Natural Language Interfaces for ERP (Chatbots) Training Course

Professional Development Training Course Outline

Category	Enterprise Resource Planning (ERP)	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today’s digital-first business environment, Natural Language Interfaces (NLI) for Enterprise Resource Planning (ERP) systems are revolutionizing how organizations interact with their critical business applications. Leveraging AI-driven chatbots, businesses can now execute ERP tasks seamlessly, reduce operational bottlenecks, and enhance user experience through intuitive, conversational interfaces. Natural Language Interfaces for ERP (Chatbots) Training Course equips participants with the expertise to design, deploy, and manage smart ERP chatbots that optimize business processes, drive automation, and foster data-driven decision-making.

Participants will gain hands-on experience in developing NLP-powered ERP solutions, integrating machine learning algorithms, and implementing context-aware conversational interfaces. Through practical case studies, real-world examples, and interactive sessions, learners will master the skills to transform traditional ERP systems into AI-enabled, user-friendly platforms, improving efficiency across finance, HR, supply chain, and operations. This course bridges the gap between ERP functionality and next-generation AI technologies, preparing professionals to lead digital transformation initiatives within their organizations.

Programme Curriculum

Natural Language Interfaces for ERP (Chatbots) Training Course

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5 days

Course Objectives

By the end of this course, participants will be able to:

1. Understand the fundamentals of Natural Language Processing in ERP environments.
2. Develop AI-driven chatbots for ERP systems.
3. Integrate machine learning models with ERP applications.
4. Implement context-aware conversational interfaces.
5. Automate business processes using intelligent agents.
6. Improve user adoption and engagement with ERP chatbots.
7. Analyze ERP data using AI-powered insights.
8. Design scalable and secure chatbot architectures.
9. Deploy cloud-based ERP chatbots for real-time operations.
10. Enhance customer service and internal helpdesk support using NLP.
11. Troubleshoot and optimize ERP chatbots for performance and accuracy.
12. Apply case studies and industry best practices for successful chatbot implementation.
13. Stay ahead of trends in AI, NLP, and digital transformation for enterprise systems.

Target Audience

1. ERP Consultants
2. AI & Machine Learning Professionals
3. Business Analysts
4. IT Managers and Solution Architects
5. Digital Transformation Leaders
6. Software Developers and Engineers
7. Operations Managers
8. HR and Finance Professionals seeking automation

Course Modules

Module 1: Introduction to Natural Language Interfaces for ERP

- Fundamentals of NLP and AI in ERP
- Evolution of chatbots in enterprise systems
- Key benefits and ROI of ERP chatbots
- Popular platforms and tools for NLI development

- Case Study: Implementation of a finance ERP chatbot in a multinational company

Module 2: Chatbot Design Principles

- Understanding user personas and conversational flows
- Designing **intuitive UX/UI for chatbots**
- Integrating context and intent recognition
- Handling errors and exceptions in conversations
- Case Study: HR onboarding chatbot for large enterprises

Module 3: Machine Learning for ERP Chatbots

- Basics of ML algorithms for NLP
- Training chatbots using historical ERP data
- Enhancing predictive capabilities
- Evaluating model accuracy and performance
- Case Study: Predictive inventory chatbot for supply chain optimization

Module 4: ERP Integration Techniques

- Connecting chatbots with ERP modules
- Using APIs and middleware for seamless integration
- Real-time vs batch processing
- Data security and compliance considerations
- Case Study: Real-time procurement chatbot for a manufacturing firm

Module 5: Developing Intelligent Chatbots

- Using frameworks
- NLP pipelines and intent classification
- Entity recognition and slot filling
- Multi-language support and localization
- Case Study: Multi-lingual support chatbot for global ERP users

Module 6: Advanced Features and Analytics

- Sentiment analysis and contextual understanding
- Automating approvals and workflows
- Chatbot analytics dashboards
- Continuous learning and improvement
- Case Study: Finance chatbot with expense approvals and insights

Module 7: Deployment and Maintenance

- Cloud deployment strategies
- Monitoring performance and uptime
- Handling updates and version control
- Troubleshooting common issues
- Case Study: Cloud deployment of ERP chatbot for large-scale enterprise

Module 8: Future Trends in ERP Chatbots

- Conversational AI trends and GPT integration

- Voice-enabled ERP interfaces
- Hyperautomation and AI-driven decision-making
- Emerging tools and platforms
- Case Study: Implementing GPT-powered ERP assistant for decision support

Training Methodology

This course employs a participatory and hands-on approach to ensure practical learning, including:

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call +254769199797

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price

23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

Register Online Now

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