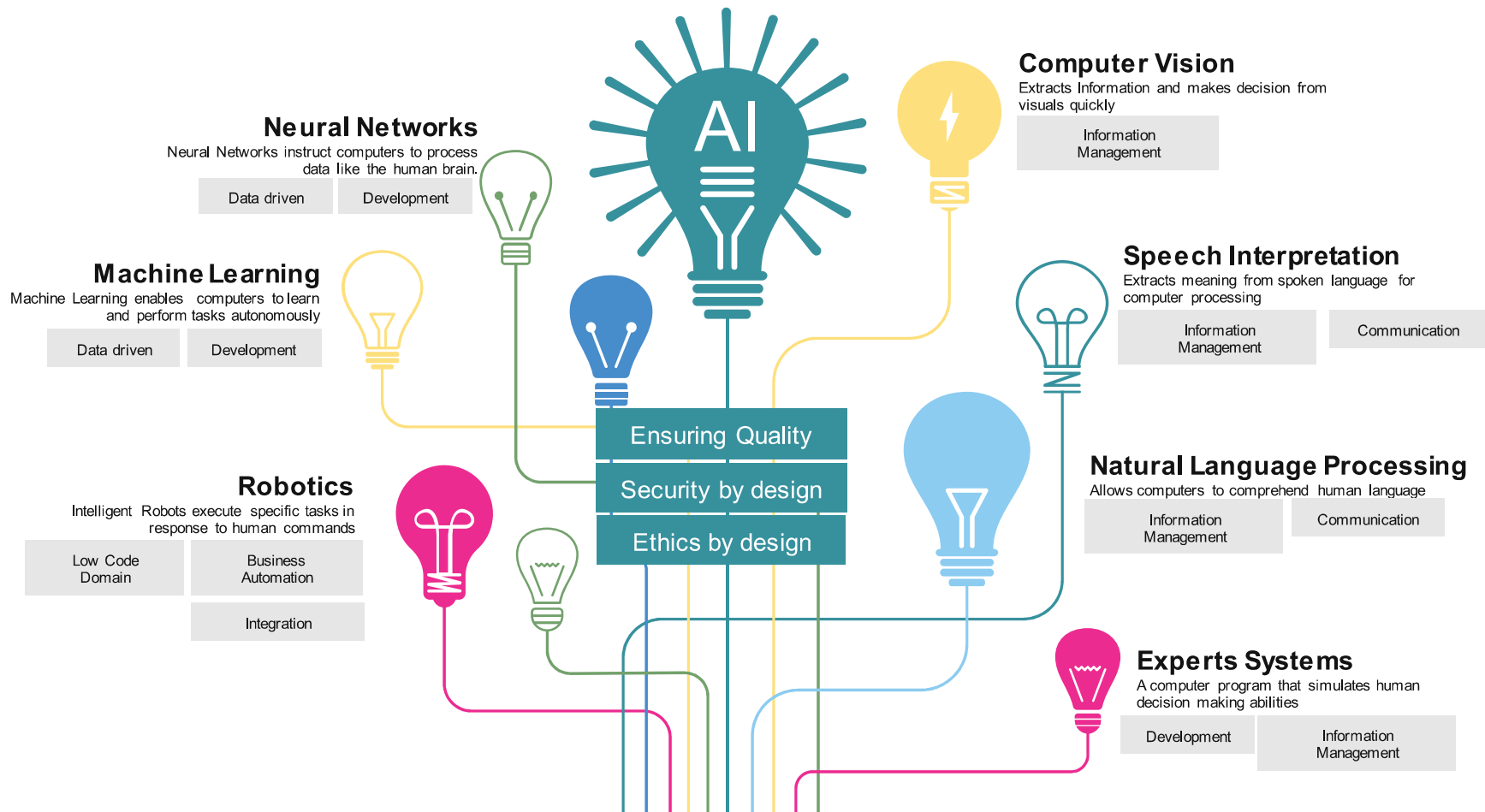


Smart FAQ Bot

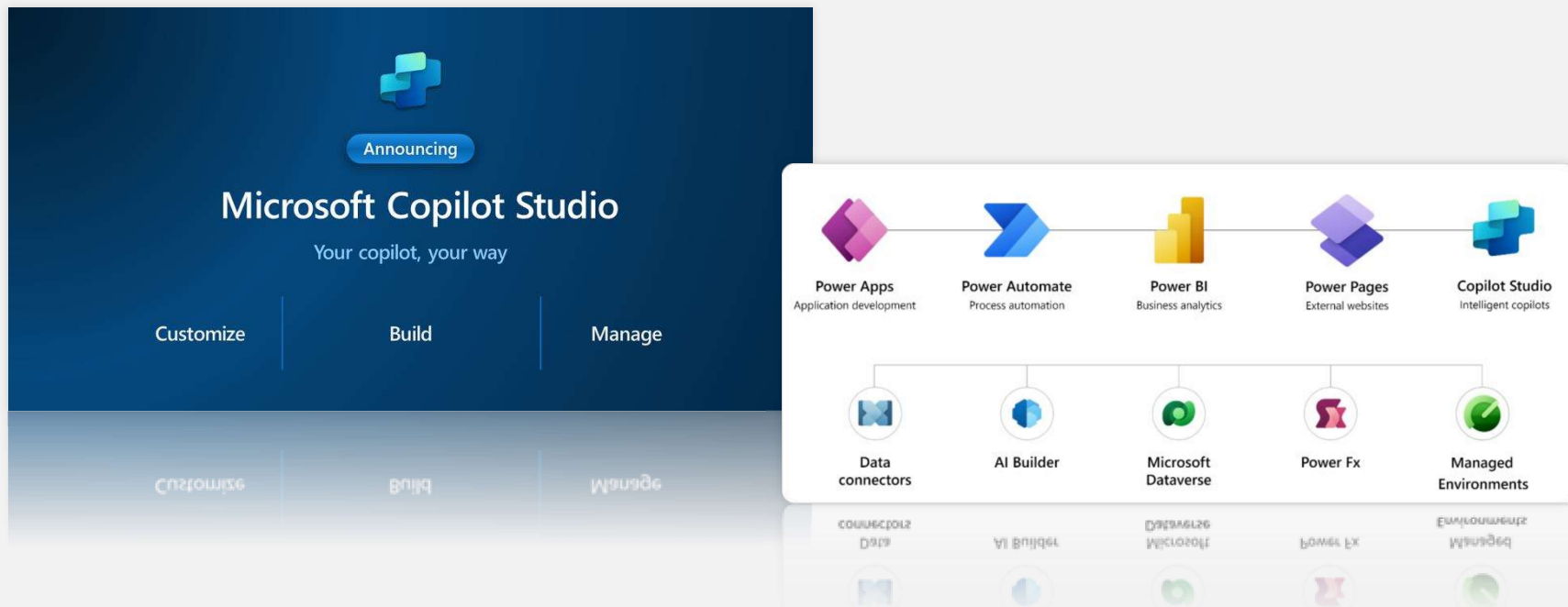
Leveraging FAQ through a conversational interface



Building blocks in Artificial Intelligence domain.



Copilot Studio

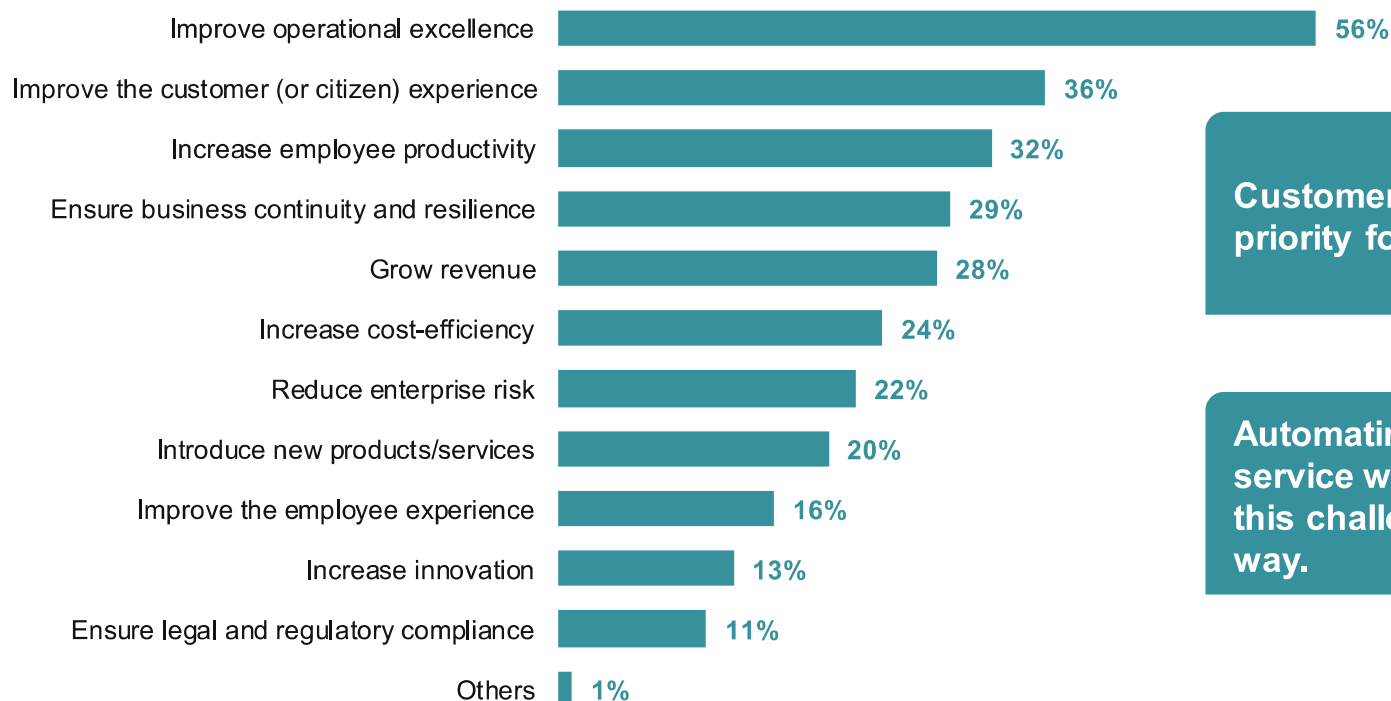


Microsoft Copilot is a companion app that helps in processing information & creating content based on available information in all digital workplace tools of the M365 Suite.

Current Challenge

Trend: Operational Excellence

Objectives of digital investments over last two years



Customer Service is top 2 priority for CIOs

Automating and improving the service will hugely contribute to this challenge in a sustainable way.

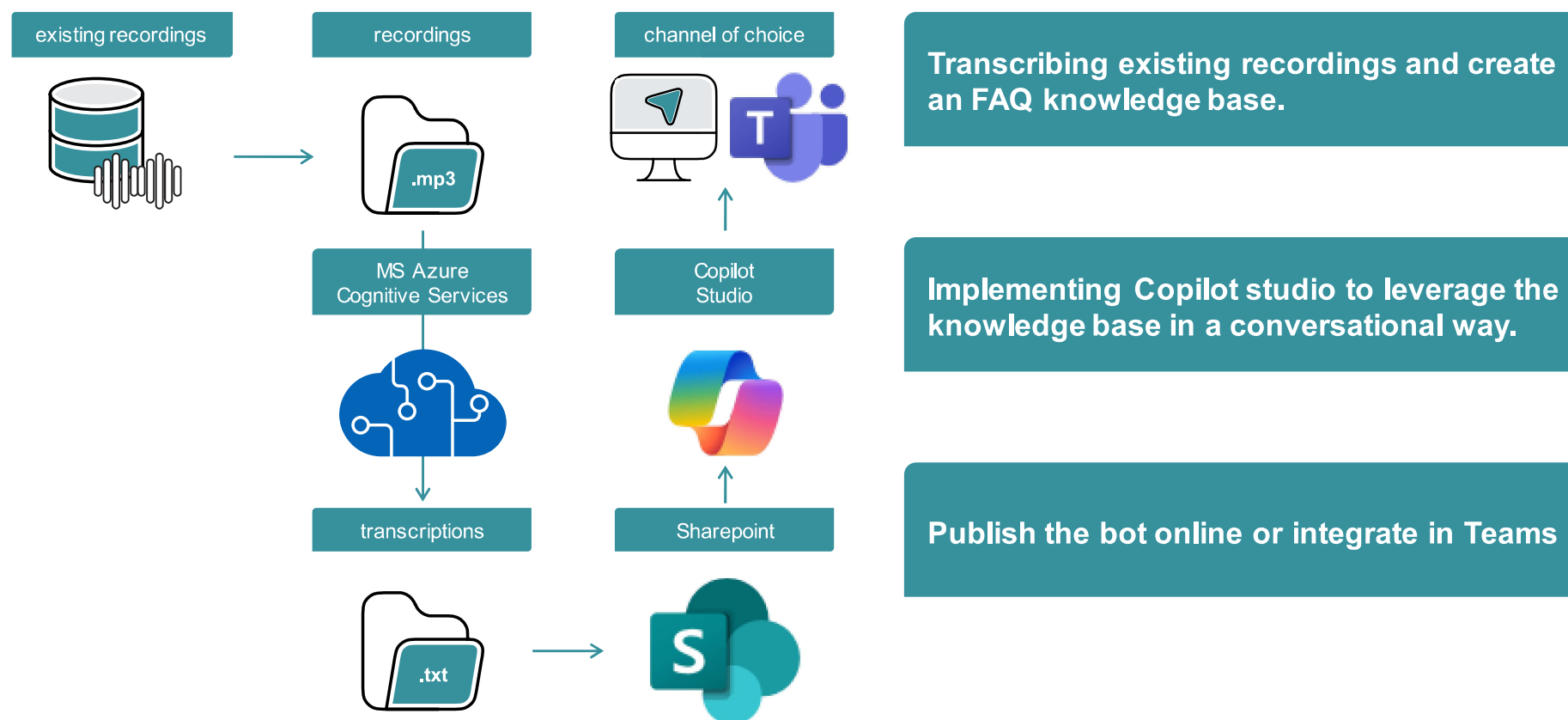
n= 357 Midsize CIOs and technology executives answering, excluding "not sure"

Q: How would you describe the primary objectives of your enterprise's (i.e., your business's or government's) digital technology investments in the last two years?

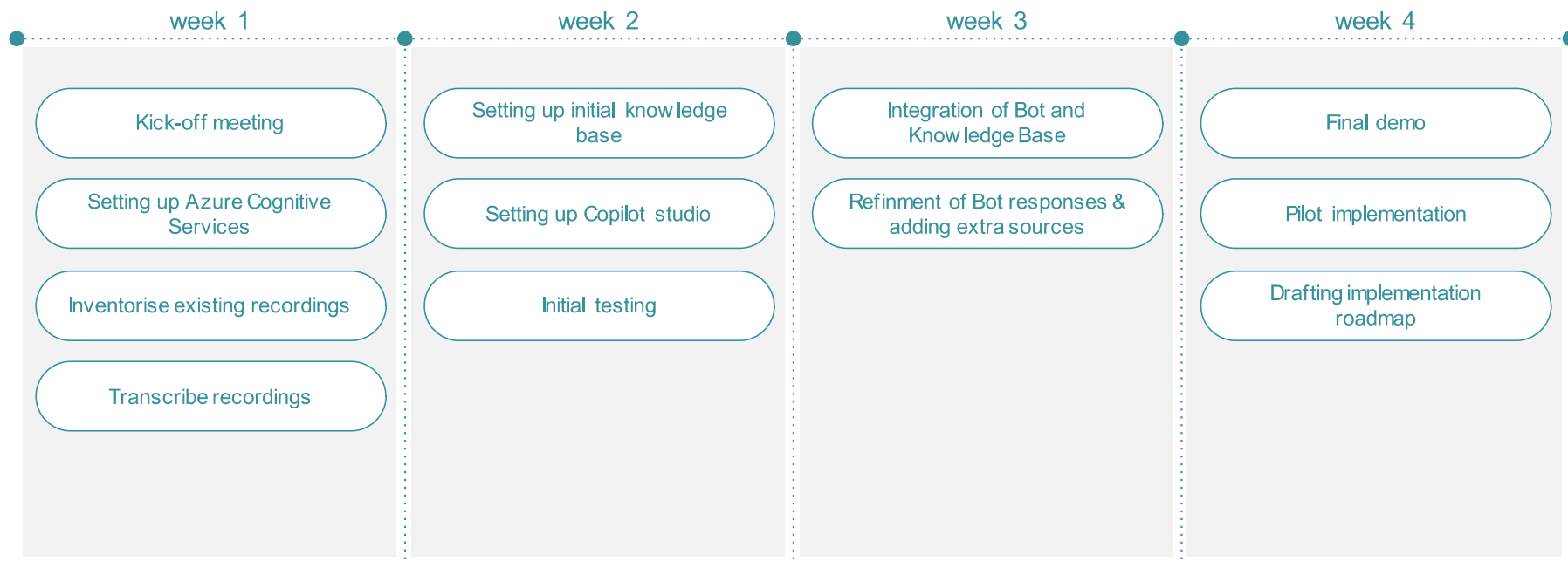
Source: Gartner

Smart FAQ Bot

4 week program, setting up a FAQ chatbot: guaranteeing efficiency gain.

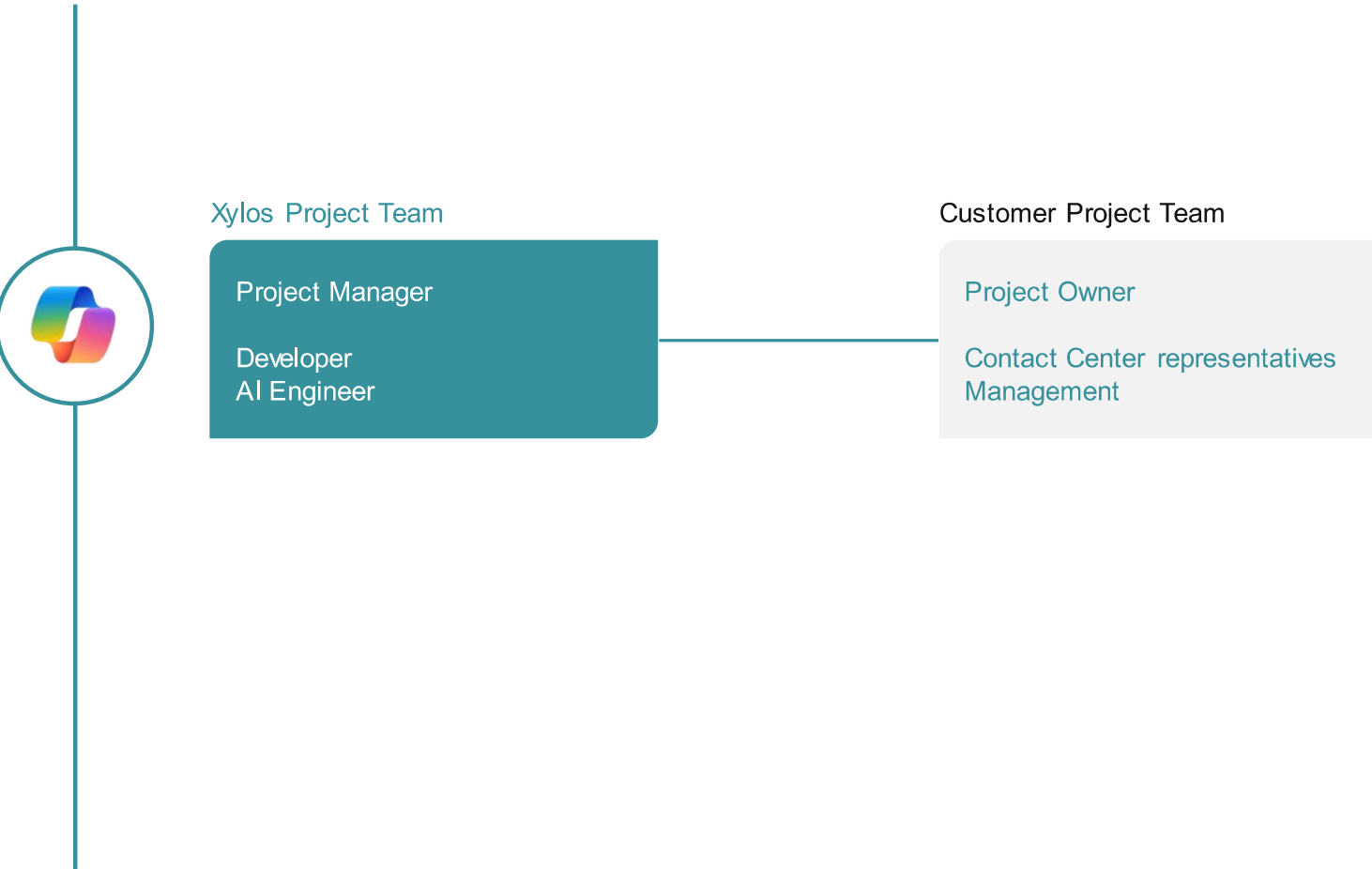


Project approach



Team

Project Team, Digital & Technical coaches on demand



Project Governance & Implementatie



Strategisch	<ul style="list-style-type: none">• Kickoff & Final demo• Presentation of integration roadmap	Start & End
Tactisch	<ul style="list-style-type: none">• Project follow -up Meeting• PM -> status, planning, budget, risks, issues, changes, ...• Technical Demo per component	Weekly
Operationeel	<ul style="list-style-type: none">• Dagelijkse standup meeting met het team• Discuss blocking issues & progress	Daily

Pricing



Fase	Deliverable	Betrokken gebruikers	Budget
Week 1	<ul style="list-style-type: none">Kick-off MeetingSetting up Azure Cognitive ServicesInventorise existing recordingsTranscribe recordings.	Project Manager Developer AI Engineer	€ 7.800
Week 2	<ul style="list-style-type: none">Setting up initial knowledge baseSetting up Copilot studioInitial testing	Project Manager Developer AI Engineer	€ 8.225
Week 3	<ul style="list-style-type: none">Integration of Bot and Knowledge BaseRefinement of Bot responses & adding extra sources	Project Manager Developer AI Engineer	€ 6.900
Week 4	<ul style="list-style-type: none">Final demoPilot implementationDrating implementation roadmap	Project Manager Developer AI Engineer	€ 6.950
TOTAAL			€ 29.875