

Conversation Intelligence

When Information Becomes Instantly Available in the Process

In logistics operations, situations arise every day where information is needed quickly but is not immediately available. Questions about orders, process status, inventory, exceptions, or stored work instructions often require employees to switch between applications, search for information, or wait for feedback from other departments.

In dynamic environments, this access takes time. Decisions are delayed not because data is missing, but because information is not available at the right moment and in the right context.

EPG AURA Conversation Intelligence is designed to fundamentally simplify this access. As a conversational interaction layer within EPG AURA, it enables direct communication between people and systems in natural language. Information from different operational systems is provided in context, without requiring users to navigate individual applications.

Providing Information Where It Is Needed

Conversation Intelligence accesses existing data and documentation from warehouse, transport, material flow, and related processes, and presents it clearly within the current work context. The focus is not on traditional search functions, but on context-aware answers to operational questions.

Users can request information in natural language and receive directly actionable responses tailored to the specific process situation. This significantly simplifies access to complex system information. Language barriers are also reduced. Content can be created once and then made available in multiple languages.

Employees receive relevant information in a format that can be used immediately in daily operations, regardless of their language.

Key Benefits at a Glance

- ✓ Direct access to operational information without switching systems
- ✓ Natural interaction instead of complex user interfaces
- ✓ Faster orientation in ongoing processes
- ✓ Reduced effort for inquiries and information search
- ✓ Less dependency on deep system knowledge
- ✓ Context-based delivery of relevant information

Typical Use Cases in Daily Operations

- **Order and status inquiries**
Information about ongoing processes, orders, or processing status is available instantly.
- **Maintenance and service processes**
Instructions for inspections, repairs, or technical procedures can be retrieved immediately.
- **Work and packing instructions**
Stored guidelines can be accessed directly within the process.
- **Exception handling and special processes**
Information is quickly available even in less frequent scenarios.
- **Inventory and warehouse information**
Relevant data on items, storage locations, or availability is provided in context.
- **Voice-based interaction with technical systems**
Where interfaces are available, machines and connected systems can also be addressed directly.



Access Information in Context Instead of Searching Systems

Conversation Intelligence does not change the existing system landscape. It changes how it is accessed. Information remains where it is created but becomes much easier to use. Instead of navigating multiple applications or interfaces, relevant content is made available directly within the operational context. In complex logistics environments, where information from warehouse management, material flow, shipping, workforce planning, and related areas must be combined, this creates a clear advantage. Questions can be resolved faster, process interruptions are reduced, and decisions can be made closer to real operations.

This approach is particularly effective in situations where employees need quick guidance during ongoing operations, such as in case of deviations, exceptions, or unexpected process conditions. Instead of requiring detailed knowledge of individual systems, the focus shifts to the actual operational question.

Connecting Existing Systems

Conversation Intelligence is complemented by autonomous integration mechanisms within EPG AURA. Through Autonomous Integration, existing systems can be connected more easily, enabling information to be used across system boundaries.

Especially in environments where multiple applications are used in parallel, this reduces information silos and creates continuous information flows. As a result, operational processes become simpler and existing IT structures are relieved in a targeted way.



Get Started Now

Ideal for companies that want to make information more accessible in daily operations, reduce the workload on employees, and simplify access to complex process information.



EPG AT A GLANCE: POWERING LOGISTICS EXCELLENCE

EPG is a leading international provider of a comprehensive supply chain execution suite (EPG ONE™) and employs 1000+ people in 23 locations across the globe. The group of companies offers its more than 1,600 customers WMS, WCS, WFM, TMS and voice solutions for optimizing logistics processes – from manual to fully automated logistics environments.

EPG's solutions cover the entire supply chain: from warehouse and road to ground and cargo handling solutions at airports. Logistics consulting, cloud services, managed services, and logistics training in the company's own academy round off EPG's comprehensive range of solutions.



EPG IN NUMBERS



**MORE THAN
1,600 CUSTOMERS**

ON ALL CONTINENTS WORLDWIDE



>1,000

**EMPLOYEES WITH
DEEP LOGISTICS
KNOWLEDGE AND
INDUSTRY EXPERTISE**

OUR SOLUTIONS
ARE AVAILABLE IN
60+ LANGUAGES



**LYDIA™ VOICE
FASTEST GROWING**

VOICE SOLUTION IN THE WORLD
AND #1 VOICE SOLUTION FOR
ANDROID DEVICES

**35+ YEARS
LOGISTICS EXPERIENCE**



600,000+
USERS ARE
WORKING DAILY WITH
EPG SOLUTIONS

TOP 3

SUPPLY CHAIN
EXECUTION SUITE

WORLDWIDE

