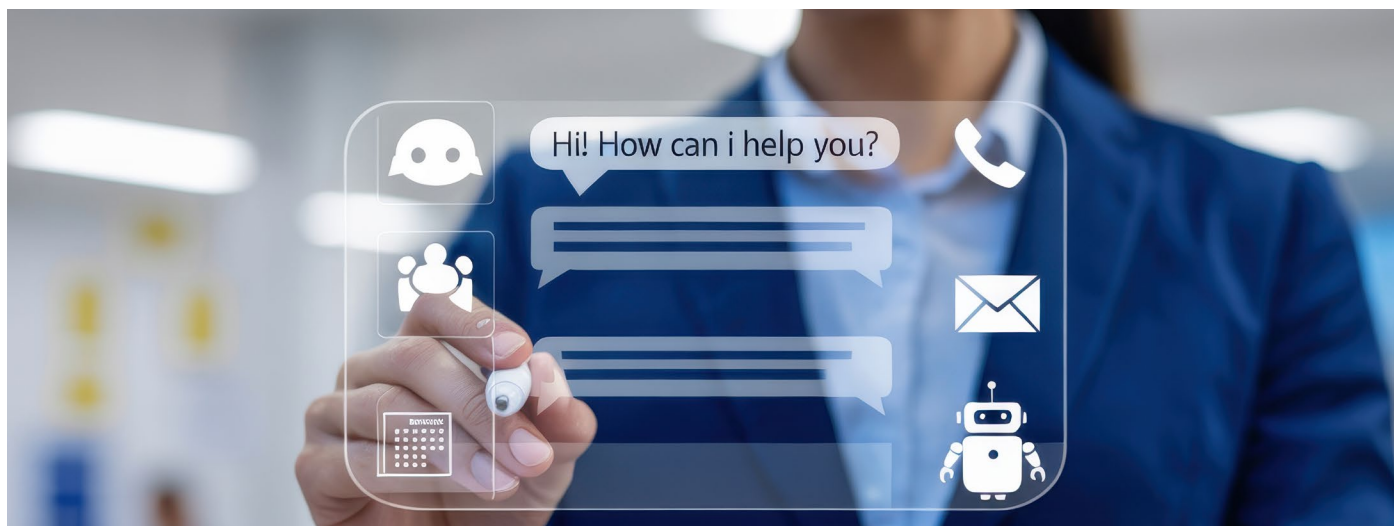**ot** opentext™

OpenText Trading Grid with Aviator

Simplify and save time on B2B and supply chain integration with a generative-AI-based self-service advisor

Benefits

- Increase employee productivity with instant access to information
- Reduce the costs of support and transaction failures
- Democratize B2B integration data and analytics
- Work on transactions more effectively with real-time information
- Drive better engagement

Users of business-to-business (B2B) integration solutions spend too much time searching for information and learning how to use the solution itself. They are often forced to open support tickets just to complete daily tasks. Local service desk chatbots are 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 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 information

Users who can resolve general knowledge questions, as well as support and service requests, on their own have better experiences and business outcomes since they learn more while getting tasks done. Aviator provides assistance and application guidance across Trading Grid, as well as related applications, including:

- Trading Grid Supplier Hub
- Trading Grid Community Projects
- Trading Grid Cartographer
- Trading Grid Insights
- Command Center Integration Monitor

Democratize B2B integration data and analytics

Generative AI puts the power of B2B integration data into the hands of every user, not just IT. With natural language prompts, users with or without technical skills can analyze EDI payloads, compare transactions, and explore patterns in context. It is data access made simple, unlocking faster insights across your entire information supply chain.

Work on transactions more effectively with real-time information

Empower users to instantly access real-time transaction data using natural language. No need to navigate complex filters or reports—just ask. Whether checking order status or monitoring partner activity, Trading Grid with Aviator makes it easy to stay informed and in control, empowering teams to make faster decisions and manage B2B operations more effectively.

Drive better engagement

Business users want self-service but won't use tools that don't meet their expectations. OpenText Trading Grid with Aviator is intuitive and as easy as asking ChatGPT a question. New hires can learn how to manage B2B transactions, or how to connect with specific communication protocols at their own pace. Better user adoption drives quicker return on investment for your organization and higher employee satisfaction.

OpenText Trading Grid with Aviator is delivered as a suite of multiple AI agents all accessible within Trading Grid.

Agent	Role	Value
Knowledge	Information search	Accelerated onboarding and training* *Premium users can ask their business-contextual questions
Error analysis	Decode errors	Reduce time to resolution via self-service support
Transaction finder	Search and trend	Benchmark and monitor
Payload viewer	Summarize EDI	Enable non-technical users to navigate and compare related payloads in context
Automated ticket creation	Request help	Expedite support requests while in OpenText Trading Grid

Knowledge agent

OpenText Trading Grid with Aviator includes an AI-powered Knowledge agent that uses natural language to deliver fast, accurate answers. It can answer general "what" and "how" questions, or provide personalized, context-aware responses based on their organizational data. This means faster support, smarter self-service, and higher productivity. Premium users can ask their business contextual questions.

Error analysis agent

The error analysis agent simplifies complex error messages into clear, user-friendly language. It offers tailored suggestions and actionable next steps, helping users resolve issues quickly on their own. By reducing reliance on support, it minimizes downtime, improves troubleshooting confidence, and keeps business operations running smoothly.

Transaction finder agent

The transaction finder agent empowers users to explore historical transaction data using natural language—no technical skills required. Ask plain-language questions and instantly get accurate, relevant insights. It enables teams to track success metrics, uncover performance trends, and make informed, data-driven decisions—without relying on support.
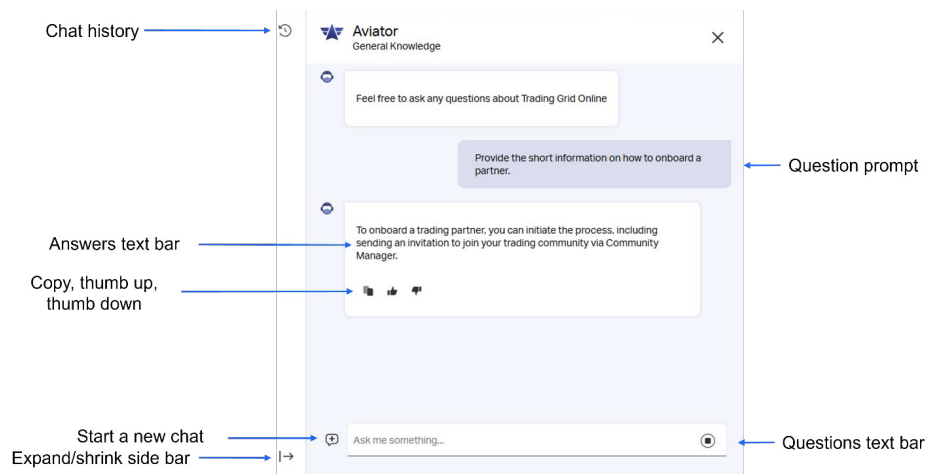
Payload viewer agent

The payload viewer agent makes complex EDI payloads easy to understand by translating them into clear, natural language. Users can ask questions and instantly get actionable insights—no EDI expertise required. It streamlines analysis, reduces manual effort, and helps teams make faster, more informed supply chain decisions.

Automated ticket creation agent

The automated ticket creation agent lets users open support tickets by simply describing the issue in plain language and clicking enter while in OpenText Trading Grid. It streamlines the process, reduces friction, and speeds up time to resolution, making it easy for anyone to request help, anytime.

Ask Aviator

OpenText Trading Grid with Aviator combines large language models (LLMs) with proven data security and content management. Ask Aviator brings natural language access to Trading Grid and its applications, allowing users to explore data and uncover insights without technical expertise. From monitoring integrations to resolving issues faster, it helps users make smarter decisions, collaborate more effectively, and democratize control over B2B operations.

Trading Grid with Aviator main user interface

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