

Slalom is a modern consulting firm focused on **strategy, technology, and business transformation.**

STRATEGY

Redefine what's possible

Go beyond the expected. We help you move confidently through ambiguity and risk, focus on your customer needs, and deliver sustainable business value.

TECHNOLOGY

We analyze, architect, and co-create

Learn from your data, create incredible digital experiences, or make the most of new tech. We blend design, engineering, and analytics expertise to help you build the future.

TRANSFORMATION

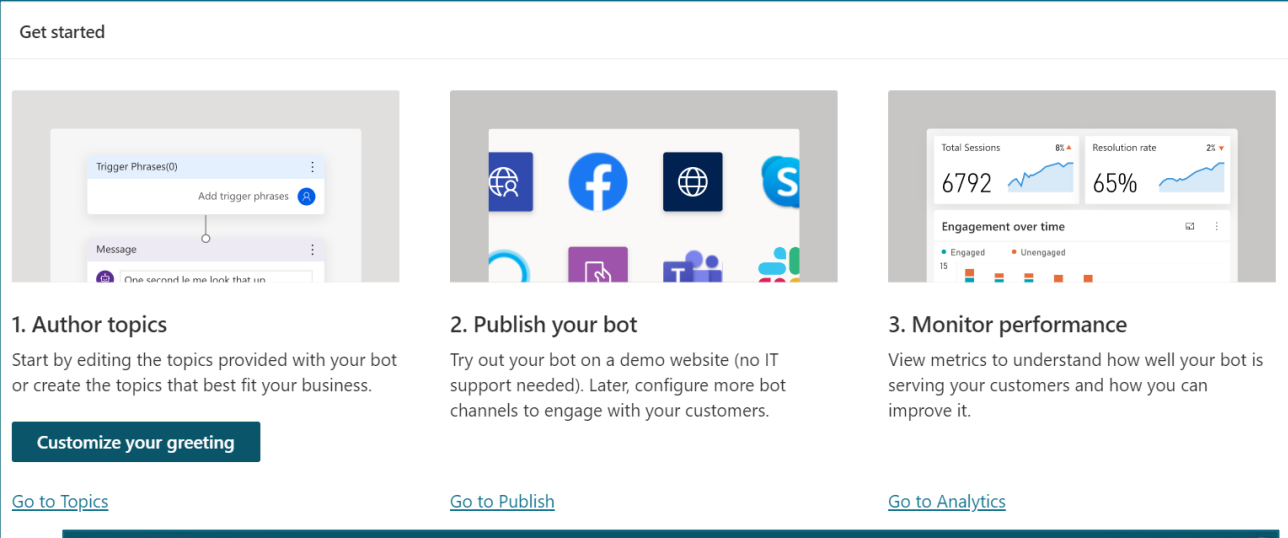
Enact lasting change

New technologies. Shifting customers. Industry disruption. Business moves fast, and we specialize in working through change with you.

Power Virtual Agents

Build the extra help you need.

- Enable subject matter experts to easily create powerful virtual agents using a guided, no-code graphical interface—all without the need for data scientists or developers
- AI-powered chatbots that can resolve common issues and answer questions around the clock
- Integrate chatbots with products & services
- Look up records, personalize conversations, hand off to live agents, and call APIs.



Get started

1. Author topics

Start by editing the topics provided with your bot or create the topics that best fit your business.

[Customize your greeting](#)

[Go to Topics](#)

2. Publish your bot

Try out your bot on a demo website (no IT support needed). Later, configure more bot channels to engage with your customers.

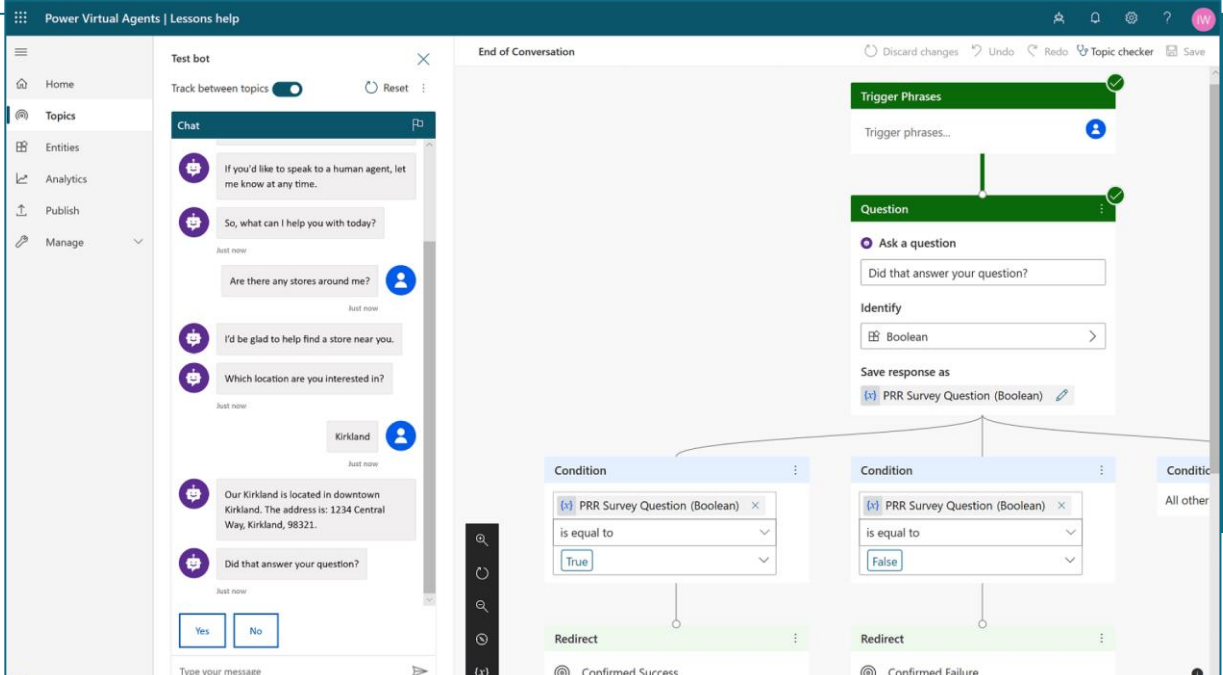
[Go to Publish](#)

3. Monitor performance

View metrics to understand how well your bot is serving your customers and how you can improve it.

[Go to Analytics](#)

Analytics dashboard showing: Total Sessions: 6792, Resolution rate: 65%, Engagement over time (Engaged: 15, Unengaged: 2).



Power Virtual Agents | Lessons help

Test bot

Track between topics Reset

Chat

If you'd like to speak to a human agent, let me know at any time.

So, what can I help you with today?

Are there any stores around me?

I'd be glad to help find a store near you.

Which location are you interested in?

Kirkland

Our Kirkland is located in downtown Kirkland. The address is: 1234 Central Way, Kirkland, 98321.

Did that answer your question?

Yes No

Type your message

End of Conversation

Discard changes Undo Redo Topic checker Save

Trigger Phrases

Trigger phrases...

Question

Ask a question

Did that answer your question?

Identify

Boolean

Save response as

PRR Survey Question (Boolean)

Condition

PRR Survey Question (Boolean) is equal to True

Condition

PRR Survey Question (Boolean) is equal to False

Redirect

Confirmed Success

Confirmed Failure





Solution Areas

Our Microsoft Center Of Excellence (MCOE) expertise combined with our local markets and Slalom Build aligns as follows.

Modern Work



Microsoft 365

O365, Teams, SharePoint Online, Exchange Online, Viva, Mobile and Win 10, Workspace Analytics

What We Do

- Transition to cloud/consolidate M365 tenants
- Modernize endpoint management
- Enable frontline workers
- Modernize communications
- Cultivate employee experience
- Knowledge management

Security



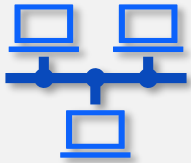
Azure Security

Intune MEM, Azure AD, Adv Threat Protection, Compliance Manager, Sentinel, Purview, IAM, BYOD

What We Do

- Build Zero Trust foundations
- Modernize security/defend against threats
- Secure Azure, hybrid & multi-cloud
- Protect and govern sensitive data
- Manage and investigate risks
- Governance and COE models

Infrastructure



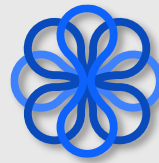
Azure Infrastructure

Blueprints, Enterprise Scale, CAF, Azure Migrate, Infra as Code (TF / Bicep)

What We Do

- Deploy cloud adoption framework
- Establish infrastructure as code practices
- Migrate servers to IaaS and/or PaaS
- Deploy enterprise scale architectures
- Modernize to Azure Virtual Desktop

Digital & Application Innovation



Development Framework

.NET, DevOps, Custom Apps, Kubernetes, Serverless, Web Services, GitHub, Azure Functions

What We Do

- Modernize .NET and Java apps with PaaS, low code and managed databases
- Build cloud native apps with Kubernetes, Serverless and managed databases
- Drive DevOps adoption with GitHub and Visual Studio
- Standardize development tools and practices
- Execute well-architected reviews

Data & AI



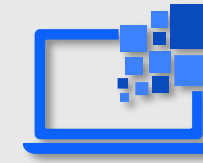
Azure Services

Synapse, Data Lake, Data Factory, Databricks, Machine Learning, Logic Apps, Cosmos DB

What We Do

- Analytics roadmaps
- Intelligent platforms for Data + AI
- Data analytics cloud governance
- Ingestion frameworks
- IoT architecture design patterns

Business Applications



D365 & Power Platform

Customer Engagement (CE), Customer Insights, Power BI, Power Apps, Power Automate, Power Virtual Agents

What We Do

- Personalize customer experience
- Implement all Dynamics CE modules
- Rapidly build apps
- Automate business processes
- Discover business insights
- Low-code development & analytics COEs

Personal connection at global scale

NORTH AMERICA

United States

- Atlanta
- Austin
- Boston
- Charlotte
- Chicago
- Columbus
- Dallas
- Denver
- Detroit
- East Bay
- Fort Worth
- Hartford
- Houston
- Los Angeles
- Minneapolis
- New York
- New Jersey
- Orange County
- Philadelphia
- Phoenix
- Portland
- Salt Lake City
- San Diego
- San Francisco
- Seattle
- Silicon Valley
- South Florida
- St. Louis
- Washington DC
- Westchester/
Southern CT

NORTH AMERICA

Canada

- Montréal
- Toronto
- Vancouver

ASIA PACIFIC

Australia

- Melbourne
- Sydney

Japan

Tokyo

EUROPE

United Kingdom

- London
- Manchester

• = Build Center