



**BEST
PRACTICES**
CONSULTING





**Best Practices
Consulting SA de CV**
Queretaro, QT, MX



SELECCIONAR PROVEEDOR



Thanks to more than 10 years of experience in enterprise solutions and our great team, today we have the higher status offered by Microsoft.

In addition to being a partner handled, that is positioned to Best Practices Consulting as a referral partner for Microsoft with the objective to offer differential value to our customers.

We invite you to learn more about our consulting services, development and support in Microsoft solutions.

Affiliates: Miami, USA / San Juan, Puerto Rico



MICROSOFT POWER VIRTUAL AGENTS

CREATE CHATBOTS WITHOUT CODE



Power Virtual Agents



Artificial Intelligence

Train your experts in the field to easily create powerful bots using a guided graphical interface without code. No need for developers or data scientists.



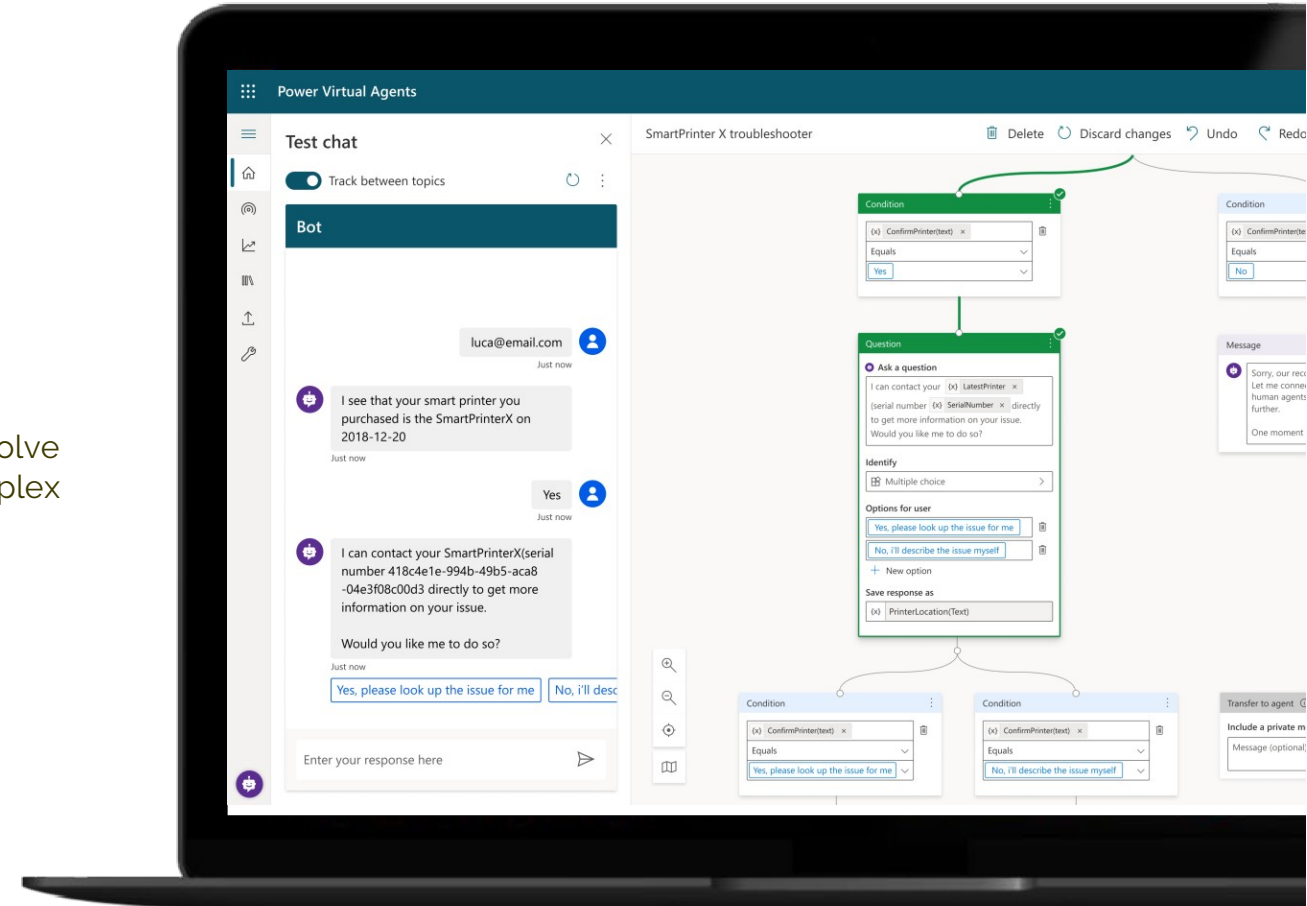
Increased commitment

Interact with clients and employees in a conversational manner. Solve routine problems easily, releasing your team to focus on complex issues.



Continuous improvement

Point the AI to your website and automatically create topics to start with a few clicks. As the bot is used, metrics and powerful ideas help tell you what topics to develop next.



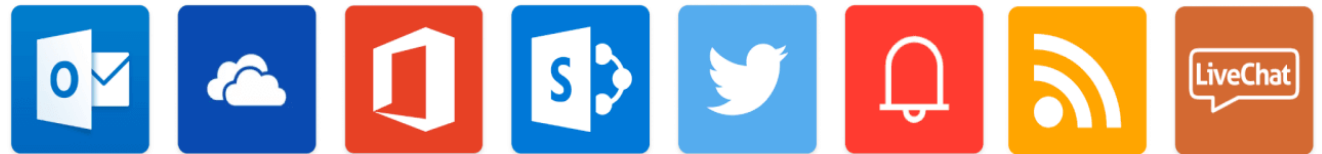
INTEGRATIONS



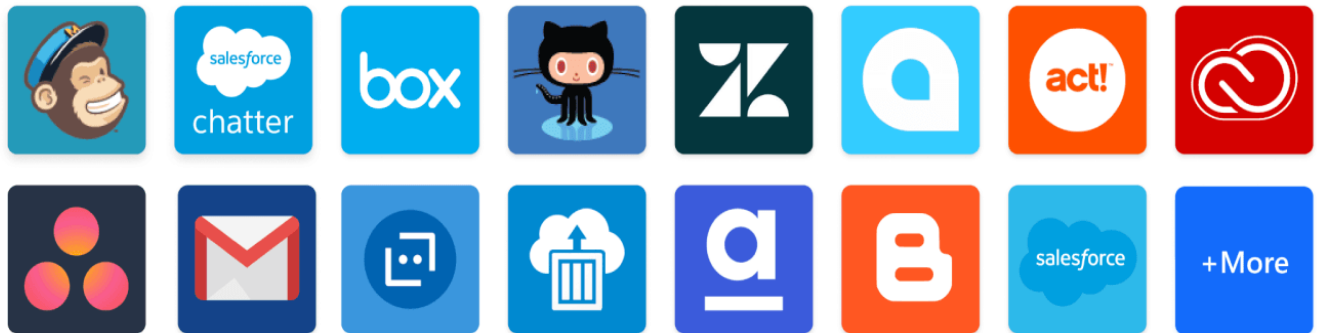
Power Virtual Agents

Integrate with your products and services using hundreds of preconstructed connectors, creating complex scenarios with Microsoft Bot Framework.

Popular connectors



All connectors



INTEGRATION WITH POWER AUTOMATE



Power Virtual Agents

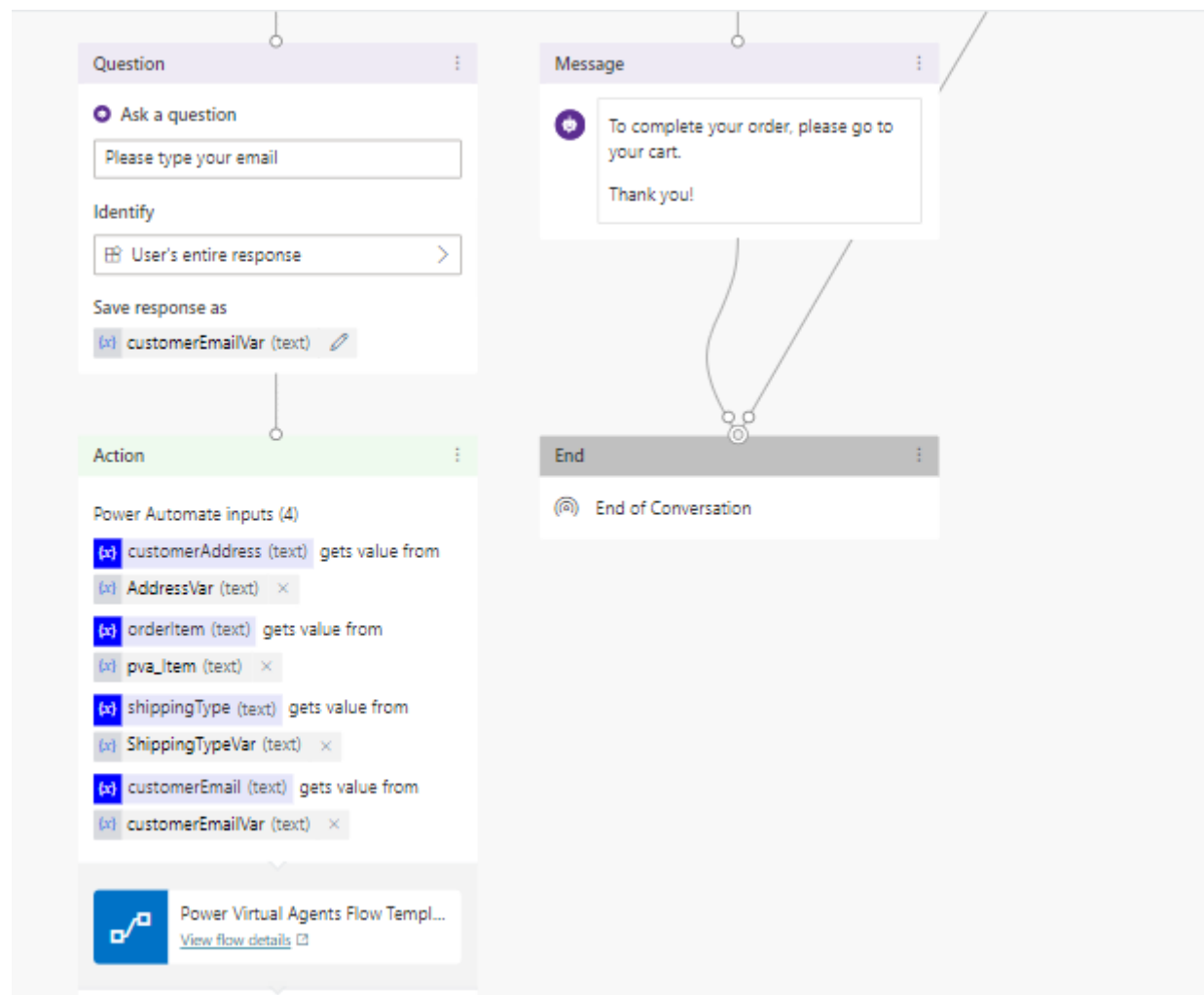


Power Automate integration



Power Virtual Agents

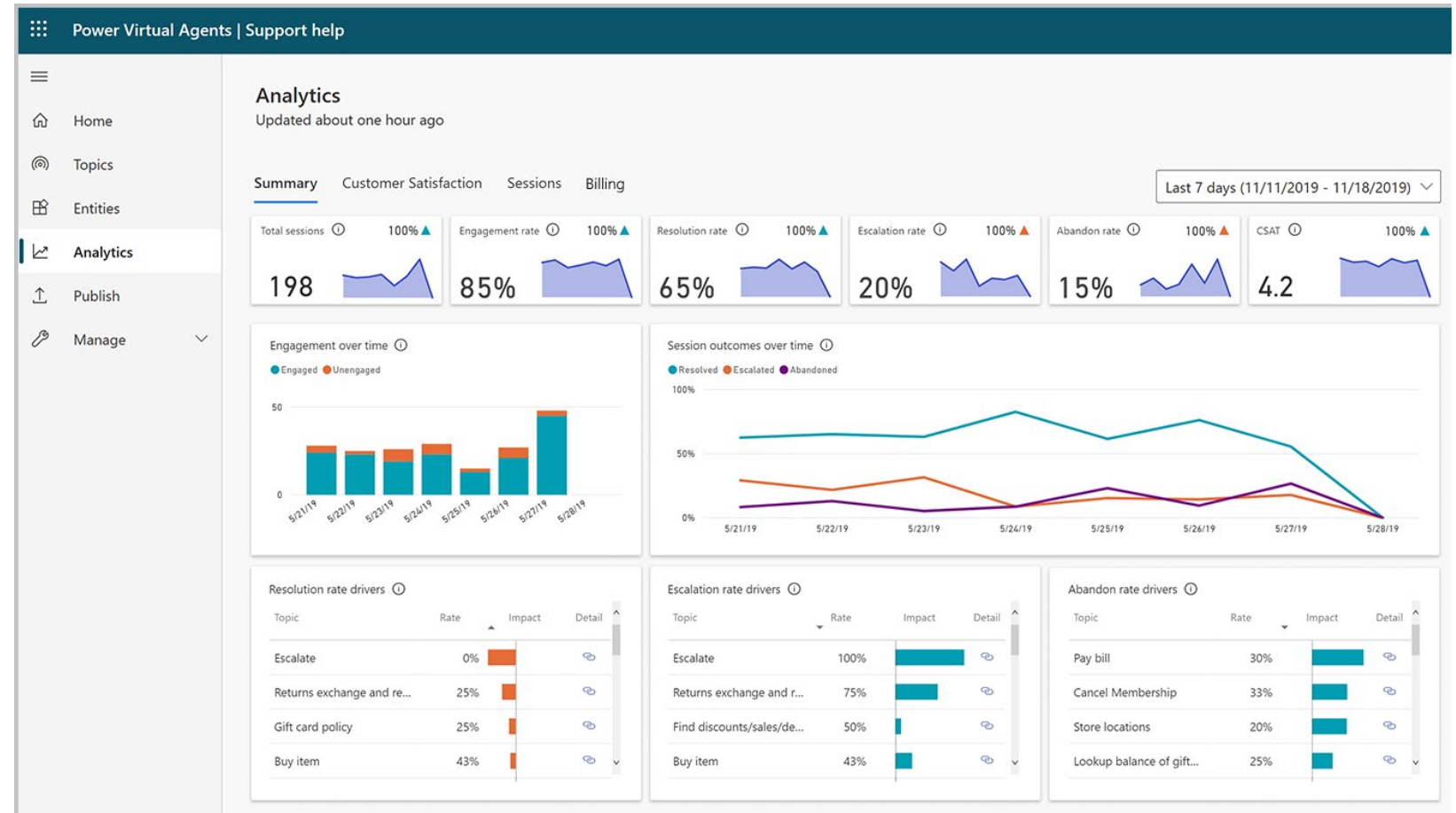
Create conversation flows and performance to get data and perform actions.





Analyze:

- Chatbot performance
- Outcome of the sessions
- Abandonment rate
- Numbers of case scaled





"I knew that we had to tie together the entire customer journey, and up until then, I was concerned about the time, costs, and complexity involved. But seeing Power Virtual Agents in action, I had one of those 'Aha!' moments. It put all those concerns to rest"

- **Ayman Taha**
 - Chief Information Officer

- It reduced routine customer service activities, allowing them to focus on higher-value tasks.
- Customers no longer have to wait by phone for basic consultations, increasing their full-time attention (24/7).
- They provide more proactive and predictive services to their clients.



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