



Conversational Agent Fast Start

Business challenge

Customer demand for faster response times and deeper connections from businesses is increasing. Conversational agents can meet this demand — but chatbot initiatives are intensive projects with many moving parts. Setting a solid foundation is critical to a successful rollout, but knowing which building blocks to tackle and prioritize can be overwhelming.

How we help

Insight will help you create a roadmap to build, test and launch a conversational agent. With deep expertise leveraging the Microsoft® Bot Framework, we'll help you learn how a chatbot will affect your business, how to craft a unique customer experience and how to reconcile new technologies with your current environment.

This Fast Start takes you through a number of activities and deliverables, including:

- A detailed implementation plan
- A fully-functioning chatbot automating at least one process through natural language
- Guidance for development teams to create additional automated interactions

Preparing for transformation

To ensure you receive the greatest value from this Fast Start, you will need:

- A subscription to Microsoft Azure®
- A list of possible scenarios that could benefit from an intelligent bot

Duration

2-3 weeks

Benefits

- Rapid development with out-of-the-box templates
- Customizable intelligence with Microsoft® Cognitive Services
- Increased customer reach with multichannel interactions
- Differentiated customer experience

Related offers

Conversational Agent Technical Workshops

Conversational Agent Brand Ambassador

Conversational Agent Implementation

Get started.

To learn about pricing and how to begin, contact alliances@insight.com.

What to Expect

Activities	Deliverables
Review and analyze existing environments to identify pain points.	Requirements documentation for the five highest-priority scenarios
Capture requirements for five high-priority scenarios that could benefit from a chatbot.	Development environment setup
Select one documented scenario for implementation in the Proof of Concept (PoC).	Bot that implements one scenario identified in requirements discussion
Implement the chosen scenario in a PoC manner using: <ul style="list-style-type: none">• Azure® App Service• Microsoft® Cognitive Services• Azure Bot Service• Microsoft Teams™• Skype® for Business	Architecture documentation
Demonstrate the implementation to the project team during a one-hour session.	Demo
Provide a high-level project plan and rough order of magnitude for getting the PoC bot to production.	Implementation plan and estimate for long-term efforts

About Insight

At Insight, we define, architect, implement and manage Insight Intelligent Technology Solutions™ that help your organization run smarter. We'll work with you to maximize your technology investments, empower your workforce to work smarter, optimize your business and create meaningful experiences.