

# Collection and Update of Dispute Case Information (5JL)

## Bot Capability and Feature Highlights

### THE PROBLEM

Accounts receivable accountants work to settle dispute cases created by customers. In order to do so, the accounts receivable accountant goes back and forth with the customers to understand the case and later inputs the information into SAP S/4HANA Cloud.

This process is time-consuming and error-prone, especially considering the high volume of dispute cases to settle.

### BOT SKILL DESCRIPTION

- **Send Email Inquiries to Customers:** The bot searches for dispute cases following a given set of criteria and sends an information collection form to corresponding customers via email.
- **Collect Email Responses:** The bot scans for unread emails containing a dispute case ID in the email subject and the information collection form as an attachment; the bot then transfers the data contained in the form to SAP S/4HANA Cloud.
- The bot sends emails to specified recipients with bot execution status and log files.

### BUSINESS VALUE – BENEFITS

- Efficiently collect information for dispute cases and automate the entry of the data in SAP S/4HANA Cloud
- Help accounts receivable accountants scale up by reducing manual efforts and time for information collection

