

SOLUTION OVERVIEW

OpenText Trading Grid with Aviator

Simplify B2B and supply chain integration tasks with a generative-AI-based self-service advisor



Increase employee productivity with instant access to information



Reduce costs of support and transaction failures



Drive better engagements

Users of business-to-business (B2B) solutions spend too much time searching for information and learning about general product usability. They are often forced to open support tickets just to complete daily tasks. Local service desk chatbots were supposed to help, but lack essential knowledge about integrations, transactions, information, and documents exchanged between trading partners, suppliers, and customers.

OpenText™ Trading Grid™ with Aviator is a conversational, generative AI-based, self-service virtual advisor that provides users with unified access to relevant information. It improves the experience for customers, users, and partners through instant, human-like, contextually accurate support and responses to questions and requests. Aviator for Trading Grid gets answers to users when they need them, saving time and increasing work motivation, as well as drastically reducing communication with software vendors, suppliers, or partners via support tickets.

Increase employee productivity with instant access to key information

Users who can resolve support and service requests on their own have better experiences and can increase productivity. Aviator provides general knowledge assistance and application guidance about Trading Grid Online, as well as 12 additional applications, including:

- OpenText™ Active Orders
- OpenText™ Active Invoices with Compliance
- Community Projects
- Cartographer
- OpenText™ Lens™
- Command Center Risk Monitor
- OpenText™ Freeway Cloud
- OpenText™ Intelligent Web Forms
- Community Manager
- Account Manager
- Command Center Performance Manager
- Command Center Integration Monitor

Reduce costs of support and transaction failures

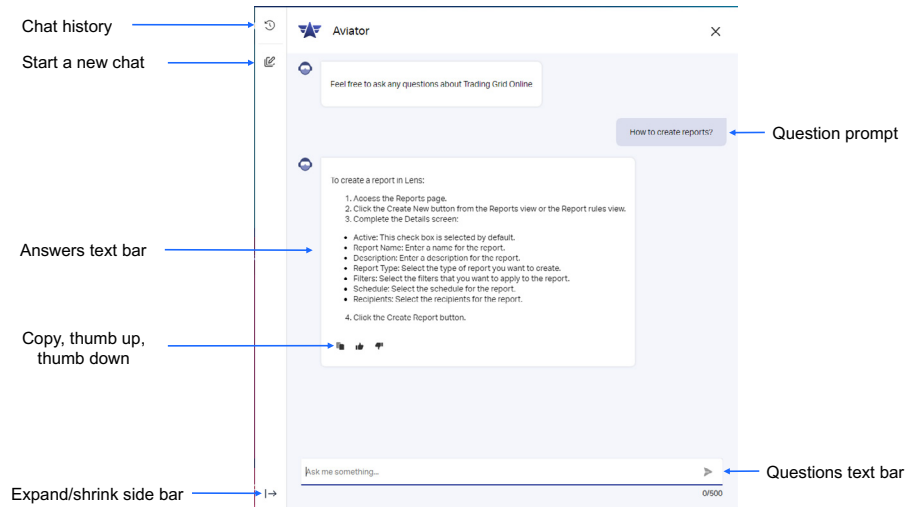
Remove users' need to contact support, open tickets, and wait for resolutions when B2B integration failures occur. Aviator assists users with common transactional problems through troubleshooting steps, directing them to support for more complex issues. Knowledge workers are equipped to make the right decision faster, decreasing costs.

Drive better engagements

Business users want self-service, but won't use it if it doesn't meet expectations. Trading Grid with Aviator is intuitive and as easy as asking ChatGPT a question. New hires can learn B2B solutions, onboard trading partners, or connect with specific communication protocols at their own pace. Better user adoption drives quicker return on investment and higher employee satisfaction.

Trading Grid with Aviator combines large language models (LLMs) with proven data security, content management, scalability, and B2B and supply chain integrations. A single Aviator instance powers every Trading Grid application, maintaining conversation context when users switch between applications. The solution is available to all Trading Grid Online users free of charge.

OpenText Business Network Aviator



Trading Grid with Aviator main user interface

About OpenText

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