

# Power Virtual Agents in a Day Workshop

## Customer challenges

- 66% of customers try to use self-service first rather than contacting an agent for assistance<sup>1</sup>
- 90% of customers expect consistency and continuity across channels<sup>2</sup>
- 59% of channels are managed in silos<sup>3</sup>

Enterprises must address these needs by enabling employees and customers with self-service features to improve productivity, providing personalized access to relevant information, and adding value to employees' daily activities to improve job satisfaction and drive loyalty and brand affinity.

## Solution highlights

Power Virtual Agents in a Day (PVAIAD) is a beginner-level training designed for everyone to learn how to respond rapidly to your customers and employees at scale, using intelligent conversational chatbots. No matter if you are a business expert or an IT developer, you will learn to develop intelligent chatbots quickly in a single day using Power Virtual Agents.



## Customer benefits

- 1 Easily build, deploy, and maintain bots** — Power Virtual Agents accelerates the chatbot-building timeline by combining the skillsets of pro developers and subject matter experts. Pro developers can provide the essential building blocks for chatbots, which can then be used by SMEs to create custom conversations that enhance audience engagement. This synergy between the pro developer and the SME is an important attribute of Power Virtual Agents, helping enhance the chatbot creation process and making the process more efficient.
- 2 Set the customer up for success by leveraging Power Virtual Agents** — now the customer can benefit from investments made by Microsoft in AI to enrich the feature set and capabilities.
- 3 Build bots quickly with generative AI** — Make, test, and publish powerful bots faster using AI within a low-code graphical interface, now with generative AI support for design and responses.
- 4 Deploy across channels and languages** — Engage with customers and employees in multiple languages across websites, mobile apps, Facebook, Microsoft Teams, or any channel supported by the Azure Bot Framework.
- 5 Scale securely with centralized management** — Deploy bots securely using central administration, built-in security roles, and simple management across environments to maintain compliance and governance.
- 6 Improve your bots over time** — Automatically track critical KPIs and identify future bot topics, plus let self-learning AI with natural language processing continuously improve your bots.

1. Global State of Customer Service, Microsoft  
 2. Aberdeen: Empowered Customers Demand a Seamless Experience  
 3. Dimension Data: 2017 Global Customer Experience Benchmarking Report

# Why Kyndryl and Microsoft?

## About Kyndryl

Kyndryl is the world's largest provider of IT infrastructure services serving thousands of enterprise customers in more than 60 countries. As a focused, independent company, we're

building on our foundation of excellence by bringing in the right partners, investing in our business, and working side-by-side with our customers to unlock their potential.

### Providing undisputed leadership



**6.2M** mainframe installed MIPS



**5,200+** WAN devices managed



**15K+** Oracle & SAP instances managed



**576** exabytes of customer data backed up annually



**270K** network devices managed



**3.5M** LAN ports managed

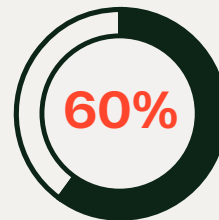
### Microsoft Advanced Specialization Microsoft

- Kubernetes on Microsoft Azure
- SAP on Microsoft Azure
- Analytics on Microsoft Azure
- Microsoft Azure VMware Solution
- Microsoft Windows Virtual Desktop
- Microsoft Low Code Application Development

### Solution Partner Designations Microsoft

- Solutions Partner for Infrastructure (Azure)
- Solutions Partner for Data & AI (Azure)
- Solutions Partner for Digital & App Innovation (Azure)
- Solutions Partner for Modern Work
- Solutions Partner for Security

### Empowering thousands of enterprise customers, including:



of the Fortune Global 100 and more than half of the Fortune Global 500

**25,000+**

Microsoft Certifications

## Kyndryl and Microsoft Advantage

Kyndryl and Microsoft provide the services and solutions to meet customers wherever they are on their cloud journey: on premise, across multiple clouds, or on the edge. With our joint expertise, we work with customers to manage complexity and modernize their operations for rapid business outcomes. We bring together deep design, delivery, management, and cloud technology expertise, supported by an expansive ecosystem, to unlock our customer's potential for long term business impact.

## Next steps

Learn more at the [Kyndryl and Microsoft alliance](#) page. Or visit [kyndryl.com](https://kyndryl.com).

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**kyndryl**

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 Azure Expert MSP