KOR VoiceOps for ERP

Turning Voice into a Strategic Interface for the Enterprise

Why ERP Needs a New Way to Work

The people who rely on ERP most aren't sitting behind a desk—they're on the shop floor, in the warehouse, or out with customers. KOR VoiceOps for ERP is built for them. Using Microsoft Dynamics 365, Power Platform, and Copilot Studio, it lets them approve, record, and check information by voice, right where work happens. You get faster processes, cleaner data, and decisions anchored in what's really going on—not yesterday's spreadsheet.

From Systems of Record to Agentic Systems of Action

Think about how ERP works today: the system is static, and everyone else runs around it—logging in, keying data, and pulling reports. It's necessary, but it's hardly intelligent.

Agentic business applications flip that dynamic. Powered by AI, the system can quietly monitor, interpret, and act while users interact in plain language, often with voice. The "UI" starts to disappear; what remains is fast, clear guidance.

The magic comes from the foundation: clean, governed data; well-defined processes; and safe, accountable agents. Done well, this boosts capacity, trims cost, improves revenue through better response, and keeps fresh insight in front of decision-makers.

Introducing KOR VoiceOps for ERP: Our Agentic Voice Accelerator

KOR VoiceOps for ERP is Korcomptenz's agentic voice accelerator for Dynamics 365 and your wider Microsoft stack. Dynamics runs the core processes, Copilot Studio delivers enterprise-grade conversational and voice agents, and Power Platform connects workflows and integrations—all wrapped in Microsoft's governed agentic framework. Together, they create voice-driven workflows that understand business commands, execute actions in ERP or CRM, and return live, reliable insights from your data estate, so teams can approve, update, and query systems simply by asking.

The Agentic Foundation: Three Pillars behind VoiceOps

At the heart of KOR VoiceOps for ERP—and agentic business apps in general—are three building blocks:

Agents that actually do the work

AI agents watch what's happening, trigger workflows, and carry out tasks like creating orders, logging incidents, or flagging exceptions—always within clear guardrails.

Copilot that helps every employee

People ask questions or request actions in natural language and get guided through tasks without needing to be ERP experts.

A unified, secure data backbone

Data from ERP, CRM, and other systems is modeled, governed, and auditable, so agents and copilots always act on reliable information.

Microsoft brings Dynamics 365, Copilot Studio, and Fabric; Korcomptenz turns that stack into real process design, governance, and measurable business value.

Where KOR VoiceOps for ERP Delivers Value: High-Impact Use Cases

KOR VoiceOps for ERP is designed around real work, not demo scenarios. Here's how voice and agents show up across the enterprise.

Finance & Procurement

Managers can approve or reject invoices while moving between meetings, or create and approve purchase orders without opening a laptop. Employees simply say, "Add $200 taxi under travel for Project X," and the expense is logged. Budget owners ask, "What's my spend vs. budget this quarter?" and get instant ERP-backed answers, cutting approval cycles and manual admin.

Manufacturing & Shop Floor

On the line, operators update work orders, production counts, scrap, or downtime by voice—no need to stop work or find a terminal. Quality inspectors record inspection results hands-free, and technicians raise maintenance requests verbally as soon as they spot an issue. That means better data capture and fewer missed or delayed work orders.

Supply Chain & Warehousing

Pickers follow voice-guided instructions for picking and put-away, confirming locations and quantities aloud to reduce errors. Workers perform cycle counts with spoken confirmations, confirm deliveries, trigger label printing, and reconcile shipments via voice commands. When something goes wrong—"Flag damaged goods on pallet 12"—ERP automatically logs and routes the exception.

Customer Engagement & Sales

Sales and service reps log call notes, create opportunities, or enter orders by voice right after customer conversations. They can ask, "What's the order status for client X?" and get live answers from ERP. Field engineers close tickets, record parts used, or request additional parts hands-free on site.

Cross-Functional & Analytics

Leaders and teams ask, "Show me today's sales vs. forecast," and see instant Power BI/ Fabric output with optional spoken summaries. ERP pushes proactive voice alerts—like low inventory or overdue approvals—and managers can approve HR, finance, procurement, and service workflows by voice. Guided prompts also help new users learn processes faster, improving adoption from day one.

What This Means for Leaders: Business Impact That Matters

KOR VoiceOps for ERP creates value on multiple fronts, not just "cool voice features":

Productivity & Capacity
Less time hunting through ERP screens and typing data, more time spent on work that actually moves the needle.

Data Quality & Compliance
Capture information by voice right where it happens—on the line, in the warehouse, in the field—so records are timely, accurate, and audit-ready.

Cycle Time & Responsiveness
Approvals, orders, maintenance, and fulfillment all move faster when people can kick things off and complete them with a simple voice command.

User Adoption & Experience
ERP becomes easier for frontline and field teams to live with, which means better use of standard processes and controls.

Strategic Insight
Leaders get real-time metrics and alerts in natural language, making it easier to ask, understand, and act—without waiting on a report run.

And because KOR VoiceOps sits on Microsoft's agentic foundation—Dynamics 365, Copilot Studio, and Fabric—it's governed, secure, and ready to scale from day one.

Voice as a Strategic Lever for the AI-First Enterprise

AI is rewriting what ERP should be. With KOR VoiceOps for ERP, your teams don't just use the system—they work with it. They speak, it understands, and it responds with real actions and live insight. If you're serious about making ERP/CRM effortless for frontline teams and turning natural language into governed, high-impact workflows, this isn't a pilot—it's your next competitive edge.

Let's explore where voice and agents can move the needle most in your business—and turn that into a roadmap with measurable value.
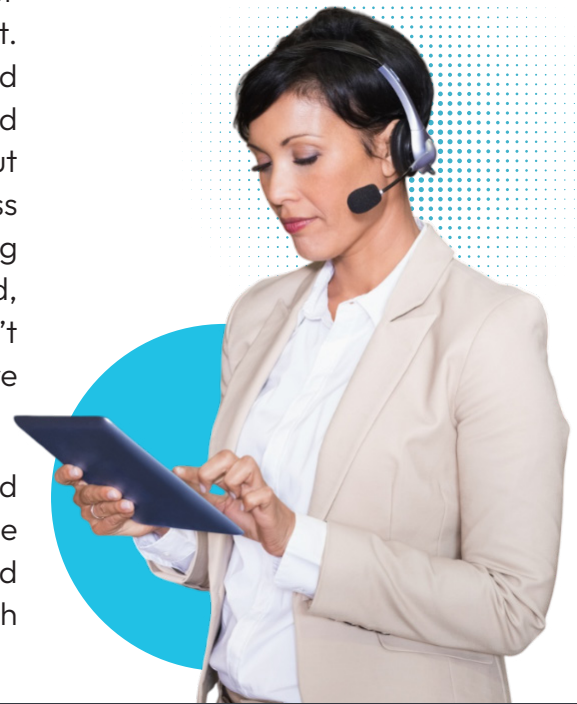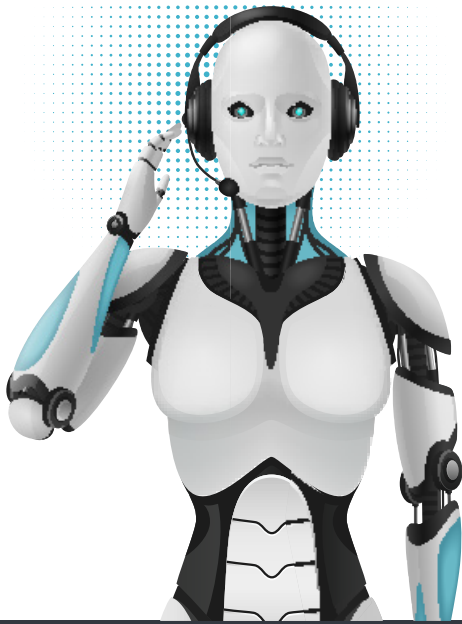
Korcomptenz

Expert-led Transformations & Impact-led Growth

At Korcomptenz, we lead with expertise - in technology and domain to deliver solutions that align with your business goals. We leverage our experience and robust partner ecosystem to elevate your processes, powering your transformation journey toward impactful growth.

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