



# DaVinci™ AI Starter Kit for Microsoft Copilot

## Accelerate your AI Adoption | Work with your Existing CRM

Bring together Microsoft Copilot with your existing contact center apps to modernize experiences and capitalize on generative AI.

### Your Roadmap, Your Rules, Your Data

DaVinci integrates with Microsoft Copilot Studio, giving businesses full control over data with customizable storage, sharing, and usage. By training Copilot on internal knowledge, it ensures accurate AI responses, reducing errors and improving customer and agent interactions. DaVinci's flexibility allows for easy adjustments to workflows, AI models, and integrations as business needs evolve, keeping operations aligned with company goals.



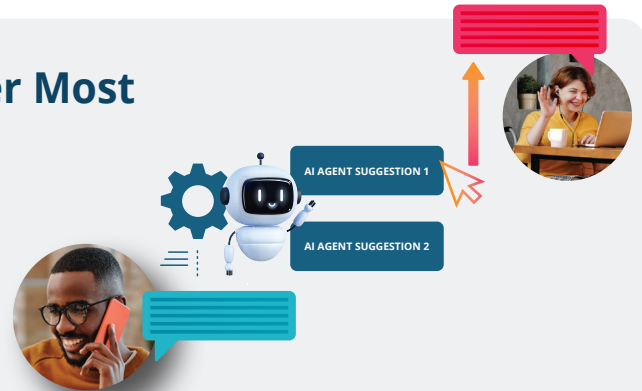
### Comprehensive Copilot Integration & AI Orchestration

The DaVinci Toolkit integrates Microsoft Copilot with your CCaaS platform and major CRMs like Salesforce and Dynamics 365, ensuring seamless functionality across all channels. It enables orchestration of complex AI workflows, automating tasks and optimizing processes with full Copilot integration. DaVinci and Copilot deliver intelligent and consistent customer experiences across multiple channels, including voice, chat, and email.



### Get Assistance on the Things that Matter Most

DaVinci's context-tracking allows Copilot to provide real-time, relevant support tailored to each stage of the customer journey. This context awareness boosts productivity by delivering timely information and actions, enhancing both operational efficiency and customer satisfaction.



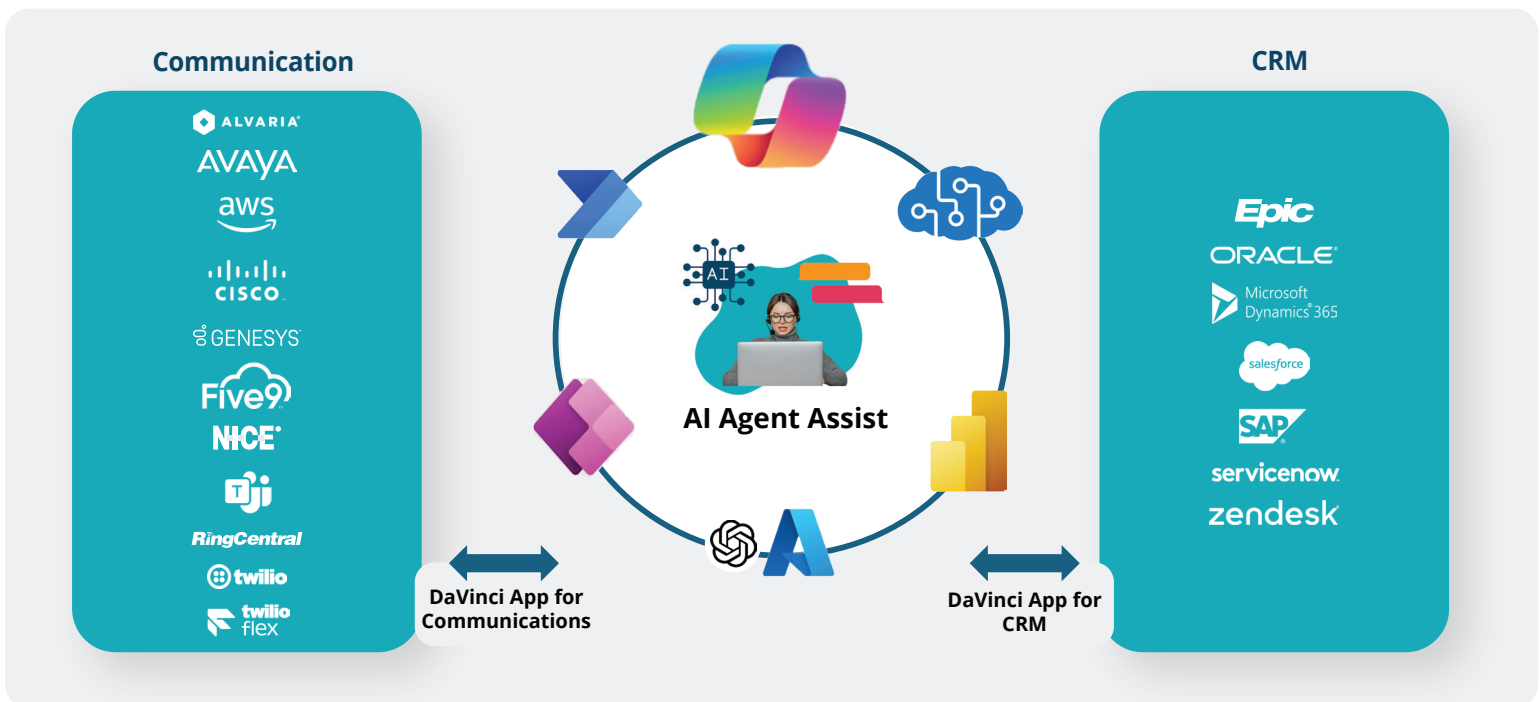
## Seamless AI Integration with Any CCaaS and CRM

The DaVinci AI Toolkit integrates Microsoft Copilot into any CCaaS platform and CRM, delivering AI-driven assistance without disrupting your existing infrastructure. This integration enhances agent productivity with real-time insights, next-best actions, and task automation. By unifying tools into a single interface, agents can focus on delivering improved customer interactions, while DaVinci future-proofs your contact center with evolving AI capabilities.

### What's Included?

- Microsoft Copilot License for 30 days
- DaVinci Agent Licenses for 30 days (Provided by AMC Technology)
- Up to 5 hours of expert support installation, setup, and orchestration of AI-driven use cases with Copilot

## Enhance Existing Apps with AI Assist from Microsoft Copilot



## Why Choose AMC Technology?

We've been creating tech that improves CX since 1995

- DaVinci boasts 99.8% uptime
- 30 years of contact center experience
- Customers in over 30 countries, from Australia and Zimbabwe to Canada and Mexico.
- DaVinci's interaction orchestration platform allows customers to extend, enhance and customize DaVinci to solve contact center challenges
- Level 1 Security Trust Assurance and Risk Certification with Cloud Security Alliance

## Microsoft Partner

