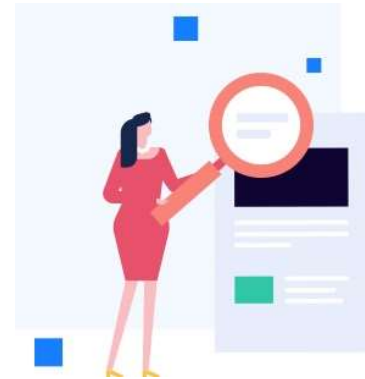


Getting started with chatbots

WHAT

Do you like to **help your customers in a personal way** and do you want to answer their questions immediately, without increasing the workload on customer service?

During this concept study with a focus on Power Virtual Agents, ConXioN has a thorough conversation with the project team, which usually consists of some managers and key employees. We start with an **inspiration session** where we show the potential of the **chatbots of Power Virtual Agents**.



After that, our consultants analyze the **current situation** (AS IS) for each type of end. We put our heads together about how it can be optimized. They will also look at **what information is available** for the Power Virtual Agents.

The desired future situation (TO BE) is also extensively analyzed. What questions does the chatbot answer? How are the answers structured? How can the customer reach the chatbot? Of course this is all without losing track of the **security** aspects. For this analysis of the AS IS and TO BE situations, we map out both the strategic vision as well as the **functional needs** to get a clear view of the organization and the process. In addition, we also carry out a **technical analysis**: which solution matches the overall picture and your expectations best?

Key points



Analysis AS IS/TO BE situation



Detailed chatbots



For every type of end user



Functional, technical and
organizational

WHY

Usually, the best technical solution or a ready-made solution is not enough. As an employee and as an organization, you also need **a solution that fits like a glove**. That is why, from the onset, we focus on the end user and on **change management**: a solution the end user does not use is just a waste of your time and money.



Hence the **importance** of this concept study. The thorough preliminary investigation prevents bad investments, and the result makes it possible to make the right decision

5 benefits



Tailor-made solution



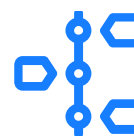
Focus on the end user



Control over budget



Detailed assessment

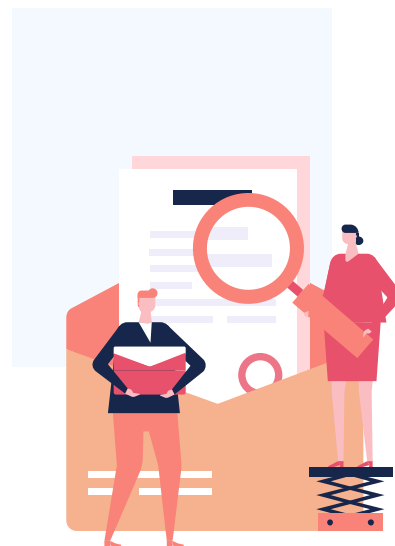


Clear roadmap

HOW

During the concept study , we will investigate how to close the gap between the AS IS and the TO BE situations. We propose a fitting functional and technical solution, including a **detailed quote** and **roadmap**.

We take as much account as possible of the end users and their possible resistance to the proposed changes. That is why this concept study also includes an **adoption workshop** in which we discuss how the communication, documentation, training and support of the end users is best done in your organization. This adoption plan is also included in our proposal.



Deliverables



Inspiration session Power Virtual
Agents



Analysis AS IS/TO BE situation



Adoption workshop



Quote with description of concrete
solution with budget and timing
based on the concept study



Adoption process

Contact us

for more information.



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