

Build a Bot | hands-on experience

Are your support teams inundated with queries? Are some of these queries easily answered?

Or

Are your employees struggling to get the information they need about leave or procurement policies? Do IT, HR, Procurement and other internal delays affect your staff's productivity?

Using Microsoft Power Virtual Agent, these bots can be used to:

- Run a website chatbot
- Implement Robotic Process Automation that launches workflows and completes tasks
- Integrate social media and WhatsApp bots
- Assist Customer Service and Support
- Automate frequently asked questions and build a knowledge base



Build a Bot| Example

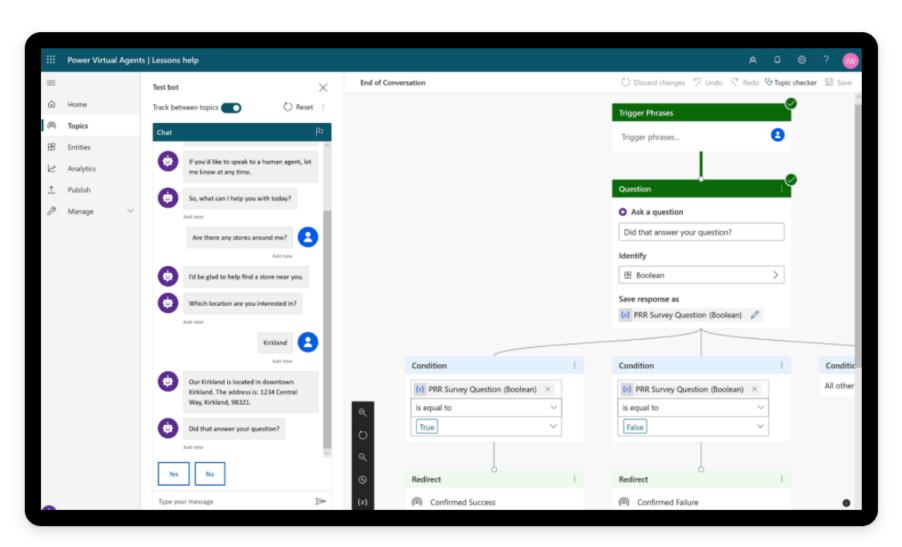
No code needed

Personalise conversations

Look up records and policies

Hand off conversations to support agents

Empower employees to help the business





Workshop| Agenda

Part One

What is Virtual Agents/Chatbots Scenarios and Chatbot use cases Create your first bot

Break

Part Two
Create and edit topics
Enhance your bot
Publish your bot
Using analytics to improve your bot

*topics may be subject to change

THANK YOU



Confidentiality Clause: This document contains confidential information, which is proprietary to Enterprisecloud. No part of its contents may be used, copied, disclosed or conveyed to any party in any manner whatsoever without prior written permission from Enterprisecloud.