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Accelerate Quote-to-Order with Intelligent, Autonomous Execution

Quote-to-Order (Q2O) in manufacturing accelerates the journey from customer inquiry to order confirmation, ensuring accurate pricing, configuration, and approvals. Autonomous agents streamline quoting, configuration, and validation while maintaining built-in governance and human-in-the-loop oversight.

Business Outcomes

- Q2O cycle time reduction
- Accelerated response times
- End-to-end workflow traceability
- Pricing & lead time predictability improvement
- Error-free validation

Quote faster. Quote Right. Quote Profitably.

Turn quoting from a manual task into an autonomous sales engine — configuring, pricing, negotiating, and routing every quote from start to finish, so sellers focus on winning deals, not navigating processes.

Key Challenges

- Manual, repetitive processes slow quote and order turnaround.
- Fragmented intake channels create inconsistent and incomplete requests.
- Limited process visibility delays timely intervention and decision-making.
- Sales teams spend valuable time resolving preventable exceptions.
- Pricing, configuration, credit, and policy checks are applied inconsistently.
- Disconnected systems increase rework and order-entry errors.

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Next-Gen Q2O, Powered by Agentic AI

A unified intelligence layer that orchestrates workflows across CRM, CPQ, PLM, and ERP, converting customer requests into accurate, validated, and sales-ready quotes and orders.

CUSTOMERS & CHANNELS

WEB | EDI | EMAIL | PORTAL

Multi-Channel Intake
Unified intake via email, EDI, and customer portals for both RFQs and POs.

Rule-Based Validation
Configurable approval rules, policy compliance, and full audit trail.

Visibility and Intelligence
AI-powered insights and recommended actions for sales executive negotiations.

Intelligent Matching
AI-driven catalog and vendor matching with high confidence scores.

AI Data Enrichment
Auto-enrichment from ERPs at the point of intake.

Autonomous Orchestration
End-to-end, no-touch orchestration of quotes and POs by AI agents.

Integration
Quote-to-Order and PO auto-generation with integration into underlying systems.

Exception Handling
Human-in-the-Loop routing for exceptions and mismatches.

AI-LED Q2O ORCHESTRATION

System of Intelligence and Action



RFQ EXTRACTION & QUALIFICATION AGENT
Converts unstructured RFQs into structured data and assess readiness.



CUSTOMER RESOLUTION AGENT
Verifies customer identities



PART RESOLUTION AGENT
Clarifies part identifiers and revisions



INVENTORY AVAILABILITY AGENT
Verifies inventory availability

SYSTEMS OF RECORD

CRM
Salesforce/Dynamics

CPQ
Pricing & Configuration

PLM
Product & Revision Data

ERP
SAP S/ 4HANA/ Oracle/ Legacy Systems

UNSTRUCTURED DATA

Ingests documents, emails, chats and more.

ADAPTIVE

Learns from content and history.

PROACTIVE

Chase approvals and resolve issues.

GOVERNED

Policy-driven, auditable and secure.

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Value Delivered

>40%
Q2O cycle time reduction

>85%
Touchless order percentage

100%
Traceability across automated workflows

>95%
Data accuracy

3% ↑
Quote-to-Order conversion

<1%
Configuration error rate

WHY CHOOSE TOPAZ AI NEXT Q2O?

Governed Autonomy. Enterprise Scale. Measurable Value.

AGENTIC EXECUTION	Specialized agents interpret, validate, decide, and orchestrate workflows.
ENTERPRISE INTEGRATION	Connects customer channels, ERP, CRM, CPQ, product, pricing, and workflow systems.
GOVERNED AUTONOMY	Built-in policies, audit trails, responsible AI controls, and human oversight.
COMPOSABLE AT SCALE	Reusable agents and workflows support products, regions, channels, and business units.
OUTCOME-LED TRANSFORMATION	Delivers faster response times, higher productivity, improved conversion rates, and reduced errors.

Success Stories

Enabled a leading industrial manufacturer for datacenters to streamline RFQ-to-Award processes through AI-driven automation, achieving 45% faster sourcing cycles and 21% productivity gains.

A global aerospace enterprise achieved a 3% improvement in Quote-to-Order conversion rate, ~30% reduction in quote intake handling effort, and faster customer response times, delivering in-stock quotes in under 12 hours.

Ready to Transform Your Quote-to-Order Process? About Topaz AI Next: Infosys Topaz AI Next is an AI-first business operations platform designed to orchestrate and transform enterprise operations at scale, help unlock digital-native performance, and accelerate the journey toward autonomous enterprises. Infused with next-generation AI capabilities, it powers Edge Verve's portfolio of curated industry solutions, helping enterprises move beyond AI experimentation to sustained value realization, maximize ROI, and witness faster time to value at scale.