Converser avec l'entreprise

Améliorer la productivité de vos collaborateurs avec notre Bot Service Desk

Konverso

Virtual Support Assistant for 0365

Virtual Support Assistant for 0365 and automated support

Technology	Azure, Cognitive Services, Office 365
Buyer	CIO, Digital officer, HR
Theme	Digital and Modern Workplace
Target Accounts	Large Enterprise Accounts
Industry	All industries
Languages supported	EN, FR, DE
Clients	Computacenter Umanis, AG2R, Bolloré
Average Deal size	100 K€

Konverso provides an off-the-shelf Enterprise Virtual Support Assistant for 0365 on **Azure** that addresses the following challenges:

- Accelerate 0365 deployment
- Accelerate user onboarding
- Reduce the cost of support with self-care
- Increase employee productivity

Konverso's virtual assistant can be:
- scaled through **Microsoft Azure cloud**
- consumed on any platforms such as **Skype for Business**, Website, **Microsoft Teams.**
- extended with **Microsoft Cognitive Services** such as sentiment analysis, speech to text.

vimeo https://vimeo.com/303759259

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Why Transform Now ?

Gartner®

By 2020, 25% of customer service and support operations will integrate virtual customer assistant technology across engagement channels, up from less than 2% in 2015

IDC
ANALYZE THE FUTURE

48% of companies cite improving operational efficiencies as the most important business objective for Artificial Intelligence

KONVERSO
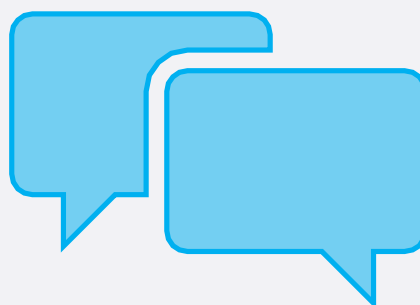
Konverso Value Proposition
Virtual Assistant for 0365

ACCELERATE 0365 USER ADOPTION

Instant answers through 24/7 automated support

IMPROVE DIGITAL EXPERIENCE & ONBOARDING

Simplify and improve Digital Workplace end user experience

REDUCE COST OF SUPPORT FOR 0365

Handle higher volume of routine tasks

✔ **30% less calls to your service desk**

Generate higher adoption of your 0365 application through automated support and elearning
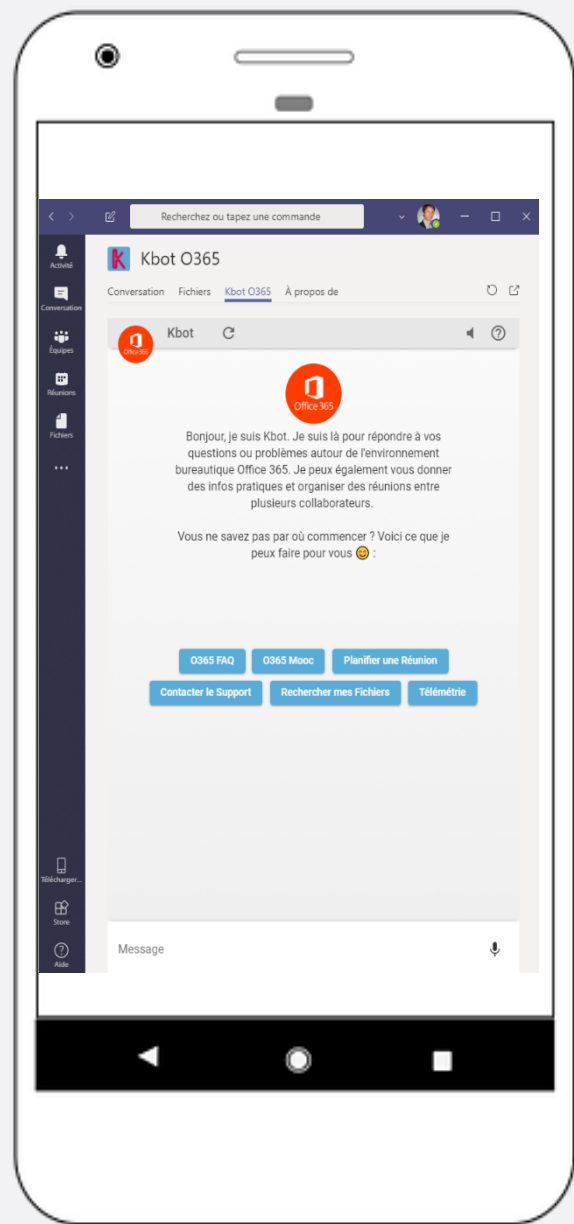
✔ **89% of user satisfaction**

Generate a high end user satisfaction due to eas of access and relevance of results

✔ **30% in savings**

Due to automated support with virtual agent

Virtual Agent for O365
Key Capabilities

Instant deployment on Azure Cloud
Activate your Virtual Assistant in Azure cloud and start enjoying the value of your assistant for all your users

Modern usage with Microsoft TEAMS
Let your user enjoy your office 365 Virtual Assistant through Microsoft TEAMS or Skype Enterprise in English and French

Integration with 0365 elearning MooC
The Virtual Assistant is integrated with 0365 MooC from partner.

Self care
Virtual Assistant comes with a rich data base of self services articles from partner and is connected to MSFT Support

Integration with Live Chat
Transfer to a live human agent at any time during a conversation for a seamless handoff between a virtual agent and an employee.

Increase Productivity
Virtual assistant is integrated with 0365 through Graph API which allows to book meetings for your users and your team, search for your latest presentation in SharePoint/ OneDrive

Telemetrics and Push notification
Virtual Assistant is connected to Windows Log analytics to understand user context on 0365 usage and provide best support
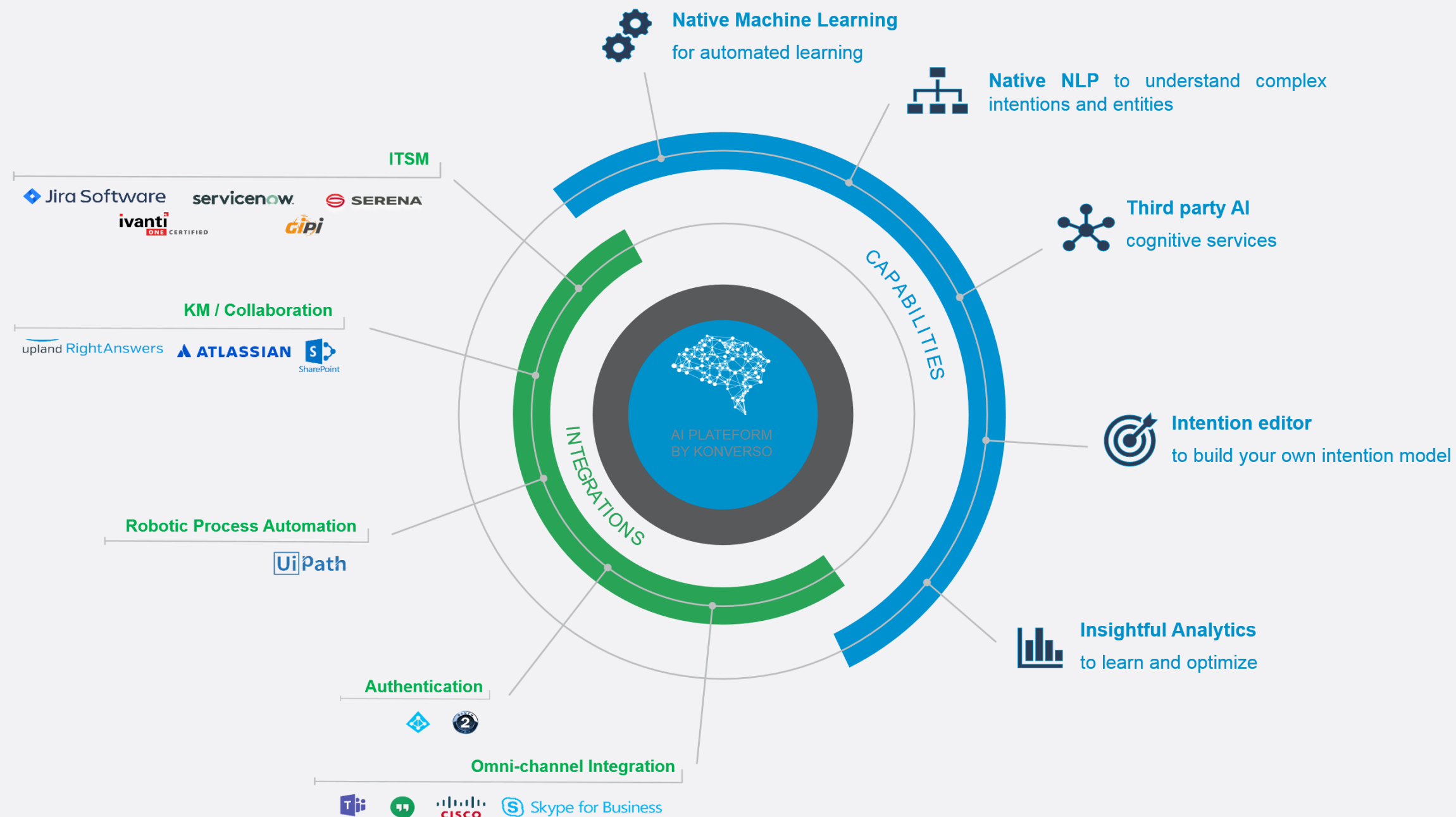
ITSM integration
Virtual Assistant is connected to ITSM solution to manage incident related to 0365 with automated incident classification

Increase capabilities with Microsoft Cognitive Services
Augment your 0365 Virtual Assistant with Capabilities such as Text to speech from Microsoft through our open platform
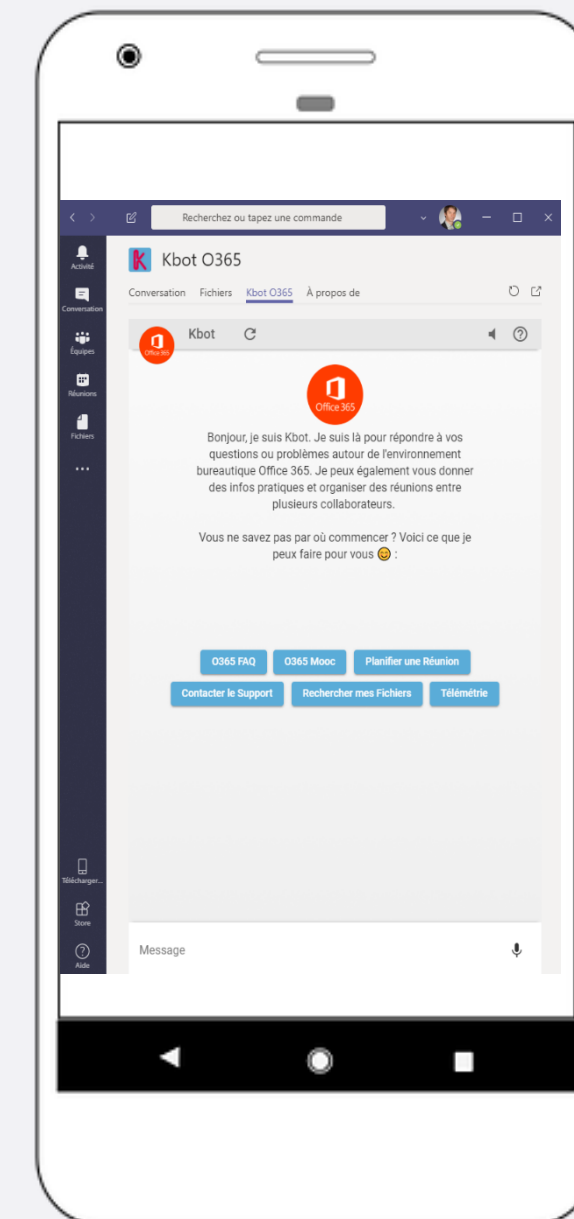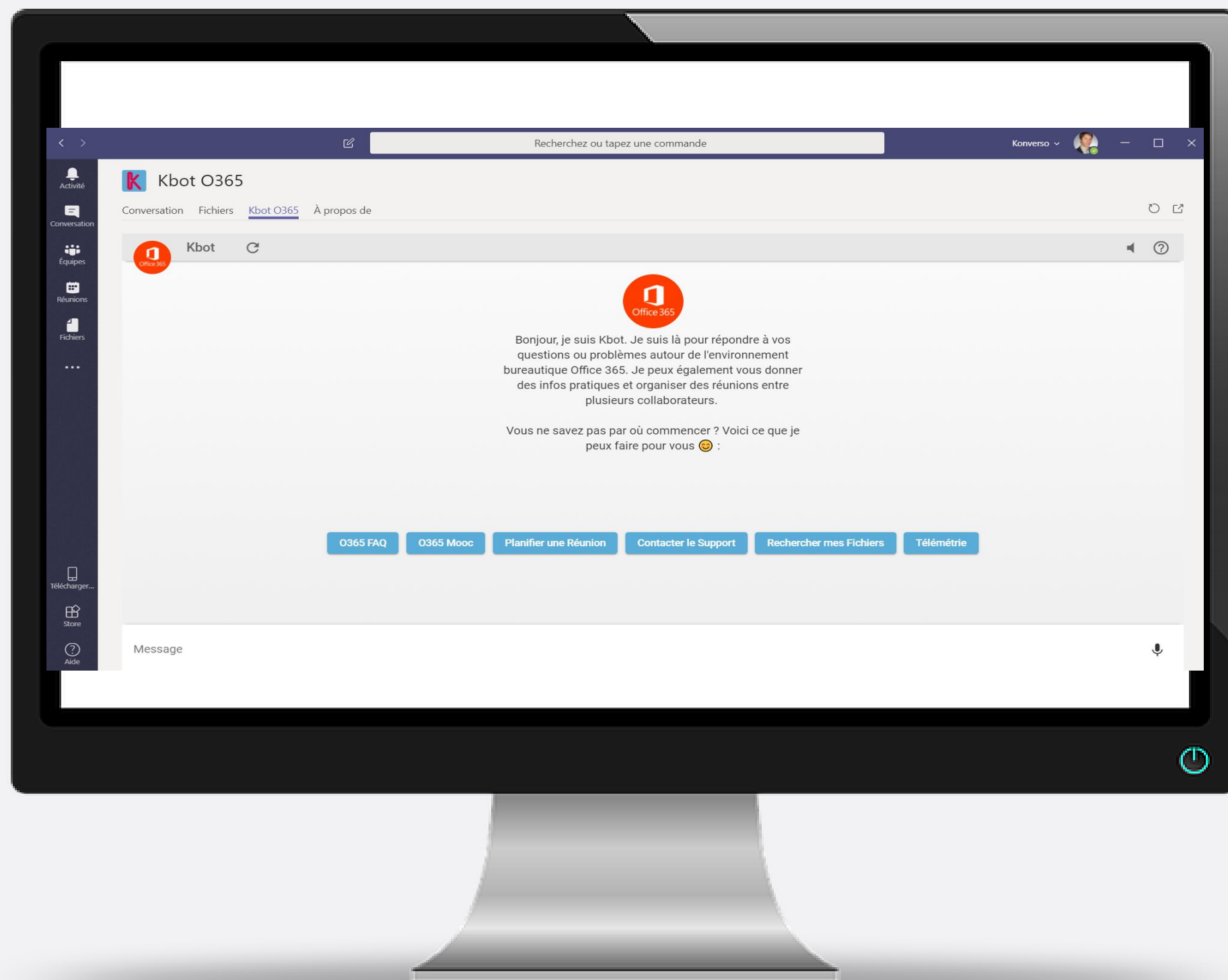
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Platform Highlights

+ BENEFITS

Native Machine Learning
for automated learning

Native NLP to understand complex intentions and entities

Third party AI cognitive services

Intention editor
to build your own intention model

Insightful Analytics
to learn and optimize

CAPABILITIES

INTEGRATIONS

AI PLATEFORM BY KONVERSO

ITSM
Jira Software   servicenow   SERENA
ivanti ONE CERTIFIED   GIPI

KM / Collaboration
upland RightAnswers   ATLASSIAN   SharePoint

Robotic Process Automation
UiPath

Authentication

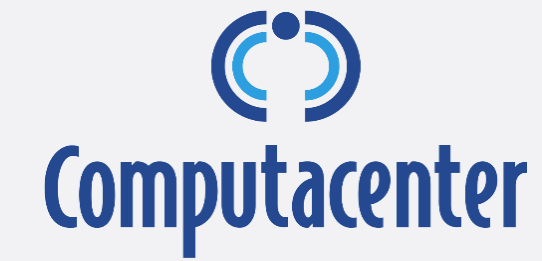Omni-channel Integration
CISCO   Skype for Business

✓ **Consumed on Microsoft Teams, Skype, Google**

✓ **Extended with Microsoft Cognitive Services**

✓ **Scalable on Azure cloud**

✓ **Multilingual solution**

Konverso

Konverso
Solution

Konverso
Customer's story

Computacenter

Knowledge Management

Over the last 4 years, knowledge has become the heart of our service desk activity. 3.500 Service Desk agents leverage the solution on a daily basis.

Evolution

Now, Computacenter wants to improve knowledge self-service experience as its search engine gets 13 000 requests on a monthly basis and ComputaCenter continues to expend digital services.

The value

Thanks to their common work Upland Software and Konverso provide to Computacenter with a solution which will significantly improve self service performance for their 15.000 end users and will be a foundation to expend into more automation scenario

COMPUTACENTER

+ 15.000 employees

+ 30 service centers

+ 3.8 billions £ in revenues

+ 4.2 millions end users supported

COMPUTACENTER BENEFITS

+ Shift Left
+ Automation detection

+ Quality improvement
+ Dashboards

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List of API

Cognitives Services	Microsoft: Text to Speech, Speech to Text Google/ Microsoft: translation Microsoft Bing Custom Search Google Custom Search
Google Gsuite	Google Gsuite: Calendrier
Microsoft 0365	Microsoft Graph API (search calendrier, outlook, onedrive, …) Sharepoint API search
Windows Telemetrics	Windows Log Analytics
Virtual Assistant	Bot 2 Bot: Pandorabots (social chatting) Bot Framework: provides access to multiple channels Cortana Intelligence Enterprise (waiting for Enterprise preview)
Authentification	Microsoft Office365 OAuth2 Google GSuite OAuth2 Microsoft Active Directory OpenAM LDAP
MooC 0365	MooC Mandarine 0365
ITSM	Servicenow: ticket creation, List ticket, Modify ticket, CMDB Other ITSM: JIRA, GLPI, SERENA, Heat Software
Plateforme Digital Workplace	Microsoft: Skype entreprise, TEAMS Facebook Workplace Google Hangouts Chat
Knowledge Management	Servicenow: Knowledge Management RightAnswers Knowledge Management Atlassian Confluence
Robotic Process Automation	UiPath
Monitoring	Zabbix
EAI	SAP PI