



Customer Order Manager

Automates end-to-end order handling from intake to issue resolution, while ensuring accuracy, speed, and customer satisfaction.



IFS Loops

The Challenge Today

Most companies still receive customer orders in fragmented, inconsistent formats—emails with PDFs, images, Excel sheets, and even the occasional fax. Teams spend hours manually creating orders in ERP systems: opening attachments, re-entering data, validating part numbers, converting units, and chasing clarifications. What should be a seamless intake process instead becomes a bottleneck, riddled with errors and delays.

How it Works?

The Customer Order Manager automates end-to-end customer order processes, from intelligent intake and real-time status updates to proactive issue resolution, ensuring accuracy and enhancing customer satisfaction. It turns unstructured, manual order intake into a fast, reliable, and error-resistant AI-powered workflow that connects directly to your ERP.

Ingest emails & extract attachments



Captures orders as they arrive.

Image-to-text parsing



Reads PDFs, scans, and images with OCR.

Evaluate quotes



Match quotation data with the purchase orders in ERP systems.

Validate product details



Cross-checks product codes, units, quantities and prices.

Identify & resolve exceptions



Flags unclear details for quick resolution.

Create orders in ERP



Generates unreleased purchase orders directly.

Trigger workflows



Pushes validated orders into fulfillment.

Notify customers & teams



Automates customer acknowledgments with human-in-the-loop support available.

Integrations

Documents



Email



Enterprise Applications



Collaboration



Agentic Skills



Customer Communication



Asset Discovery

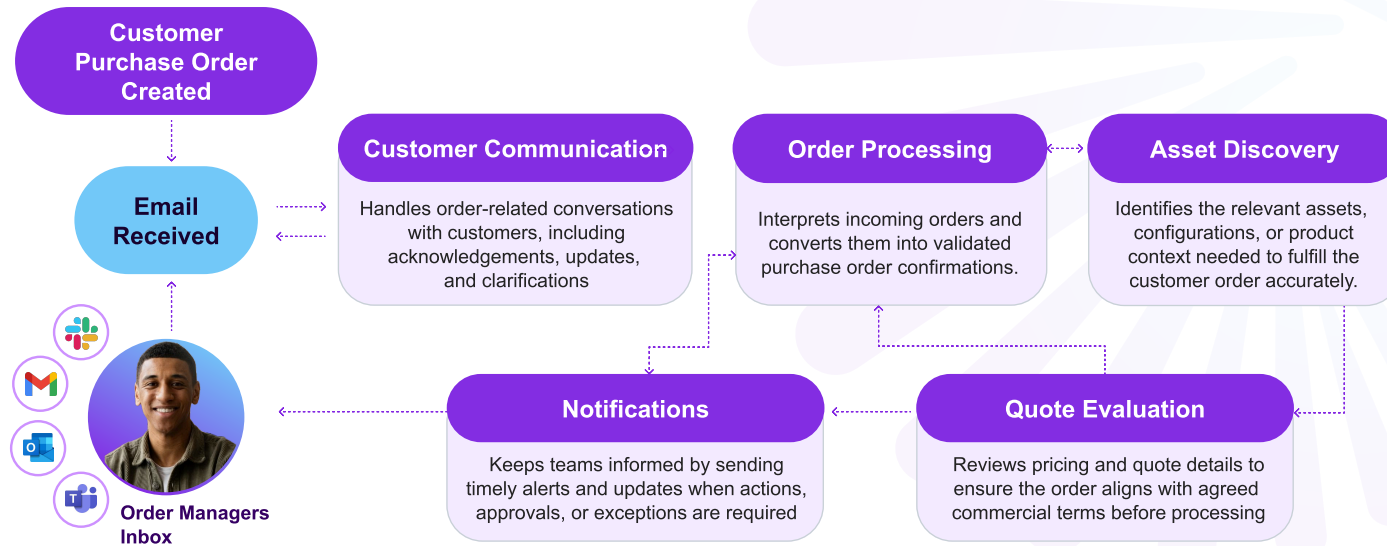


Order Processing



Notifications

Smarter Customer Order Management



Key Problems Solved

- ✓ Eliminates manual data entry from unstructured purchase orders.
- ✓ Speeds up the order-to-cash cycle by automating intake and validation.
- ✓ Improves customer satisfaction with faster confirmations and fewer mistakes.
- ✓ Reduces errors from mismatched part numbers, unclear units, or missing details.
- ✓ Prevents bottlenecks in high-volume or peak-season ordering.

Business Value & Impact



Faster processing

Orders get processed in minutes, not hours.



Reduced costs

Lower reliance on manual admin and clerical work



Higher accuracy

Automated validation minimizes human error.



High scalability

Adapts across industries, suppliers, and sourcing models



Customer trust

Reliable confirmations and timely communication.



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