Teams

Azure Support Services

Power Platform

LaunchPad©
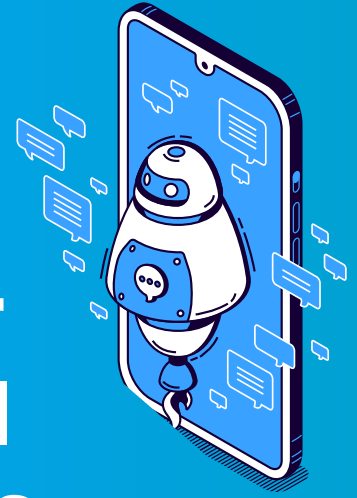
Office 365 Security

Power BI
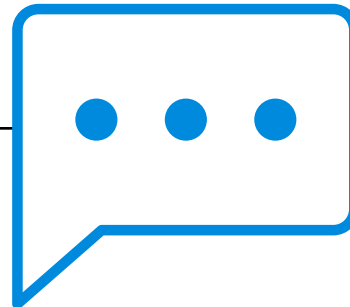
Power Virtual Agents LaunchPad©

Microsoft Power Virtual Agents

Power Virtual Agents is an innovative software as a service (SaaS) technology from Microsoft that empowers anyone in your business to build versatile, adaptable Chatbots, with no coding or AI expertise required. Power Virtual Agents can change and improve all areas of your business, from HR to customer service, on almost any site or channel.

Typical Scenarios

Typical organisational adoption scenarios:

1 Improve Employee Productivity

Enable anyone in your organisation to easily create and update Chatbots.
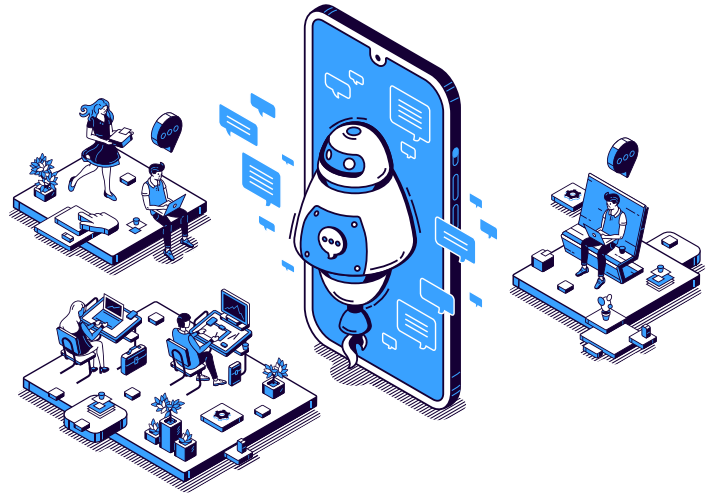
2 Improve Employee Productivity

Reduce costs by providing automated responses to common requests.

3 Improve customer satisfaction

Enable your customers to self serve problem resolutions 24/7.

Codec LaunchPad For Power Virtual Agents

Traditionally creating and managing Chatbots was a challenging and expensive process that required professional software developers. Codec LaunchPad for Power Virtual Agents will provide a blueprint for a comprehensive implementation and adoption strategy for Microsoft Power Virtual Agents in your organisation while simultaneously improving customer and employee satisfaction.

What's covered in the Codec Power Virtual Agents LaunchPad?

1.
Assess: Platforms, Systems and Content you are currently using.

2.
Identify: Internal and external processes & engagement that could be enhanced using PVA.

3.
Understand: How your information currently flows, and how systems connect within your organisation.

4.
Explore: Both existing and future possible channels your organisation can use to engage with Employees & Customers.

5.
Guidance: Expert guidance on how to measure & track BOT performance using metrics and AI driven dashboards.

Our Approach

Planning Workshop

A one-day workshop will be held with our Microsoft Power Platform Solution Architect and consultant. This will involve your key stakeholders and process owners to understand the process and pain points. This will be followed by documenting the solution for the Proof of Concept.

Building of POC environment

One day will be used to build a POC chatbot according to the solution document from the workshop. This POC will be built in a Non-Production environment. A 30-day Trail environment can be supplied.

Training on maintenance & further development

One day will be used to do basic training session to be give you the ability to maintain the PVA Chatbot and to build on the bot for further development.

Optional – Further workshops to build on or expand Chatbot

A one-day workshop will be held with our Microsoft Power Platform Solution Architect and consultant. This will involve your key stakeholders and process owners to understand the process and pain points. This will be followed by documenting the solution for the Proof of Concept.

Why Codec?

Codec is a Full-Stack multi award-winning IT solutions consultancy founded in 1985 and headquartered in Dublin with offices in Cork, Galway, Belfast, London, Cologne and Warsaw. Employing 240+ staff, Codec is growing rapidly, expanding our team of industry-leading experts, while continuing to deliver on the promise of empowering businesses in the public and private sectors.

- codec.ie
- info@codec.ie
- +353 (01) 603 4300
- Hyde House, Adelaide Rd, Dublin 2

Awards

Microsoft Partner
Microsoft

Gold Cloud Business Applications
Gold Cloud Datacentre
Gold Cloud DevOps
Gold Cloud Customer Relationship Management
Gold Cloud Productivity
Gold Cloud Platform
Gold Application Development

Gold Collaboration & Content
Gold Data Analytics
Gold Enterprise Resource Planning
Gold Small & Midmarket Cloud Solutions
Gold Window & Devices
Silver Enterprise Mobility Management
Silver Messaging

GOLD Microsoft Partner
Microsoft

Azure Expert MSP

Windows Virtual Desktop Advanced Specialisation

CODEC | EMPOWERING BUSINESS