



{today i Learned}

# Microsoft Teams Learner Assist BOT

## Connect employees to knowledge and experts from Microsoft Teams

By engaging the BOT, employees can access both organisation-specific Q&A and content and connect to managed-service Q&A and content from commissioned service providers.

In addition, employees have the option to escalate questions to a support network of trained champions / experts, with the provided answers organically building the Q&A.

Multiple knowledge resource points from a single BOT.

### Why customers use tiLly

- Connect Employees to Knowledge and Experts 24/7 – from Microsoft Teams
- Escalate to Experts and Build Q&A, Leveraging 1-2-1 Support for 1-2-Many
- Retain Tacit Knowledge in the Business

#### Customer Value

Connect employees to disparate knowledge bases and an Expert network.

Continually build Q&A through 1-2-1 interactions.

Connect to managed-service specialised knowledge.

**Increase productivity, connect the workplace and support wellbeing of employees**

#### Partner Service Delivery Added Value

Support upskill delivery programmes in Microsoft Teams, by utilising the BOT to:

- Connect learners to managed service Q&A and content
- Connect trained experts to the rest of the organisation
- Build engagement analytics

**Retention and reoccurring income model that adds client value to existing programme delivery**

#### Partner New Business Opportunity

Open up a new channel to market by providing knowledge support via a Microsoft Teams BOT.

Engage organisations, via Microsoft Teams, with a generic Q&A and content service offering, providing the opportunity to upsell extended services.

**The Apps / Service would be available to 270 million M365 Teams users / 1 million organisations**

*“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.*

*Zoe Watson, Director, 365Tribe*



# How tiLly + Teams works to yield business benefits

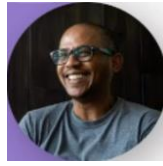
...Integration via a managed content Index and API's to connect tiLly to your assets

...Support clients through experts question escalation managed in a Teams chat channel

...Facilitate client-specific Q&A and content search, complimented by Partner provisioned generic Q&A and content

...Power BI provisioned insights to support client engagement and improved services

...Support lead generation with controlled free trial



## Profitability

Organisations with highly engaged employees have 21% greater profitability than those that don't.

Gallup



## Engagement

86% of top performing companies reported that digital training programmes boosted employee engagement and performance.

PwC's global digital IQ survey

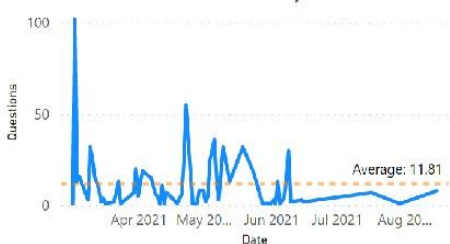


## Satisfaction

94% of employees said that they would stay at a workplace longer if it invested in their learning and development.

LinkedIn learning 2020 Workplace Learning Report

Questions asked in the last 30 days



Top 5 Questioners - last 30 days

Last 30 days

6

Answering Champions

Time to Answer (hrs) - last 7 days



Answers from Champions Per Day - last 30 days



Top 5 Searched Keywords - last 30 days

Keyword	Occurrences
Teams	90
Excel	44
SharePoint	19
planner	8
Windows Server	8



## Why tiLly

...The tiLly BOT can be downloaded straight into Microsoft Teams and connect organisations to your Q&A and learning support assets.

...It combines leading edge Microsoft AI and BOT tech with tiLly value-added features, such as ability to connect to managed-service knowledge bases, expert connection, organic Q&A generation, engagement analytics and fixed pricing.

...tiLly can be white-labelled, providing added value for your existing programmes, support client retention, generates recurring income and connects you to a new audience.

Trial tiLly - Free 30-day trial - All BOT usage costs covered during trial period to allow you to see the value

