



predica.

Predica Intelligent Chatbots



Take your communications to the next level
Discover the possibilities of Intelligent Chatbots

Intelligent chatbots that can help automate communications for HR, marketing & sales, customer services departments and more!

Challenges

Customers are faced with the problems of:

- Having a large number of the same queries from customers or employees that have to be answered by the customer services, marketing, sales or HR
- Ineffective time management

Clear information and responsiveness are crucial in business today. Companies can encounter situations when a response to a question was not provided on time and what is more, it was not clear enough.

Ideal Solution

With intelligent chatbots you can:

- Automate your marketing & sales communications
- Interact with potential candidates and simplify the recruitment process
- Answer your employees' questions about policies, benefits or holidays

An interactive bot which chats naturally with your users and answers their queries.

Desired Outcomes

- Faster answers to customer questions
- Automating internal processes
- Improving user experience when contacting customer service

- With Azure Bot Service you can take the conversation with your customers to the next level.
- A QnA bot saves a huge amount of time your personnel spends on answering replicated questions.

Connect better with your customers, prospects or employees!



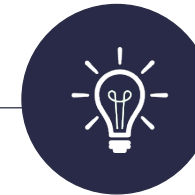
Simple interface for cross-channel communication

- Embed bot control into your website or enable additional channels like Skype or Messenger
- Automate your internal and external communication



Fast, intelligent customer service solution

- Build a conversation flow, so your users feel comfortable and natural when communicating with your bot
- Speed up your business by raising your employees' efficiency



Cutting-edge technologies

- Customize the bot's functionalities to meet your requirements
- Create bots which you can use in a variety of specific scenarios

Predica Intelligent Chatbots + Microsoft Azure

Microsoft Azure Bot Service enables creating smart applications which can communicate with users through natural conversation flow. With bots you can take the conversation with your customers to the next level. Different communication channels like Skype or Facebook Messenger expand the accessibility of your bot.

Solution Alignment

Predica + Microsoft Azure Bot Service

- With this solution you can build, host and manage your bots. It also provides the core components for creating them. Its goal is to speed up bot development with ready-made templates, tools and fast connectivity to different channels like SMS, Facebook or Skype.

Predica + Microsoft Azure App Service

- The Azure App Service is a cloud service that provides an easy way to deploy and maintain a web application environment. Its purpose is to host the chatbot's source code and provide an easy way to communicate with it.

Predica + Microsoft Azure SQL Database

- Azure SQL Database is the knowledge provider for the chatbot where it can find the right answers to user's questions.

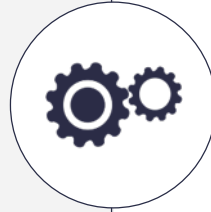
Take the conversation to the next level with our [Intelligent Chatbots](#).

Overloaded with questions on HR processes? Let technology provide the answer(s)!

An electricity supplier in the Middle East wanted to automate the process related to their HR Manual, due to a large number of queries from employees that had to be answered by the HR personnel.

We suggested setting up a QnA bot which would give responses to rules and statements located in the HR Manual directly to the end-user.

With this solution, employees are able to ask questions via a central communication channel such as Skype or a web-application chat.



Win Results

Using the bot interface, users are able to ask the chatbot questions on the HR Manual and get immediate answers.

The solution automates the process related to HR Manual FAQ response.

Employees can communicate with the bot via Skype or a web-application chat.



Why Predica?

- Our mission is **to accelerate transition to self-managed organizations**
- **Microsoft** technology consulting and delivery
- 140+ FTE English-speaking skilled consultants, MVPs and former Microsoft Services employees
- 6 physical locations: Poland (Warsaw, Lublin), Cairo (Egypt), Doha (Qatar), Dubai (UAE), San Diego (USA)
- We work in 29 countries on 3 continents
- We value reliability and making things happen



- Gold Enterprise Mobility Management
- Gold Collaboration and Content
- Gold Application Development
- Gold Application Integration
- Gold Windows and Devices
- Gold Cloud Productivity
- Gold Cloud Platform
- Gold Data Analytics
- Gold Datacenter
- Gold Messaging

