

Botvise



I give answers 24/7

I guide and give personal advice

I connect to in/external experts



Make people more efficient

Help everybody 24/7 directly with our affordable predefined manageable solution



Empower support

Make sure support desks and trainers can focus on making impact



Gain organizational insights

See who your workforce is and get smarter through technology + involved experts



Ready to go
chatbot + portal



Office 365 content &
chat agents available



Conversation
design support

Knowledge challenges



How can we be present to all of our colleagues?



I am available for everybody 24/7



How can we be more engaging than current communications?



I advise every individual personally and collect statistics



How can we make better use of the knowledge we have?



I am learning continuously thanks to technology and people!



Improvements

Support desk and trainers



1. Unburden (Office 365) trainers and support

Take away the most popular questions and guide the most important topics

Employees



2. Make employees more efficient and happier

Answer questions, get input, define user personas for personal advice

Company



3. Increase organizational knowledge

The bot is constantly learning from questions and the use of language



4. Gain workforce insights

The dashboard visualizes your workforce personas and conversation statistics



5. Reduce costs

Each prevented service ticket saves € 23 and precious time is saved for everybody



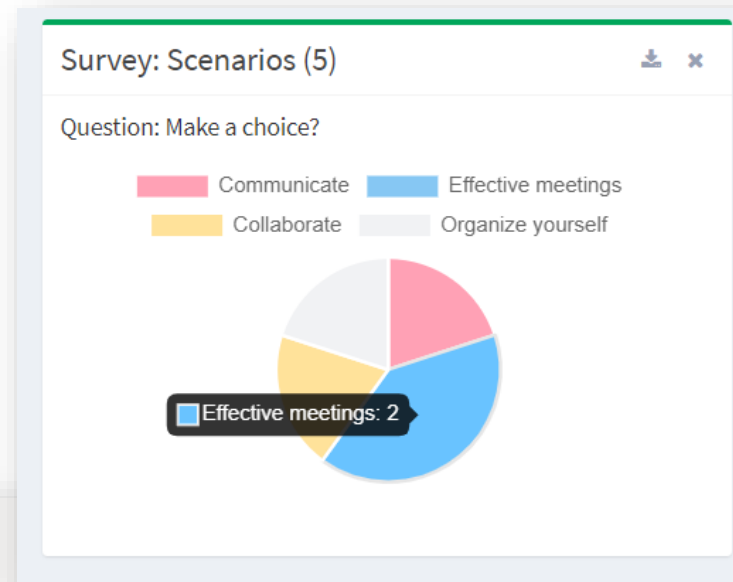
6. Reduce costs

Each prevented service ticket saves € 23 and precious time is saved for everybody

Botwise can answer questions but also ask questions to find an even better answer

By collecting your answers your persona can be determined for even better personal advice.

Statistics of for example user choices are published to the dashboard



5:38 PM
what are the scenarios?

Cofra Bot 5:38 PM
Scenarios are very interesting!

It is better to talk in terms of scenarios rather than individual apps because It is about what you want to accomplish and apps should support that. There are different scenarios we distinguish.

Make a choice

Buttons for choice:

- Communicate
- Effective meetings
- Collaborate
- Organize yourself
- Enough


5:39 PM
Effective meetings


Cofra Bot 5:39 PM
I'll explain to you the scenario "Effective meetings"

Botvise can involve
(a subset of) other
colleagues in finding
yet unknown answers

In the mean time we report an
unknown question.

When the question gets
answered the bot learns

Latest Unrecognized Questions: 

Time	Question
	iuytrty76545678



Cofra Bot 5:26 PM
Hmmm not sure... But I will do anything I can to improve!

Choose your action

Look for an answer!

Look no further, I will provide

Do Nothing

5:26 PM
iuytrty76545678



Cofra Bot 5:26 PM
Sure I will. Could you add some tags for this question?

5:26 PM
Look for an answer!



Cofra Bot 5:26 PM
Ok! Next time you will chat with me and I Happen to know the answer I will let you know.

5:26 PM
password

Botwise can connect
to chat agents
directly, if online

When this provided answer is
approved by the original
question-asker or admin, the
bot learns

The screenshot displays a chat window with a bot named 'Cofra Bot'. The bot's initial response is 'Hmmm not sure... But I will do anything I can to improve!' followed by 'Ah too bad. How should we improve?'. Below this, there are two buttons: 'Take action' and 'Do Nothing'. A user has clicked 'Take action', which is reflected in a purple notification bubble on the right side of the chat window. The bot then prompts the user to 'Choose your action' with four options: 'Look for an answer!', 'Look no further, I will provide', 'Do Nothing', and 'Talk to a chat agent'. The 'Talk to a chat agent' button is highlighted in dark blue. A green notification bubble is overlaid on top of the chat window, reading 'Chat Agent Reque...' and 'New user has requested to chat with you'. Below this, it shows 'Name: Sjoerd Koolen' and 'Last Question: 8765456789eeee'. At the bottom of the notification bubble are two buttons: 'Yes' and 'No'.

Chat Agent Reque...
New user has requested to chat with you
Name: Sjoerd Koolen
Last Question: 8765456789eeee
Yes No

5:31 PM
8765456789eeee

Cofra Bot 5:31 PM
Hmmm not sure... But I will do anything I can to improve!
Ah too bad. How should we improve?
Take action Do Nothing

5:31 PM
Take action

Cofra Bot 5:31 PM
Choose your action
Look for an answer! Look no further, I will provide
Do Nothing Talk to a chat agent

Botvise Admin

- Dashboard
- Settings
- Surveys
- QNA
- Planned
- Admin
- Users
- Backup & Restore
- Chat Agent

Most Popular Recognized Questions

Heb je Teams tips voor me?	28
Wat is een browser?	22
Hoe maak ik een SharePoint teamsite aan?	18
hoe werkt onedrive?	18
Hoe werk ik samen aan bestanden vanuit Teams?	15
Wat is OneDrive? Wat kan ik met OneDrive? Wanneer gebruik ik (12
Wat is SharePoint? Hoe werkt SharePoint? Waarom SharePoint?	10

Most Popular Survey

Teams tips	65
Teams brug	52
OneDrive brug	40
Excel brug	35
OneNote brug	32
Outlook tips	25
Jouw werk-persona	22

Survey: Teams tips (13)

Question: Dit zijn mijn favoriete Teams tips!?

Communiceren	4
Samenwerken	5
Vergaderingen	2
Genoeg zo	2

Survey: Jouw werk-persona (2)

De Verbinder	1
De Overlegger	1

Latest Recognized Questions:

User	Question	Answer
Question asked	heb je teams tips voor me?	
Question selected	Heb je Teams tips voor me?	
Answer	Teams daar vertel ik je graag ...	
Question asked	heb je teams tips voor me?	
Question selected	Heb je Teams tips voor me?	
Answer	Teams daar vertel ik je graag ...	



Ben 11:05 AM

Excel is a spreadsheet solution. You can do financial it. [Here](#) you can find some basic lessons to get started.

I have selected some Excel tips I think are important first?

Please choose

- Creating tables
- Visualize data
- Use
- Navigating
- Enough

11:05 AM
Visualize data



Ben 11:05 AM

Let's assume you have a column with numbers. Select them and click the button in the right bottom corner. There you see options to quickly make your data visual through data bars and to create graphs [.Here](#) I show you!

2	8
5	5
7	3