



tiLly {today i Learned}

Learner Assist BOT in Microsoft Teams

Engage, Empower and Support your Learners

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tiLly utilises AI to connect learners to knowledge and experts from within Microsoft Teams



Challenges

- Where to find knowledge
- To whom can I escalate for support
- How to retain tacit knowledge within the business
- Ability to connect to internal and managed service knowledge resources from one place

All organisations have knowledge silos and experts, but need the support of technology to build a single connection point. A lot of the knowledge resides with individuals and extracting this tacit asset to retain within the business is critical for continuity and to support an inclusive culture.



Ideal Solution

- Ability to engage with a single entity "from my home page - Teams" to connect to knowledge
- Option to escalate to knowledge experts
- Organically build knowledge bases from 1-2-1 engagements for the benefit of 1-2-many

A supported application that delivers solution outcomes and demonstrates ROI, crystallises organisational-wide contextual use-cases, concurrently transfers knowledge and builds in-house skills to ensure sustainability in adopting a continual transformation strategy.



Desired Outcomes

- Development of an experts network
- Engaged and connected employees
- Retention of tacit knowledge
- Connection to managed-service knowledge
- Continued insight and development

85% of employees could potentially save 4-6-hours per week if they did not have search for or recreate information.

45% of executives said that retaining tacit knowledge when teams members leave is a business priority.

Source – Knowledge Sharing in a changing World - RE4MDJC (microsoft.com)



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Engage, Empower and Support Learners via a BOT within Teams

Tech

- Azure AI / Cognitive Services
- Azure BOT Services
- QnA Maker Service
- Content Search Services
- Q&A / Asset Audit Log
- Integrated Microsoft Teams App
- Power BI Dashboard
- Reporting API
- Microsoft Teams Deployment
- SaaS Model
- Packaged Price Bands

Features

- Microsoft Teams Q&A BOT
- Links to Multiple Q&A and Content Resources
- Returns Ranked Q&A Answers + Content Asset Suggestions
- Offers Escalation to Experts
- Experts Support through standard Teams Channel
- Expert Outstanding Questions Filtering
- Auto Creation of Q&A Database
- Gamification for Experts
- Engagement Insight and Analysis

Differentiation

- Multiple Q&A Services and Content Assets Search from a single BOT
- Contextual Escalation Support from within Microsoft Teams
- Organic Ongoing Building of Q&A from Learner / Expert Engagement via the BOT
- Ratings, supporting Expert Gamification
- BOT Engagement Audit facilitating Employee, Expert and Subject Matter Insights
- Fixed Pricing Model

Partner Value

- Adds Value to Adoption and Engagement Programmes
- Connects Employees to Trained Experts
- Connects Employees to Managed Service Knowledge
- Supports Client Retention Strategies after Programme Delivery
- Delivers a Reoccurring Income Stream
- Facilitates a Lead Generation Channel via Microsoft Teams

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Example Use-cases



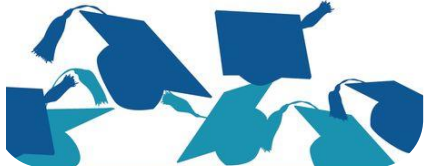
M365 Digital Upskill



Induction & Onboarding Support



Succession Planning



Role Learning Pathways



Product / Service / Project Launch



Solution Support



Internal Systems Support



Generic and Company-specific Function Support



Compliance and Data Policies Support

Partner Case Study



ADOPTION

365Tribe specialise purely in Adoption and Change Management solutions and services for Microsoft 365. Their dedicated Team of Experts live and breathe helping Global clients embrace modern workplace and maximise their investments.



DIGITAL CHAMPIONS

365Tribe's unique and highly developed Digital Champions programmes are renowned for quickly and effectively recruiting, engaging and enabling a network of change agents. This crucial

pillar of your adoption journey is managed and cultivated by 365Tribe to ensure you have the best Champions in the business.

365tribe.co.uk/your-champions

Microsoft
Partner



Challenges

365Tribe identified the need to further connect Champions to the user base. They wanted users to be able to easily locate a Champion to have their Microsoft 365 questions answered, whilst providing on-demand structured learning content to users outside of the Champions community. 365Tribe also required a retention strategy to support programme continuity.

Partner Solution

365Tribe partnered with Tilly Group to leverage the Tilly BOT, and create a unique fully integrated Champ BOT as part of the programme, adding a managed Microsoft 365 Q&A service to the catalogue of short videos to help users learn more about the chosen subject. In addition to searching the Q&A and videos, The Champ BOT gives the users the ability to 'Ask a Champion' and receive detailed and organisation specific answers, from the trained Champion network, right from within their M365 Teams App.



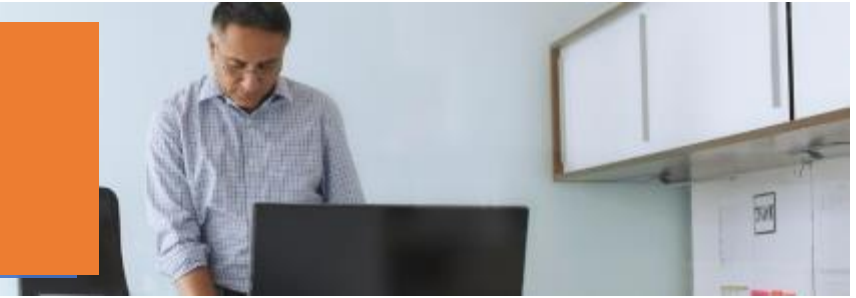
"Partnering with Tilly Group made perfect sense, our client base are now benefiting from being able to further educate their users, whilst seeing vast reductions in support tickets. Our Champions can really showcase their knowledge and skills for the benefit of the organisation. Furthermore, licensing the Champ BOT on an annual basis builds client retention and allows us to continue to support them after the programme delivery"

Zoe Watson, Director, 365Tribe

Client Benefits

- Allows 24/7 access to Microsoft 365 Q&A and Digital Video Assets
- Ability to organically build a company-specific Q&A – securing tacit knowledge
- Provide access to previously unstructured content
- Plug knowledge gaps
- Connects users to a Champions network
- Provide L&D insight and reporting
- Ability to receive a managed service within their own M365 Teams environment

tiLly Supports Partner Engagement and Adoption Programmes



tiLly has been built as a Microsoft Teams BOT in recognition of Teams being central to employee engagement for most organisations.

Partner Alignment

Programme Added Value

Support clients to connect their employees to knowledge and expert networks, supporting and extending the services you provide.



Client Retention Strategy

Connect your managed service knowledge assets to clients 24/7 – outside of programme delivery.



Lead Generation

Access to a market of 270 million Teams users / 750,000 companies who are looking to deploy Apps within Microsoft Teams.



tiLly Analytics



Outputs

- Total questions asked over a defined period
- Most active users
- Number of questions escalated to Champions / Experts
- Champion / Expert Performance – from support, timeline and quality perspectives
- Subject matter analysis – identifying knowledge gaps

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Last 30 days Last 7 days Last 30 days

735 **86** **9**

Questions Questions Questioning Users

Questions asked in the last 30 days



Top 5 Questioners - last 30 days

| User | Questions |
|---------------------|-----------|
| Mark Walsh | 369 |
| Chathuranga Bandara | 134 |
| Izaak Barlow | 101 |
| Luke Day | 85 |
| Adam Blackwell | 29 |

Last 30 days Last 30 days Unanswered

40 **34** **6**

Questions Escalated Answers Questions

Last 30 days Time to Answer (hrs) - last 7 days

6

Answering Champions

Answers from Champions Per Day - last 30 days



Top 3 Champions - last 30 days

| Champion | Answers | Champion | Avg. Rating |
|---------------------|---------|--------------|-------------|
| Mark Walsh | 15 | Izaak Barlow | 4.33 |
| Izaak Barlow | 9 | Luke Day | 5.00 |
| Chathuranga Bandara | 5 | Mark Walsh | 3.27 |

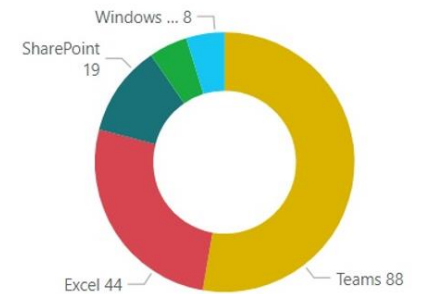
Last 30 days Last 30 days

3 **26**

Entity Type(s) Keyword(s)

Top 5 Searched Keywords - last 30 days

| Keyword | Occurrences |
|----------------|-------------|
| Teams | 88 |
| Excel | 44 |
| SharePoint | 19 |
| planner | 8 |
| Windows Server | 8 |



tiLly Pricing



tiLly BOT
+
M365 Managed Service:
M365 Video Library
M365 QnA Knowledge Base

| Band | License Per Annum | Monthly Equivalent | Per Question Equivalent |
|----------------------------------|-------------------|--------------------|-------------------------|
| Up to 1,000 questions per month | £3,445 | £287 | £0.29 |
| Up to 5,000 questions per month | £8,144 | £679 | £0.14 |
| Up to 10,000 questions per month | £13,281 | £1,107 | £0.11 |
| Up to 20,000 questions per month | £20,370 | £1,697 | £0.08 |
| Up to 50,000 questions per month | £26,961 | £2,247 | £0.04 |

- Fixed Pricing
- Annual Contract
- List Prices Quoted
- Partner Discounts Available
- Unlimited Users



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