

Microsoft Azure: Scenarios

Business Processes Automation with Chat Bots on the base of MS Bot Framework



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Task

Automation of business operation and internal business processes.

Decreasing the workload for IT Service and Technical Support Service.

Incoming requests distribution in automatic mode, determination of initial interest in request.

- IT requests
- HR requests
- Financial requests
- Informating



Solution

Implementation of Chat Bots on the base of **MS Bot Framework** of **Azure Bot** service. You can set up Bot for replies to the questions and create the conversational interface with Cognitive Services QnA Maker and Language Understanding service.

- User-friendly Interface
- Omnichannel
- Business Digitalization
- Mobile apps replacement
- Easy to use



Result

Solution helps to improve the standard communication with clients, increase the company productivity, simplify and speed up the daily tasks.

- Decreasing processing time
- Cost decreasing
- Improving loyalty of employees and customers
- Cheaper support
- New possibilities for business



Business Processes Automation with Chat Bots on the base of MS Bot Framework



Convenient and cost-effective solution for processing of incoming requests. You can customize the bot to your company's needs and connect with various Azure services:

Information Bot

Information Bot is able to answer questions, defined in the knowledge base or the list of questions and answers using Cognitive Services QnA Maker. In addition, Bot can answer more open questions using Azure search.

Bot for commercial requests

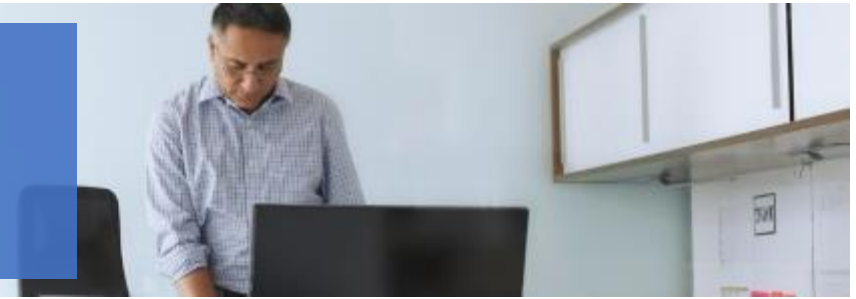
Simultaneous Use of services Azure Bot and Language Understanding allows to create conversational interfaces for banks, travel agencies, entertainment companies and etc. You can improve standard communication with customers via emails or phone. With Azure AD you can identify the guest, and with the help of Cognitive Services to manage voice and text requests based on context.

Bot to increase the company productivity

Azure Bot can be easy integrated with Language Understanding service, it helps to create some multi-functional bots to increase company productivity. Bots can be integrated with external systems, for example, with Office 365 calendars, customer data bases in Dynamics CRM and etc. It helps company to simplify daily tasks.

You get additional value using Azure services to set up the work order and plan. So, you will pay only for the time of service use without downtime.

Azure Bot from Softline based on Microsoft Azure



Softline deploys the corporate bots based on Microsoft Azure with configuration of required services.

Benefits of Cosell solution

Work with high qualified Microsoft partner

Highest partner levels for deployment and support of cloud solutions: **Gold** Cloud Platform, **Gold** Cloud Productivity, **Gold** Datacenter, **Gold** Hosting, **Gold** Small and Midmarket Cloud Solutions.



Reliable and accessible technical support

Softline Technical support service provides support to thousands corporate customers all over the world and has unique experience in Azure. In case it required, we assign Microsoft professionals to assist the cases.



Turn Key Cloud Solutions and additional services

Set up Chat Bot in Azure is the first step to the other effective solutions. Softline proposes other services: App migration to Azure, outsourcing of IT systems, build the forecast models based on machine learning.



Successful case: Chat Bot Implementation for Softline corporate environment



The screenshot shows the SoftlineBotApp interface. At the top, it says "SoftlineBotApp" with a star icon. Below that, there's a "Беседа" (Conversation) header. A menu bar includes "Выберите действие" (Choose action) and various icons for "Создать" (Create), "Удалить" (Delete), "Архивировать" (Archive), "Нежелательное" (Unwanted), "Очистить" (Clear), "Переместить в" (Move to), and "Отмена" (Cancel). The main content area is divided into two columns. The left column shows a list of messages under the heading "Отсортированные" (Sorted). The right column shows a "Helpdesk новая заявка (с помощью бота)" (Helpdesk new request (with bot)) card. The card includes a profile picture of Marat Gubaydulin, his name, the time "Сегодня, 19:25", and a "Ответить всем" (Reply to all) button. Below the card, it says "Автор заявки: Gubaydulin@slmsdep.onmicrosoft.com" and "Текст запроса: Не работает принтер в комнате 112 название print005". At the bottom, there's a chat input field with the placeholder "Введите здесь свой вопрос" (Enter your question here) and a "SoftlineBotApp" message: "Заявка на разблокирование учетной записи принята и будет обработана первым освободившимся администратором." (Request for account unblocking accepted and will be processed by the first available administrator.)

In corporate Softline environment employees daily create huge amount of different requests.

Softline developers decided to implement a chat bot to automate some processes and to decrease the workload for technical service. As a result, lots of daily tasks and operations, which were done by IT- engineers, now are done in automate mode. Some of tasks are resolved by creators of the requests themselves.

Chat bot operates next requests:

Technical Support Requests:

- Automatically send request to HelpDesk email,
- Create Search element on SharePoint,
- Create entity in Dynamics 365 Customer Service,
- Create an entry in HelpDesk system.

Resolve some operations with accounts:

- unblock,
- Change password.

Successful Case: Chat Bot implementation for customer corporate environment

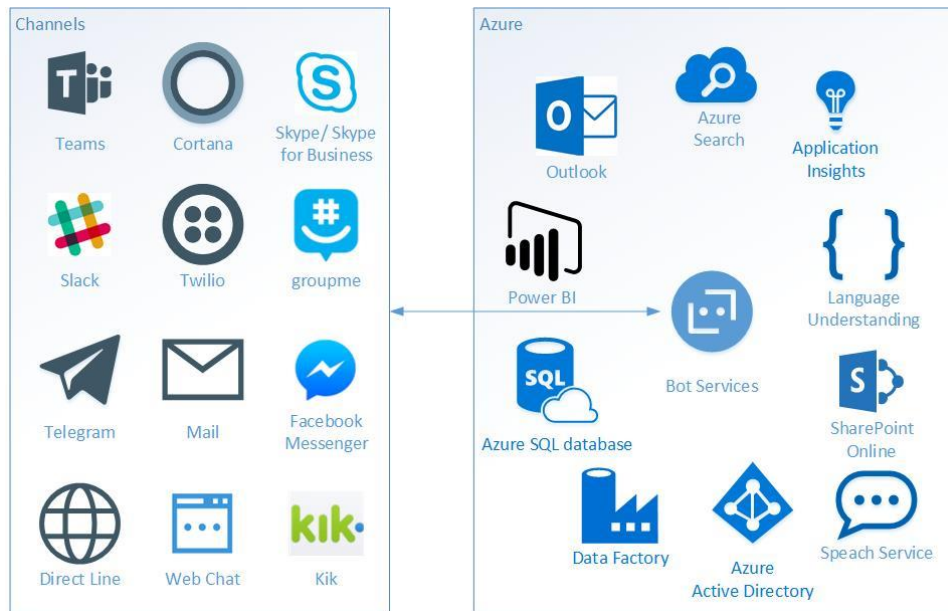


Softline Customer (we signed NDA) faced with problem of distribution of client requests to Help Desk. There was the increasing of new employees so the amount of requests to Help Desk increased to 15-20%. Customer need as fast as possible automate the distribution of requests between system administrators.

Softline specialists proposed to implement the chat bot into corporate environment. The chat bot was developed, it can reply the questions, searching through the knowledge base and lists of Questions and Answers with Cognitive Services - QnA Maker. And with Azure Search service it can reply a lot of open questions.

Solution operates:

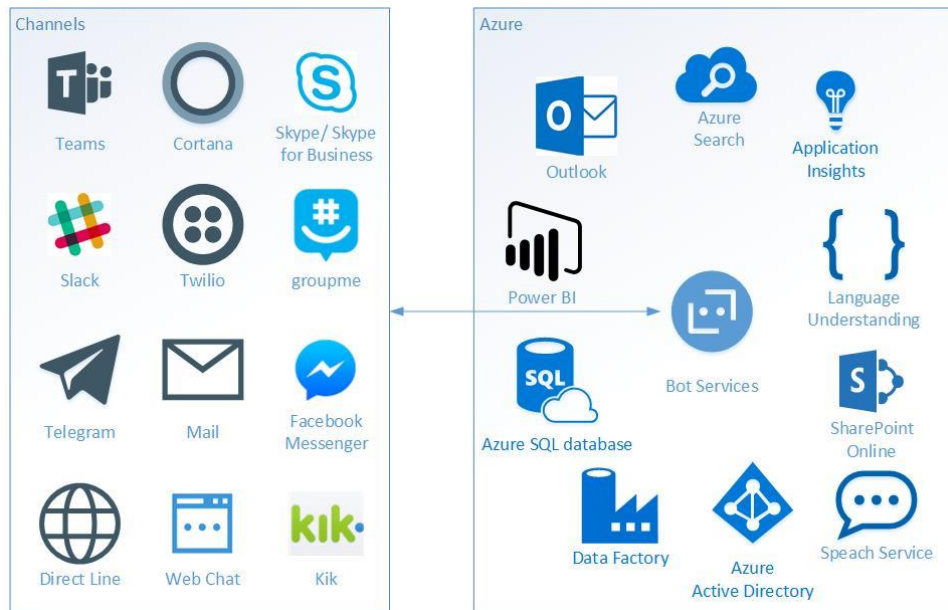
- 1 Employee opens Microsoft Teams app and channel where interactive helper is already installed.
- 2 Azure Active Directory checks the employee identity, if he enter the app for the first time.
- 3 Employee can start the interactive helper and ask bot, what types of questions are supported.
- 4 Cognitive Services creates the list of questions and answers, created by QnA Maker.
- 5 Employee creates the possible request.
- 6 Bot sends request to Azure Search Service, which find the information about app data.
- 7 Application Insights collects operation environment telemetric data to help developers with data about bot productivity and use.



Successful Case: Chat Bot implementation for customer corporate environment



Softline Customer (we signed NDA) faced with need to decrease the workload for the 1st Line of Help Desk by automatic distribution of employees' requests.



The most optimal solution was proposed, It was chat bot implementation. Softline proposed the established solution of Information chat bot, which can reply the questions, based on the list of questions and answers with Cognitive Services - QnA Maker. Moreover, Bot can reply most of the open questions, using Azure Search Service. Solution operates:

- 1 Employee opens Microsoft Teams app and channel where interactive helper (bot) is already installed to increase the enterprise productivity.
- 2 Azure Active Directory checks the employee identity, if he enter the app for the first time.
- 3 Bot can create the requests for employee calendar in Office 365, using Azure Graph.
- 4 Received the data from calendar, Bot requests the data from Dynamics CRM.
- 5 Data goes to user, who can filter it in chat bot window.
- 6 Application Insights collects operation environment telemetric data to help developers with data about bot productivity and use.