

OpenText Trading Grid Aviator

Turn operational data into trusted answers, actionable insights, and guided action with AI built into OpenText Business Network



Benefits

- Resolve transaction errors in minutes, not hours
- Onboard trading partners in days, not weeks
- Explore B2B data in plain language, with no EDI or SQL skills
- Adopt one AI layer, and every application grows more capable

OpenText™ Trading Grid Aviator™ is the shared AI layer for OpenText™ Business Network. Rather than a separate assistant added to each product, it is a single, governed intelligence layer that every Trading Grid application builds on.

Adopt Aviator once and it will reason over your transactions, partner records, mapping logic, support history, and operational knowledge across the applications you already use. Its answers reflect your operation rather than generic knowledge.

OpenText keeps building product-specific intelligence, so your applications become more capable over time, with no new tool to learn and no new integration to stand up.

One AI layer every application builds on

Trading Grid Aviator is not a chatbot attached to a single product. It gives your team a consistent conversational experience across Trading Grid Online, Trading Grid Insights, Command Center Integration Monitor, Trading Grid Cartographer, and more.

Explore your operation in plain language

Aviator helps users explore and understand B2B operations using natural language. Ask it to find a transaction, open the payload behind it, explain what a chart or alert means, or analyze volume trends across your community. It picks up the context of the screen you are on, so you start with your question, not a query builder. Business users get answers without EDI expertise or SQL.

Grounded in your operation, governed from the start

OpenText Business Network connects 1.8 million trading partners and processes 32 billion transactions annually. Combined with your organization’s operational data and governance controls, Aviator delivers insights grounded in both real-world B2B processes and your business context.

Every inference runs inside your tenant, your data never trains shared models, and your knowledge stays isolated to your environment. You decide how far Aviator goes, from answering questions to taking guided action, and it never acts beyond the level you authorize.

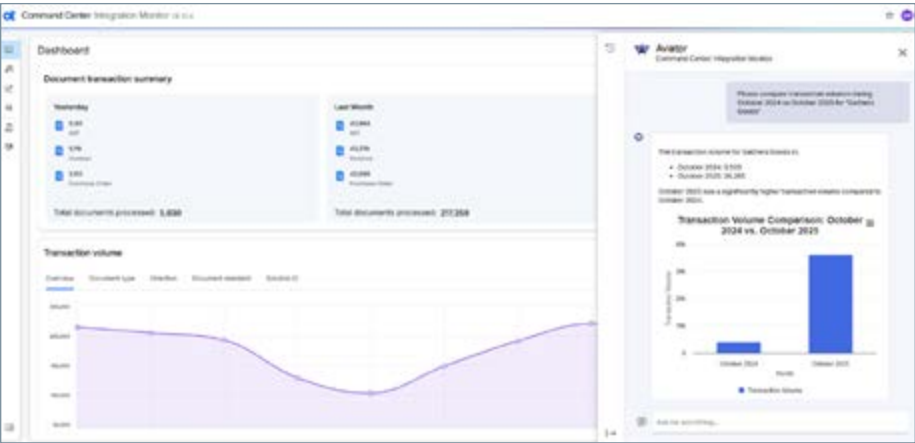


Figure 1 Trading Grid Aviator in Command Center Integration Monitor, answering a question about transaction volume.

Foundation — available across every application

Capability	What it does	What it means for users
Product knowledge assistant	Answers how-to and what-is questions from the full Trading Grid documentation set.	Faster onboarding and training, with less dependency on support.
Customer knowledge assistant	Answers questions from your own runbooks and documentation, isolated in your tenant.	Answers specific to your operation, not generic product advice.
Support ticket agent	Opens a support ticket from a plain-language description of the issue.	A faster route to help, from inside Trading Grid.

Trading Grid Insights

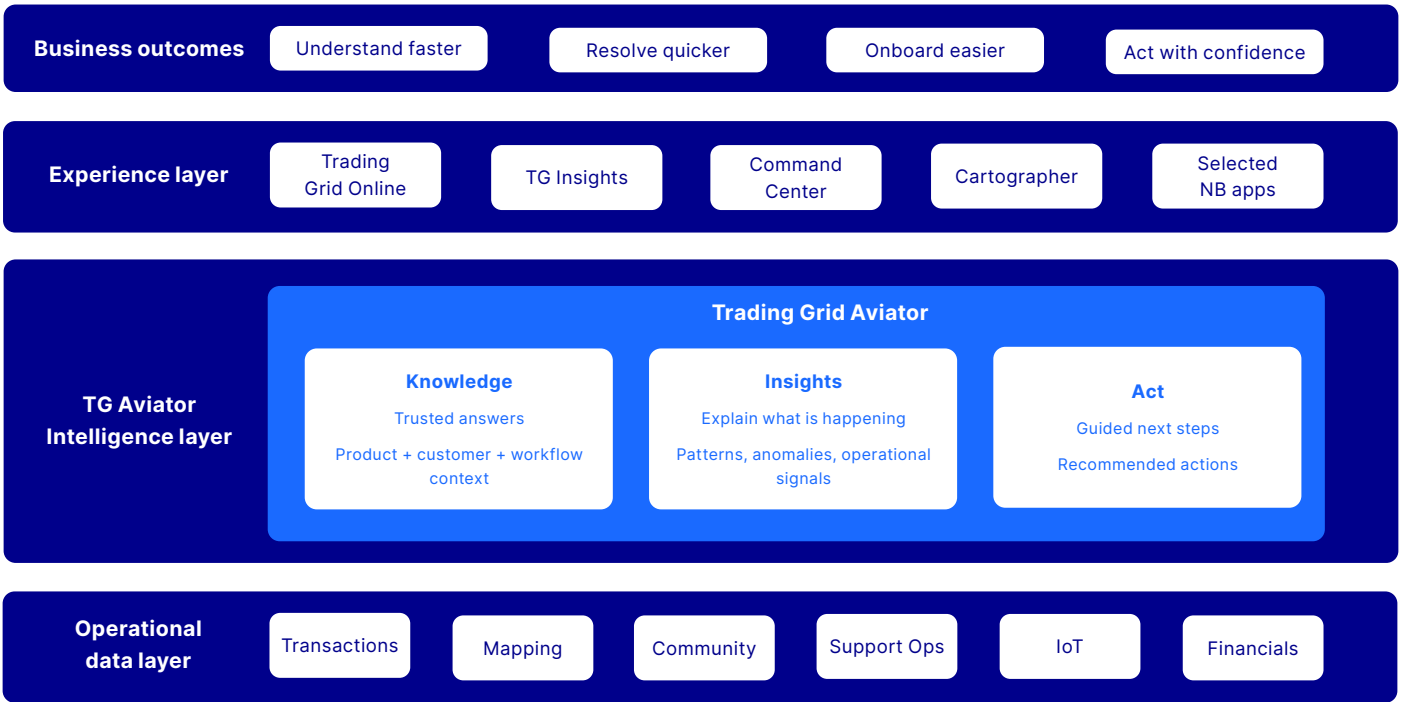
Capability	What it does	What it means for users
Transaction search assistant	Finds historical transactions from a plain-language question.	Monitor activity without building technical queries.
Payload analysis assistant	Summarizes and interprets EDI payloads in context.	Non-technical users can read and check EDI transactions.
Error analysis assistant	Explains transaction errors in plain language and recommends next steps.	Shorter time to resolution and less reliance on senior analysts.
Redelivery agent	Monitors failed transactions and redelivers them within the bounds you enable.	Fewer manual interventions and higher delivery success, under your control.

Trading Grid Online

Capability	What it does	What it means for users
Community insights assistant	Opens community data to natural-language questions.	Faster account and partner analysis.

Command Center Integration Monitor

Capability	What it does	What it means for users
Daily summarizer	Delivers a scheduled operational summary of overnight activity, key events, emerging issues, and recommended actions.	Teams start the day with a clear picture instead of rebuilding it from dashboards.
Explainer agent	Explains any chart, metric, or alert in the monitoring surface, where you already work.	Every user reads the operational picture at a senior-analyst level.



Trading Grid Aviator is not a chatbot but the intelligence layer for Trading Grid and Business Network applications

Resources

Trading Grid Aviator
[Product page](#) ›
[Interactive demo](#) ›

Trading Grid Cartographer

Capability	What it does	What it means for users
Map analysis assistant	Explains map rules and traces field logic conversationally.	Understand, troubleshoot, and reuse maps without a specialist.
Map onboarding assistant	Guides artifact submission, validation, and test data generation.	Faster map development and validation.

Trading Grid Aviator helps organizations transform business network data into operational knowledge and informed action. By combining AI with the scale, transaction history, partner relationships, and operational intelligence of OpenText Business Network, Aviator delivers the operational context only OpenText holds—made usable, and kept under your governance.

See what your team could ask Trading Grid Aviator. [Take the interactive tour](#) ›