



VGC AI Chatbot

Made with Azure AI Search service, Azure OpenAI



Introduction

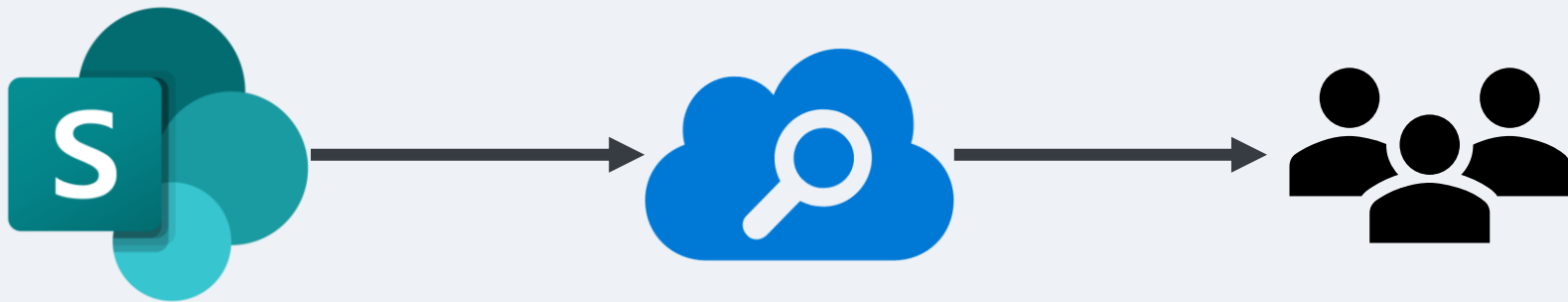
It is designed to serve as an internal chatbot to **answer organization-related questions**, assisting employees on their tasks and improving productivity.

VGC AI Chatbot is made with **Azure AI search service** and **Azure OpenAI model**, integrating with SharePoint Site as knowledge base.

Try to think this way: you've encountered a problem during work, so you have to ask your senior about this – but your senior wouldn't be able to answer everyone's question, if everyone asks.



Workflow



SharePoint Site serves as the central repository aka. knowledge base, to store all organizational documents

Azure AI search service is hosted in Azure cloud, and is linked to SharePoint for searching

End-users access the web app of the AI chatbot, query and get response **instantly**

Benefits

Increased Efficiency

- Provide **instant response**, saving time for employees to search for the information.
- **365/24 availability.** ensuring that support is available even outside of office hours.

Enhanced Productivity

- **Free up human resources** to focus more on complex and value-added activities.
- **Streamline workflows** by integrating with other systems/tools.

Improved Experience

- **Consistent information:** the chatbot provides standardized information, ensuring accuracy and reliability
- **Ease of access:** everyone can access the chatbot easily

Assumptions & Out of Scope

- The customer will appoint a point of contact person to act as the main liaison between them and VGC.
- Once the project timeline has been agreed upon, it must be adhered to in order to prevent scheduling issues.
- 1 Man-Hours will be utilized for Ai Chatbot Training for End User
- Customer must have Microsoft 365 Tenant and minimum Microsoft 365 Business Basic licenses
- Any Physical Hardware & Network Troubleshooting
- Any User Endpoint & 3rd Party Application Troubleshooting not related to the project
- Any Migration (Including User Profile Migrations)
- The solution supports fine-tuning of up to 5 policies.
- No Customize Chatbot design