Technical specification · v1.0 · 20 October 2026

AI order assistant

The AI order assistant reads incoming orders and requests for quotation, attachments included. It finds the customer, items, quantities, dates and prices, matches every line to your catalogue and drafts the sales order or quote in your ERP. Whatever it is not sure of waits for a person to confirm.

Pilot	Build from	Licence a month
€1,500	€16,000	€900

Purpose	Reads incoming orders and requests for quotation and creates sales orders or quote drafts in the ERP after a person confirms the uncertain fields.
AI area	Natural language processing (NLP): reading, interpreting and generating written text and documents.
Inputs	Emails from a mailbox (Microsoft 365, Google Workspace or IMAP) with attachments; files in a watched folder; calls to the REST API.
Supported formats	Email text and HTML; PDF (text and scanned); XLSX, XLS and CSV; DOCX; JPG and PNG images of scanned orders.
Outputs	Sales order or quote draft in the ERP; JSON for every document; CSV or XLSX export; a confirmation queue; the activity log.
Fields read	Customer (company, code, contact, email, phone), customer order number, delivery date and address, lines (product code, description, quantity, unit, price), notes.
Confidence	A score from 0 to 1 for every field and line. Below the threshold (0.8 by default, adjustable) the field waits for a person.
Catalogue matching	Your product codes, customers' own codes, names and synonyms; catalogues of up to 50,000 items. Prices are checked against your price list with a set tolerance.
Integrations	Rivilė, B1, Directo, Microsoft Dynamics 365 Business Central, Odoo; any other system through CSV or XLSX import, or the REST API with webhooks.
Languages	Documents in Lithuanian, English and other European languages. Interface in Lithuanian and English.
Limits	Attachments up to 20 MB and 100 pages; up to 200 lines per order; monthly volume as set in the licence.
Hosting	Application, database and files on servers in the EU. Daily backups kept for 30 days. TLS in transit, encryption at rest.

AI model	Anthropic Claude, through the Anthropic API (a Claude Haiku or Claude Sonnet model, chosen per task). Under Anthropic's commercial terms, API data is not used to train models.
Access	Sign-in with Microsoft Entra ID or Google. Roles: reader, confirmer, administrator. Activity log of every confirmation and change.
Human oversight	No ERP record is created while a flagged field is unconfirmed; a mode that requires confirming every order is available.
Support	Business days 8:00–17:00 Vilnius time; critical faults answered within 4 business hours; availability target 99.5% a month.
Delivered as	A standard product under a licence. Implementation is configuration and integration with your systems, not custom software development.