



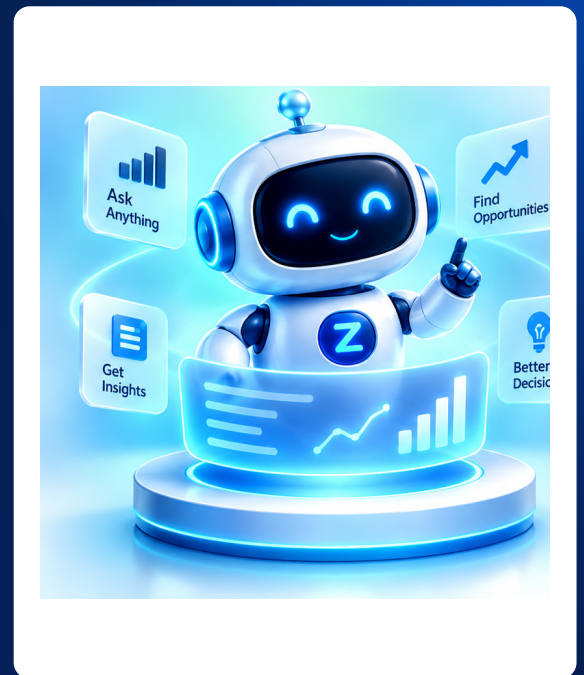
ERP KNOWLEDGE ASSISTANCE

ZOVRO

AI

Knowledge, closer to the work.

An assistive layer for approved ERP knowledge and relevant company guidance, with scope and access boundaries kept explicit.



PRODUCT ILLUSTRATION

- 01 Approved product knowledge
- 02 Company-owned guidance
- 03 Defined permissions, sources and service costs

SRI LANKA COMMERCIAL SCHEDULE

Solution quotation

No fixed AI tariff or unlimited external usage assumed

Knowledge, closer to the work.

ZOVRO AI is an assistive layer around the ERP. It helps users reach approved system knowledge and relevant company guidance without treating every answer as a public-web search.



01 Approved system knowledge

The packaged product catalog explains ZOVRO functions and workflows. Guidance should stay close to the behavior of the application rather than describe a generic ERP that works differently.

02 Company knowledge

Company-owned guidance can be maintained separately from the system catalog. This helps distinguish a product instruction from the organization's own policy or operating procedure.

03 Permission-aware assistance

The assistant is intended to respect the application context and access boundaries. AI must not be treated as a route around normal user permissions or company separation.

04 Scope and service configuration

Available AI services, knowledge sources and any external usage charges depend on the selected setup. Analysis and automation requirements should be demonstrated explicitly; no unlimited external AI consumption is included by implication.

AI supports people. ERP rules, permissions and approvals continue to control transactions.

SOLUTION FIT

Know which source the answer comes from.

A system instruction, company procedure and live transaction report are different kinds of information. AI scope should make those differences visible.

01 Product knowledge

Approved system material can explain the intended purpose and workflow of ZOVRO functions. Demonstrate that guidance reflects the selected release and enabled applications.

02 Company knowledge

Company-maintained procedures can describe internal responsibilities and policies. Keep their ownership separate from the product catalog so a change in company policy is not mistaken for a software rule.

03 Live business information

Do not assume knowledge assistance means unrestricted database access. Transaction lookup, analysis or action-taking must be demonstrated and included explicitly where available.

04 User and company boundaries

An assistant must not be treated as a route around the application permissions or company context. Agree access and test the relevant boundaries as part of acceptance.

DEMONSTRATION & SCOPE

CLEAR POSITIONING: guided assistance is not a promise of autonomous accounting, unrestricted data access or perfect answers.

Demonstrate useful help. Test the boundaries.

These are evaluation scenarios for the agreed AI setup. They do not imply that every capability is enabled by default.

1

Ask a product question

Use a question about an enabled ZOVRO workflow. Compare the guidance with the approved system material and the actual application behavior.

2

Ask a company-policy question

Where company knowledge is configured, use an approved procedure and check that its source and business owner are understood.

3

Test a restricted request

Ask for information outside the agreed company or user scope. Verify the applicable controls rather than assuming a conversational interface bypasses them.

4

Review an uncertain answer

Agree how a user recognizes incomplete guidance and escalates to a person. Financial and operational decisions still require responsible human review.

EVIDENCE OF A WORKING PROCESS

Acceptance should cover usefulness, knowledge ownership, access behavior and the route for correcting guidance—not just the appearance of the chat screen.

SOLUTION FIT

Helpful assistance. Controlled configuration.

Make the AI service practical to operate: name the knowledge owner, establish the allowed data flow and define how the assistance will be maintained.

01 Knowledge ownership

Give system material and company procedures clear owners. A useful answer depends on appropriate, current source content; the assistant is not a substitute for maintaining operating instructions.

02 Data and deployment choices

Agree which material can be processed and where. External service use, credentials, retention and hosting need the responsible technical and business owners to approve the actual setup.

03 A human escalation route

Users need a route for ambiguous, outdated or incorrect guidance. Keep ordinary support and operational approval responsibilities clear when the assistant does not settle the question.

04 Commercial usage boundaries

Define expected usage and any spending controls for external services. A core ERP subscription must not be interpreted as an unlimited allocation of third-party AI requests.

DEMONSTRATION & SCOPE

START WITH A CONCRETE USE CASE: the people to assist, the questions to answer and the material the assistant may use.

Configure knowledge. Keep responsibility clear.

Introduce AI around a defined use case and a controlled knowledge set rather than an open-ended promise.

1

Choose the use case

Name the people to assist and the questions they need help with. Define which tasks remain outside the AI service.

2

Approve the knowledge sources

Select system material and permitted company guidance. Assign an owner to approve content and future revisions.

3

Confirm data and service scope

Agree hosting, external service use, credentials, retention and data handling with the responsible technical and business owners.

4

Test quality and access

Use representative questions, ambiguous requests and boundary cases. Check the guidance against the actual product and company policy.

5

Roll out with review

Train users on limitations, monitor feedback through the agreed process and keep the knowledge owner accountable for updates.

SERVICE BOUNDARIES

The quotation defines AI setup, maintenance, usage charging and support. The standard core subscription is not evidence of unlimited external AI consumption or a separate AI service-level guarantee.

AI COMMERCIAL SCOPE

A defined use case. A defined quotation.

The agreed ZOVRO price schedule does not establish a standalone AI monthly rate. AI scope and any external service charges must be written into the quotation.

ZOVRO AI

Solution quotation

COST ELEMENT	WHAT MUST BE CONFIRMED
Enabled core package	Accounts, Inventory or Full ERP as agreed
AI setup and knowledge preparation	Sources, content preparation and configuration
AI service / maintenance	Recurring scope and content responsibilities
External AI usage, where used	Provider, usage basis and spending controls
Hosting and data handling	Deployment, storage and retention arrangements
Special integrations or analysis	Supported capability, effort and acceptance

Do not assume the core subscription includes unlimited AI requests, unrestricted access to live company data, every AI provider or automatic transaction execution. Those are separate capability and cost decisions.

THE COMMERCIAL NEXT STEP

Agree the use case, allowed knowledge sources and expected usage. Demonstrate the supported behavior, then issue a quotation with limits and responsibilities that can be understood and accepted.

YOUR NEXT STEP

Better guidance. Clearer responsibility.

Start with the work you need help with. The ZOVRO AI demonstration can establish suitable knowledge sources, access boundaries and a defined service scope.

BRING THIS TO THE DEMONSTRATION

- 01 The users and workflows you need to assist
- 02 Approved manuals and company procedures
- 03 Allowed sources, data boundaries and restricted requests
- 04 Expected usage and any external-service constraints

SALES & DEMONSTRATIONS

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SCAN TO REQUEST A DEMO

Prepared from the ZOVRO company-supplied profile and commercial schedule. Product illustrations are not customer-site photographs; application screens show demonstration data. Capabilities and service commitments are finalized in the written quotation.