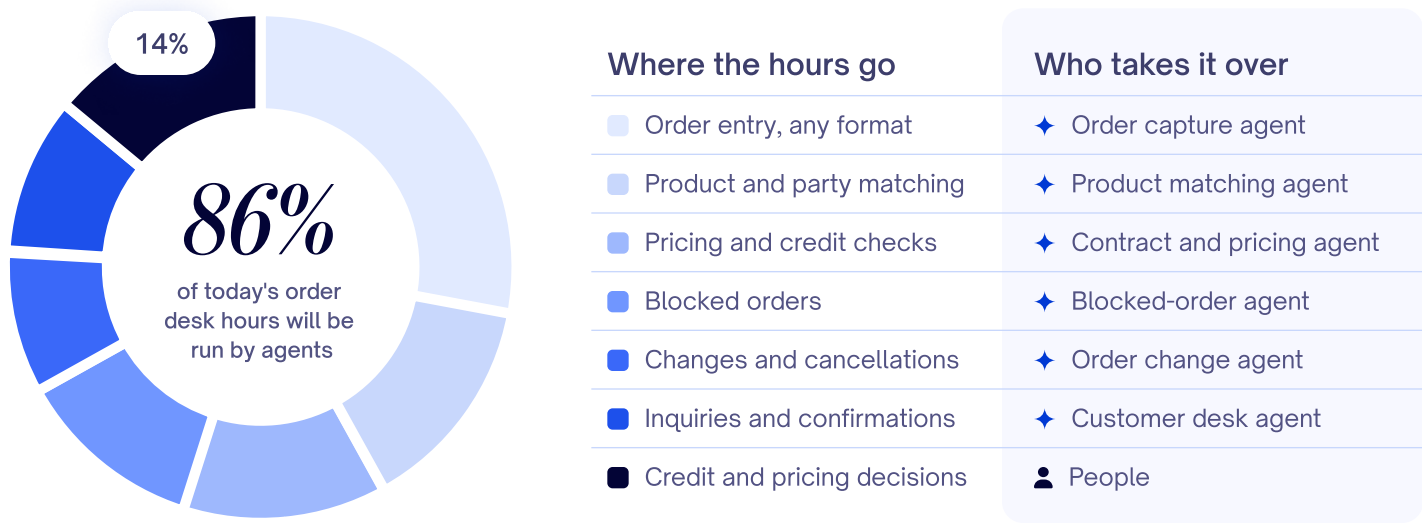


Your order desk workday handled by *agents and people*.

Out-of-the-box (OOTB) agents orchestrate the work, people supervise and measure.



End-to-end work completion, beyond order entry

EDI and OCR capture the order. The work around it stays manual. Workforce orchestration measures the hours of order desk work absorbed.

Order capture agent

Read orders in any format: item numbers, units and languages.

Order formats

Blocked-order agent

Clear credit, pricing and availability holds with evidence.

Blocked orders

Order change agent

Handle dates, quantities, cancellations and status requests.

Changes and inquiries

Order Management *on SAP.*

- Group shared services in Germany, Europe and the US.
- Orders, invoices and delivery notes on one platform.
- SAP add-on rolled out by company code.

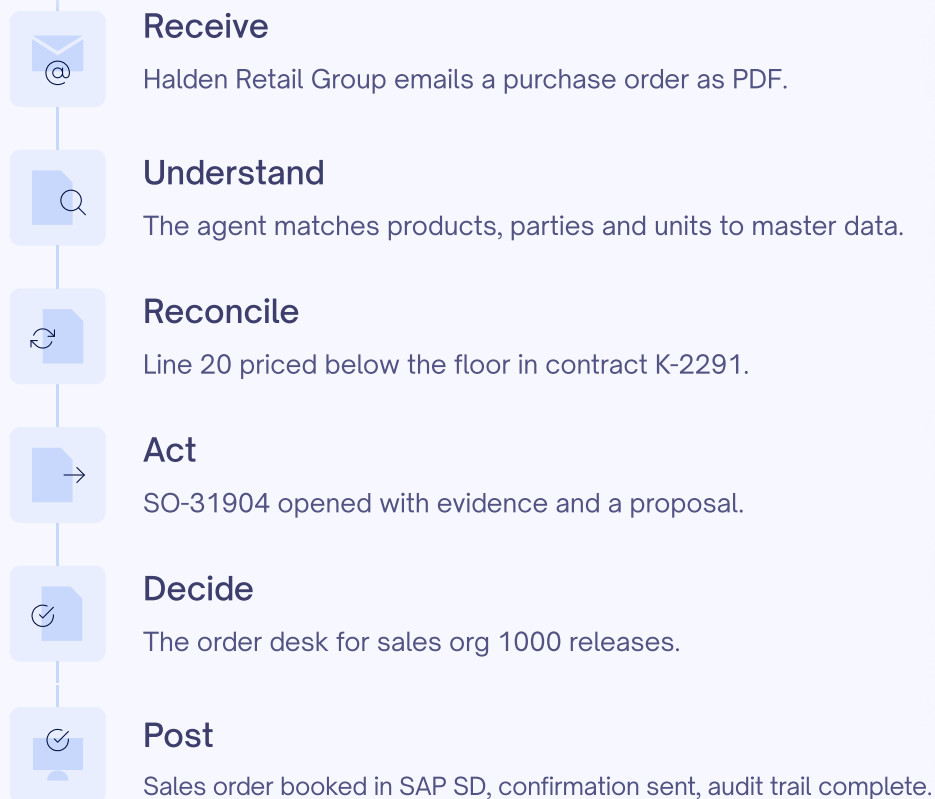


documents a year on one platform, group-wide.

200+

languages read on arrival, minutes to a confirmed order

From customer order to SAP, *end-to-end*



WORK ITEM · SO - 31904

CUSTOMER

Halden Retail Group

BLOCK

Price below contract floor, line 20

EVIDENCE

Contract K-2291, price list 2026-Q3

PROPOSAL

Apply contract price, confirm to customer

OWNER

Order desk · Sales org 1000

Release

Escalate

Integration architecture:

Orchestration

Work items:

SO-31904

SO-31907

Hypatos Workflow

ServiceNow

Jira

Slack

MS Teams

Completion

AI Agent Studio

Hypatos Insights

Order capture agent

Product matching agent

Blocked-order agent

Integration

Document Ingestion:

E-mail

Paper/PDF

EDI

Hypatos for any ERP

Master Data

Contracts

Price lists

Execution

SAP

Sales orders (SD)

Confirmations

Pricing