

# Think Chatbot



**THINK AI**

CONSULTING

FOR THOUGHT LEADERS ONLY.



# Managed Service Providers need 24x7 helpdesk support and resource cost are high



## Challenges

It is costly to keep an IT helpdesk running 24x7

Most employees would NOT want to work during off hours



## Ideal Solution

MSPs are looking to augment their staff with intelligent solutions to save time and cost

There have been instances where MSPs are paying overtime as employees are overbooked and can't attend to all ticket requests



## Desired Outcomes

1. Chatbot which can be first thing to start supporting customers.
2. Team gets extra help in scheduling appointments
3. MSPs are able to save time with chatbot as IT support agent

Customers have been very interested in this solution



# Think Chatbot : Bring personality to your business



## Unleash the power of Artificial Intelligence in your BOT

### Enhance engagement with your customers

#### **Engage with your customers in a new innovative way and improve the overall customer experience**

- Track whether user liked the answers bot provided to ensure user is happy with the answers
- Ensure user is provided a way to be engaged 24x7

### Drive up productivity

#### **Let AI based chatbot be a replica of your star employee/rep**

- Better utilize your time by letting the Bot respond on the basic questions while they do more meaningful and valuable work.
- Let users consume bot via the channels they prefer, e.g. web, MS teams and be more productive

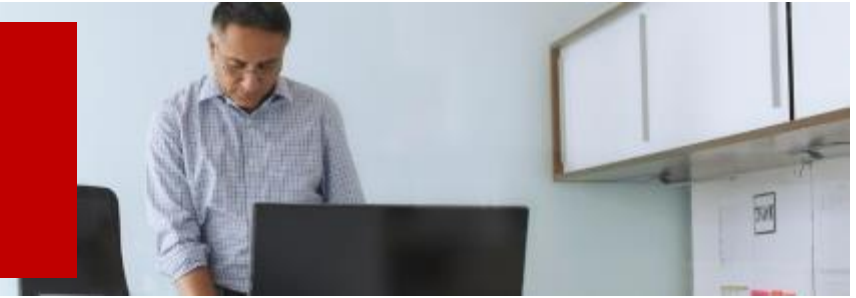
### Quick setup and training of AI based bot

#### **Chatbot setup takes few days (1-3 days) to get you up and running**

- Spend few days instead of weeks/months to setup the chatbot
- Upload hundreds of questions to "train" the Bot with your business language
- Easily monitor the bot to improve its knowledge and make it more intelligent

"Chatbots will fundamentally revolutionize how computing is experienced by everybody." -**Satya Nadella**

# Think AI Chatbot on Azure



**Deploy a ready to use Chatbot based on Azure bot framework on your website or Microsoft Teams Channel**

## Solution Alignment

Use the power of Azure AI to help your customers

Engage with your customers in a new innovative way and improve the overall customer experience



Drive up employee productivity with Microsoft AI solution

Better utilize your time by letting the Bot respond on the basic questions while they do more meaningful and valuable work.



Deploy a Microsoft AI Based agent within 3 days and free up your calendar

Chatbot setup takes few days (1-3 days) to get you up and running



## Customer Success Story



"Bot has been very useful in reducing the time we used to spend on answering basic questions to our customers. No Customers just chat with bot. And then our support team handles the advanced questions. "

- Chance Weaver, President, IT Responsive

- 10/01/19
- Vertical/Region – Managed Service Provider/Southern California

## Win Results

### First line of helpdesk support

Our Bot is able to help users with their basic technical questions, complex queries and training video support. These questions gets lost in details and can easily consume a significant amount of time.

### 24/7 Availability

Our Bot is available 24/7, ensuring there is always timely help available. The Bot is able to conveniently and rapidly manage basic support tasks like password resets, application management, answering FAQs, etc.

Bot was extended to Responsives' Client to help them with IT Tickets Our Bot allows IT Responsives' clients to check on their ticket status, create new tickets, see the latest comments on their tickets, see who the technician is who is assigned to their ticket, and schedule an appointment with technicians, all through the Bot.