **Supplier Risk Monitor**
Tracks supplier risks (including financial and external data) and issues proactive

PO & Change Control

- **Gatekeeper Optimizer**
Ensures PR/PO completeness, blocks risky or incomplete entries.
- **Parked and Blocked Preventor**
Proactively identifies and resolves error that may lead to blocked invoices.

Requisition Management

- **PR Classifier**
Classifies free-text PRs to correct channel.
- **PR Leakage Detector**
Flags PRs bypassing contracts or limits.
- **Demand Forecaster**
Predicts recurring or duplicate demand and consolidates requests.

Fraud Detection

- **Approval Limits Checker**
Flags purchases outside assigned authority.
- **Maverick Detector**
Identifies off-policy or unauthorized buying.
- **Pattern Detection** Flags abnormal buyer and supplier behaviour.

Spend Optimization

- **Spend Forecasting**
Uses process and AI insights to autonomously predict procurement needs.
- **Demand Aggregator**
Groups similar needs for collective supplier negotiation.
- **Early Deliveries**
Assesses impact of early deliveries, coordinates with inventory, and notifies AP or relevant teams for actions.



Order Management Agentic AI Solutions Suite

Order Intake

- **Channel Parser**
Detects and reads orders across channels
- **Order Validator**
Checks completeness and basic validity
- **Order Creation**
Corrects errors and generates a clean, validated order record

Lead Time Enforcement

- **Lead Time Analyzer**
Checks requested delivery date against current and historical lead times
- **Lead Time Optimizer**
Blocks orders with unrealistic delivery dates and propose new dates
- **Alert system**
Alerts team when delivery date is adjusted for compliance

Stuck Orders

- **Detection and prediction**
Identifies orders stuck in processing and predicts, which orders are at risk of becoming stuck
- **Root Cause Analyzer**
Identifies why orders are stuck
- **Alert and resolution**
Automatically alerts relevant teams and triggers resolutions

Order Block Resolver

- **Block Detection**
Identifies orders blocked by credit, compliance, or inventory issues
- **Root Cause Analyzer**
Diagnoses block cause and recommends fix
- **Auto-Remediation**
Executes or suggests the optimal corrective action

Unbilled Order Tracker

- **Billing Exception Monitor**
Detects shipped orders not yet billed
- **Automated Nudge**
Notifies responsible teams or triggers invoice creation automatically

Predictive OTIF

- **Dynamic forecasting**
Predicts on-time, in-full delivery using real-time data and risk scoring
- **Root Causing**
Pinpoints likely reasons for potential delays or shortages

Order Compliance

- **Price & Quantity Validator**
Confirms contract or catalogue-based pricing/ quantity
- **Correction Handler**
Fixes discount eligibility and issues rebates as needed

Returns & Disputes

- **Returns Intake**
Captures and analyses return requests
- **Approval & Exception Routing**
Auto processes returns and routes exceptions to approver
- **Anomaly Detector**
Flags patterns suggesting return abuse or fraud

Customer Consignment

- **Stock Receipt Monitor**
Tracks receipt of consigned goods into inventory
- **Usage Validator**
Verifies goods consumption against consignment agreement
- **Settlement Handler**
Automates replenishment and creates settlement invoices for used stock



Inventory Management Agentic AI Solutions Suite

Inventory Allocation



- **Predict Inventory Risks**
Detect upcoming shortages or excess stock of finished goods across all locations.
- **Optimize & Reallocate** Balance demand, cost, and urgency; automatically route inventory to where it's needed most.
- **Simulate Impact**
Shows before-and-after effects of allocation decisions on service levels and costs.

Replenishment Optimization



- **Order Trend Analyzer** Tracks demand shifts and supplier performance trends and integrates them into planning decisions.
- **Adaptive Reorder Engine** Calculates reorder points and lot sizes considering demand, supply, and inventory holding costs.
- **External risk monitor** Continuously scrapes and analyses relevant news, impacting the supply chain impacting replenishment.

Safety Stock Controller

- **Adaptive Stock Calculator**
Recalculates safety stock balancing demand, returns, costs, and supplier reliability.
- **Risk-Cost Optimizer** Evaluates stockout risk vs. holding costs.
- **Breach Prevention Monitor**
Triggers pre-emptive reorders before safety stock is breached.

Proactive Material Planning

- **Gap Forecaster**
Predicts shortages and excess for raw, semi-finished, and finished goods.
- **Multi-Factor Optimizer**
Plans allocations; balancing demand urgency, lead times, and capital constraints.
- **Mitigation Recommender**
Suggests actions like expediting, alternate sourcing, or rescheduling for at-risk materials.

Obsolete Stock Handler



- **Demand Decline Monitor**
Flags slow/obsolete stock using usage metrics.
- **Utilization Planner**
Evaluates discontinuation criteria stock and recommends liquidation, transfer, spare part reuse, or phase-out discontinuation.

Material De-Duplication & Consolidation

- **Duplicate Detector**
Flags and clusters duplicate or near-duplicate material records.
- **Record Consolidator**
Merges duplicates and resolves conflicting attributes.
- **Stock Consolidator**
Recommends stock consolidation moves.



Logistics & Transportation Agentic AI Solutions Suite



Plan Adherence

- **Plan Adherence Monitor**
Tracks actual vs. planned routes, times, and volumes in real-time
- **Root Cause Analyzer**
Identifies why plans failed
- **Corrective Recommender**
Suggests route changes, carrier escalations, or schedule reforecasts

Plan Execution

- **Slot Booking Optimizer**
Automates and optimizes slot reservations
- **Dock Availability Monitor**
Tracks real-time dock capacity and schedules
- **Dock Assignment Engine**
Allocates shipments to optimal docks
- **Detention & Demurrage**
Predicts extra fees, sends early warnings, resolves disputes

Transportation Optimizer

- **Route Optimizer**
Suggests cost-efficient routes and disruption avoidance methods
- **Load Consolidation Engine**
Bundles shipments for high utilization
- **Carrier Selector**
Ranks carriers by performance, reliability, and cost

Exception Handler

- **Exception Router**
Prioritizes and assigns shipment/process exceptions
- **Root Cause Insight**
Analyses recurring bottlenecks
- **Auto-Resolution Trigger**
Initiates standard resolutions where possible

Reverse Logistics

- **Return Route Optimizer**
Plans efficient, cost-effective reverse flows for returns
- **Value Recovery Analyzer**
Selects items for refurbishment, recycling, or resale
- **Claims and disputes Notifier**
Instantly notifies invoice and refund teams when a return is planned or received

Carrier Performance

- **Carrier Scorecard** Measures on-time, cost, and incident metrics for each provider
- **Feedback Integrator**
Continuously updates scores with operational data and exception events

Disruption Response

- **Disruption Detector** Monitors live internal and external data and predicts disruptions and delays
- **Mitigation Recommender**
Dynamic replanning of disrupted deliveries and notification planner

Shipment Visibility

- **Delivery Completeness**
Auto-detects delayed or incomplete deliveries in real time
- **T2 Logistics Integrator**
Connects Tier 2 carrier updates to close visibility gaps across multi-tier transport
- **Last Mile Tracker**
Tracks final-leg deliveries, confirms proof of delivery, and flags exceptions
- **Escalation Notifier**
Alerts all relevant parties to major impacts or unresolved issues





Plant Maintenance Agentic AI Solutions Suite



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Machinery performance

- **Data Collector:**
Captures operational and sensor data from every machine continuously
- **Anomaly Detection Engine:**
Flags deviations from normal performance, such as inefficiency or early failure indicators.
- **Inspection & Early Fix Recommender:**
Suggests targeted inspections or rapid fixes based on detected performance issues.
- **Performance Feedback Loop:**
Aggregates ongoing machine performance insights, creates actionable reports, and shares them with procurement/sourcing for better supplier, equipment, and contract choices

Asset Maintenance Notification

- **Depreciation Monitor**
Monitors asset depreciation, warranty limits, and maintenance schedules.
- **Proactive Maintenance Scheduler**
Auto Schedules and notifies teams when proactive service or repairs are needed
- **RFP Generator**
Auto generates and sends RFP to procurement teams early for proactive buying and cost planning

Spare-Part Duplication

- **Spare-part Inventory Optimizer:**
Tracks real-time stock, predicts needs from failure history, and maintains safety levels for costly critical spare parts.
- **Warranty Checker**
On part or equipment failure, checks warranty status and advises in-warranty service or guides external repairs
- **Low Stock Notifier:**
Issues instant alerts for depleted or unavailable items





Customer Service Agentic AI Solutions Suite

Customer Inquiry Intake

- **Master Data Agent**
Validates and syncs customer profiles, preferences, and contact information
- **OCR & NLP Extraction**
Digitizes and classifies inbound requests from emails, chats, and tickets
- **Gate Keeper**
Routes unclear or incomplete inquiries to agents for validation

Non-Ticket Requests

- **Intent Analyzer**
Extracts key details and identifies request type using NLP and historical data
- **Category Classifier**
Categorizes inquiries by topic (billing, orders, product info, etc.)
- **Compliance & Workflow**
Flags sensitive or policy-bound requests for special routing or approval

Escalated & Pending Tickets

- **Context Match**
Validates escalation need using sentiment, history, SLA, and priority
- **Root Cause Analyzer**
Explains reasons behind escalations (system errors, delays, unclear responses, etc.)
- **Resolution Router**
Suggests action/reroutes to specialized support teams
- **Compliance & Workflow**
Ensures SLA tracking and triggers follow-up automation

Service Optimizer

- **Response Time Optimization**
Detects bottlenecks and recommends auto-response or staffing adjustments
- **Smart Ticket Scheduling**
Calculates optimal handling order to minimize wait times and maximize customer satisfaction

Refunds & Adjustments

- **Status Validation**
Confirms and updates refund or compensation processing status
- **Balance Matching**
Matches refund records to transactions and ensures reconciliation
- **Risk Prioritization**
Flags high-value or repeat refund cases for review
- **Automated Workflow**
Triggers refund execution and notifies customers automatically

Response Date Optimizer

- **Discrepancy Detection**
Identifies tickets with delayed or early responses relative to SLAs
- **SLA Optimization**
Uses predictive modelling to recommend improved timelines for different issue types
- **Prioritized Action View** Ranks tickets by customer value, sentiment, and urgency
- **Automated Updates & Alerts**
Applies system corrections and notifies agents or managers

Customer Interaction Processing

- **Sentiment & Effort Classification**
Measures tone and effort to classify experience quality
- **Extra Cost Detection**
Flags repeated interactions or manual interventions increasing cost-to-serve
- **Contract Term Analyzer**
Validates support entitlements and warranty terms
- **Churn Risk Insights**
Highlights interactions at risk of churn or dissatisfaction

Duplicate Inquiries

- **Tone Consistency Alerts**
Detects messages that deviate from brand tone or empathy standards
- **Auto Validation**
Checks grammar, compliance, and tone before sending replies
- **Vendor & Partner Compliance**
Enforces SLA and communication standards across outsourced teams





Sales & Marketing Agentic AI Solutions Suite



Demand Analyzer

- **Trend Analyzer**
Uses external and internal data sources to detect and predict product demand
- **Replenishment and Supply checker:**
Monitors inventory lead times and replenishment schedules for goods availability
- **Recommendation engine:**
Suggests ordering, adjustment, or discontinuation actions for products based on evolving demand signals

Win Rate Optimization

- **Sales Assistant**
Provides a 360° customer and product view, integrating sales history, risks, and opportunity scoring
- **Deal Analyzer**
Identifies root causes of lost deals and recommends actions to improve conversion rates
- **Product Fit Recommender**
Suggests optimal product or offer combinations for each customer segment

Tactical Pricing

- **Margin Analyzer**
Detects margin outliers, missed cost pass-throughs, and long-tail pricing inefficiencies
- **Price Opportunity Finder**
Highlights underpriced segments and potential for price adjustments across SKUs and regions

Dynamic Price Setting

- **Price Optimization Engine**
Builds AI-driven models to recommend list prices, discount corridors, and target deals
- **Scenario Simulator** Performs what-if analysis to test pricing strategies before rollout and predict revenue impact





ITSM Agentic AI Solutions Suite



Incident Management

- **Ticket Classifier**
Categorizes and prioritizes incoming tickets.
- **Auto-Resolver**
Resolves common issues automatically.
- **Escalation Router**
Routes complex cases to right team.

Proactive Optimization

- **Duplicate Ticket Detector**
Identifies and merges similar incoming tickets using semantic similarity models to prevent redundant work.
- **False Escalation Filter** Uses AI validation to detect and prevent unnecessary escalations before they reach higher support tiers.

Operations Intelligence

- **Ticket Completeness Validator**
Checks new tickets for missing information and auto-suggests required fields before submission.
- **Incident Trend Analyzer**
Automatically groups incidents by recurring root causes to detect systemic issues early.

Service Optimization

- **Knowledge Suggester**
Leverages AI to recommend relevant KB (Knowledge Base) articles or past solutions to agents and end users during ticket handling.
- **SLA Breach Predictor**
Uses historical ticket data to forecast potential SLA breaches in real time and alerts teams proactively.

Problem & Change

- **Root Cause Analyzer**
Identifies systemic IT issues.
- **Change Validator**
Checks risk before approving IT changes and suggest resolutions.

Quality & Compliance

- **Ticket Sentiment Monitor**
Uses NLP to analyse the tone and sentiment of user-submitted tickets and comments to detect frustration or dissatisfaction early.

Efficiency & Automation

- **Workload Balancer**
Continuously analyses ticket volumes, types, and assignee workloads to redistribute tasks dynamically across available agents or teams.





Thank you.

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