



vision. execution. value.

CLOUD SOLUTIONS

Azure Bot-in-a-Day Workshop



Providing end users with real-time assistance and support is critical in the digital age. Customers expect instant access to information such as order status and product information, along with the ability to modify or add to existing purchases at-will. Meanwhile, employees want to learn about HR benefits, submit IT tickets, and learn about training opportunities – all on the messaging platform of their choice.

Supporting these needs with human interaction can put a lot of stress on an organization's support teams. The Azure Bot Framework and related services can help alleviate this pressure by automating common user interactions, answering questions from existing data sources, provide intelligent routing and interpret user needs using AI-driven services and language recognition.

Leveraging the Microsoft Azure Bot Framework

Our Azure Bot-in-a-Day workshop offers a jumpstart into the world of intelligent bot creation. Our team of experts will demonstrate the extensive list of capabilities the Bot Framework has to offer while tailoring the session to your specific business needs.

Whether you are leveraging Azure Cognitive Services to translate dialogue from international customers, creating web chat options for a customer to change their order, or sending an SMS notification that a customer support representative is ready to speak to them, the Bot Framework will help you quickly improve the quality and efficiency of your user support capabilities.

What's Included

We will perform a custom one-day workshop tailored to your unique solution vision. We will work with your team to help them understand how the Azure Bot Framework works, what is included, how to leverage these services, and how to deploy them.

The engagement includes the following:

- Azure Bot Service walkthroughs
 - Bot Service Framework
 - LUIS
 - QnA Maker
 - Cognitive Services
- Q&A knowledge base (sourced from customer content)
- Training of models
- Emulator integration
- Web, Skype, Microsoft Teams, Twilio, Slack and Facebook Messenger endpoint options
- IT helpdesk, HR, ServiceNow and/or company knowledge base discussions
- Demonstration of publishing a bot to Microsoft Azure

Workshop Deliverables & Outcomes

- Team upskilling
- Customized starting point for future bot enhancements
- Deployed bot solution in Microsoft Azure (dev/test environment)
- Example code
- ARM templates
- Deployment guidance

Why Perficient

We are your partner on your digital transformation journey, implementing solutions on the Microsoft Cloud. Our industry specialists, management consulting experts, and experience design visionaries deliver unparalleled vision, execution, and value.



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(855) 411-PRFT(7738)



INFO@PERFICIENT.COM