ALFA Connections

Copilot Extensibility and OpenAI Offerings

alfa connections

Microsoft
Solutions Partner

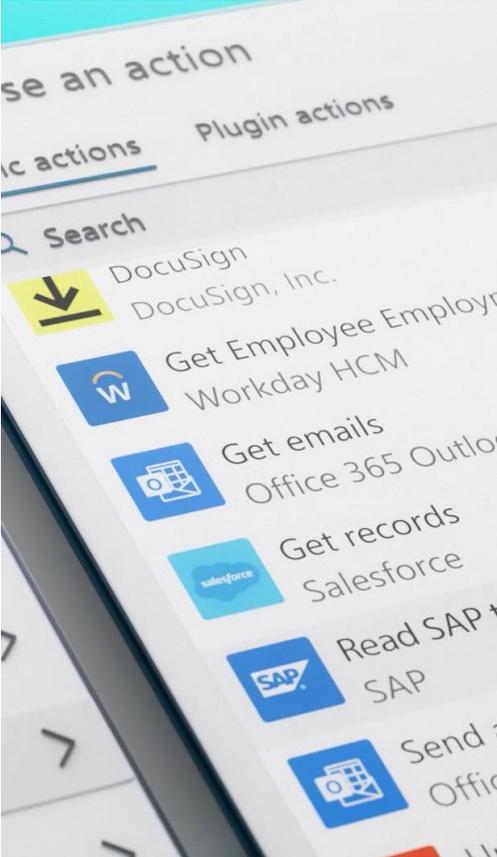# Custom Copilot Chatbots - Copilot Extensibility

Streamline interactions, enhance employee engagement, and provide instant customer support with our Enterprise Chatbot solutions. Powered by Copilot Studio, leverage on the latest Generative AI capabilities to accelerate your bot development and knowledge coverage

Workflow Integration
Our chatbot solution can integrate workflows to provide a complete resolution for your end users.

Security and Compliance
Leverage on the security and compliance features of Microsoft 365 and our expertise in security

Bot Performance Insights
With our Power BI expertise, build a custom report on monitoring your bot performance

Generative AI
Make use of OpenAI to surface answers from your own knowledge base

Use Cases

HR Employee Self-Service Bot
Chatbots can act as virtual HR assistants, enabling employees to access information and perform self-service tasks on top of answer HR FAQs

IT Helpdesk Bot
Chatbots can be highly beneficial in various IT (Information Technology) use cases, improving efficiency, providing quick support, and enhancing the overall IT experience.
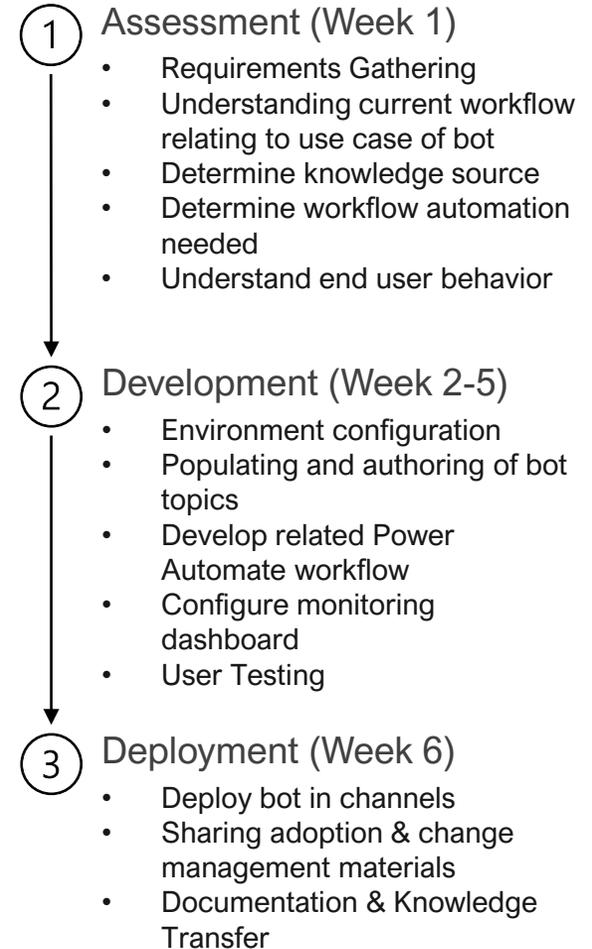
Procurement/Finance
Empowering users with self-service capabilities while enabling procurement teams to focus on strategic initiatives and supplier relationship management.
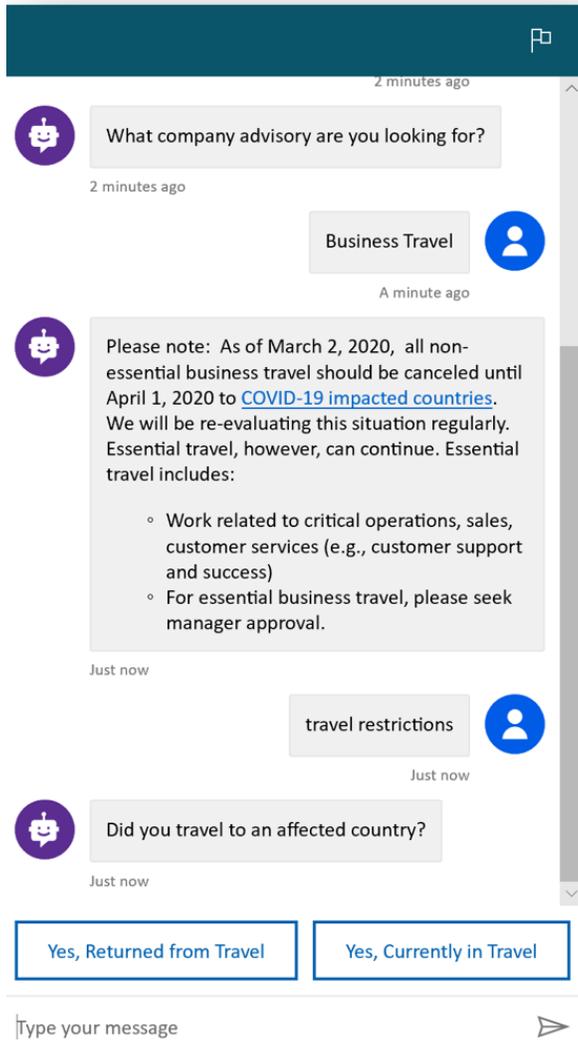
Customer Concierge
Enhance response times, reduce wait times, provide self-service options, and free up human agents to handle more complex inquiries, resulting in improved customer satisfaction and loyalty.

Scope and Phases*

1 Assessment (Week 1)
- Requirements Gathering
- Understanding current workflow relating to use case of bot
- Determine knowledge source
- Determine workflow automation needed
- Understand end user behavior

2 Development (Week 2-5)
- Environment configuration
- Populating and authoring of bot topics
- Develop related Power Automate workflow
- Configure monitoring dashboard
- User Testing

3 Deployment (Week 6)
- Deploy bot in channels
- Sharing adoption & change management materials
- Documentation & Knowledge Transfer

*Detailed scope of work to be provided and refined upon engagement

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$ Cost
Starting from USD$ 20,000*

ECIF Enabled

Engagement
6 weeks

Assess, Develop, Deploy

Target Audience
Human Resource, IT & Infra, Procurement, Customer Support

alfa connections

HR Employee Self-Service Bot
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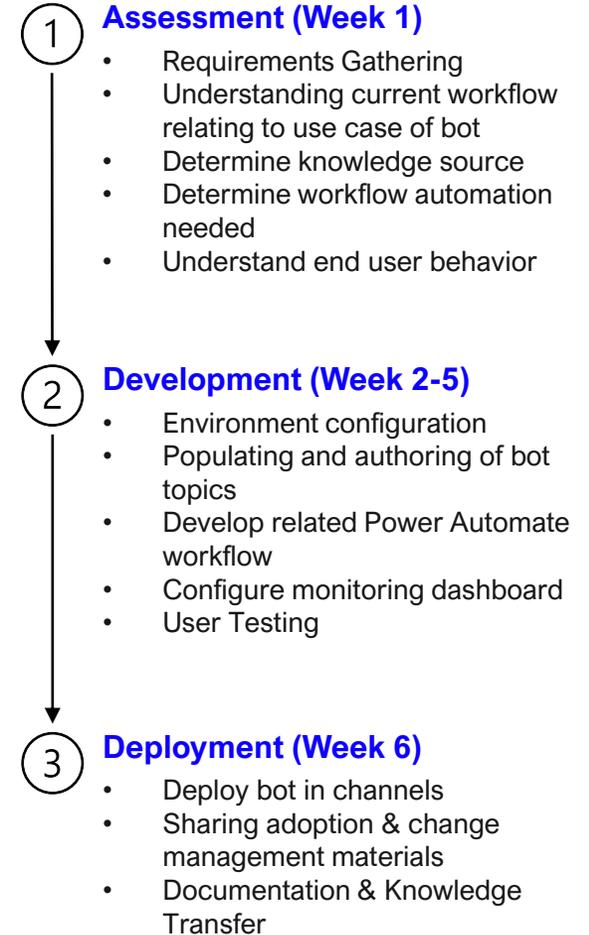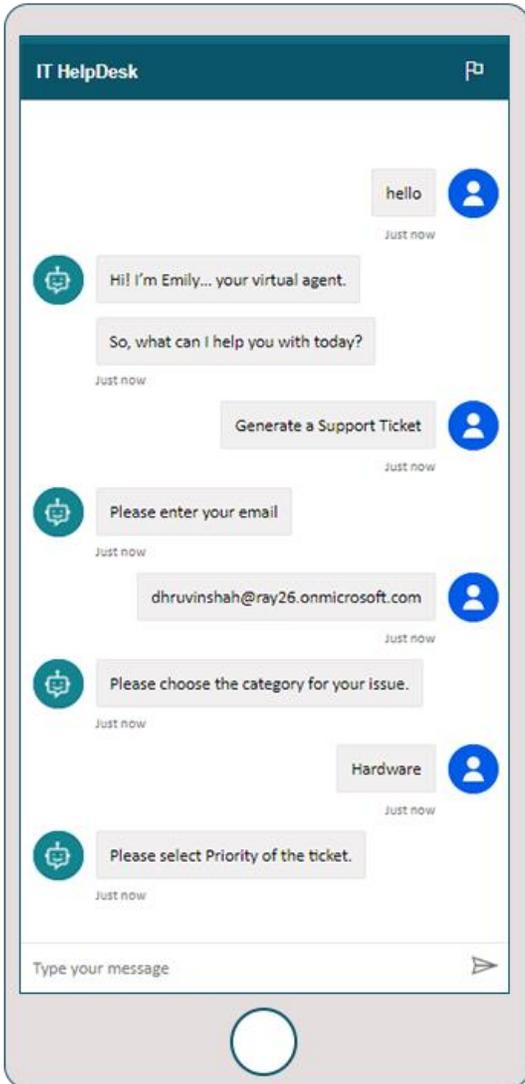
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IT HelpDesk

hello
Just now

Hi! I'm Emily... your virtual agent.

So, what can I help you with today?
Just now

Generate a Support Ticket
Just now

Please enter your email
Just now

dhruvinshah@ray26.onmicrosoft.com
Just now

Please choose the category for your issue.
Just now

Hardware
Just now

Please select Priority of the ticket.
Just now

Type your message

IT Service Desk Bot
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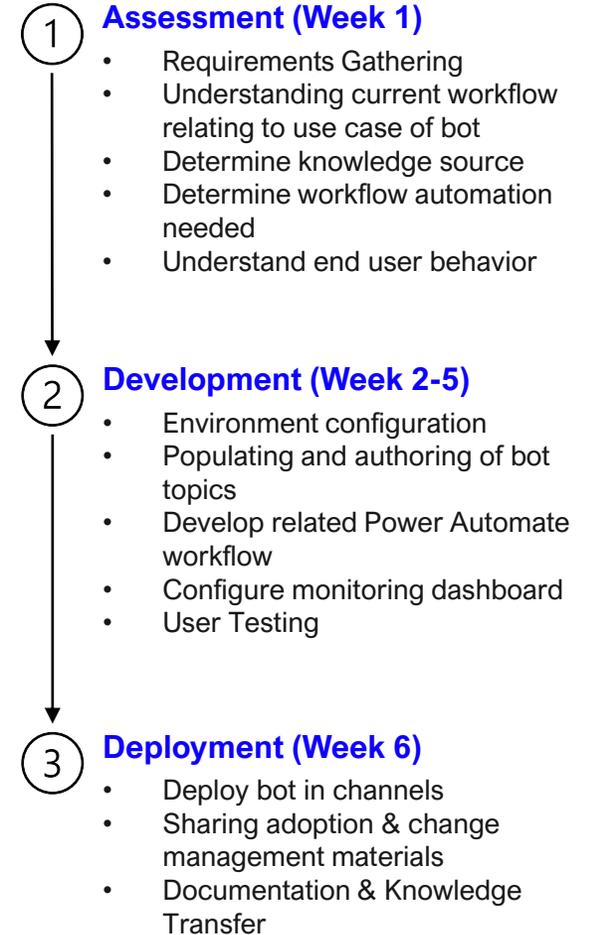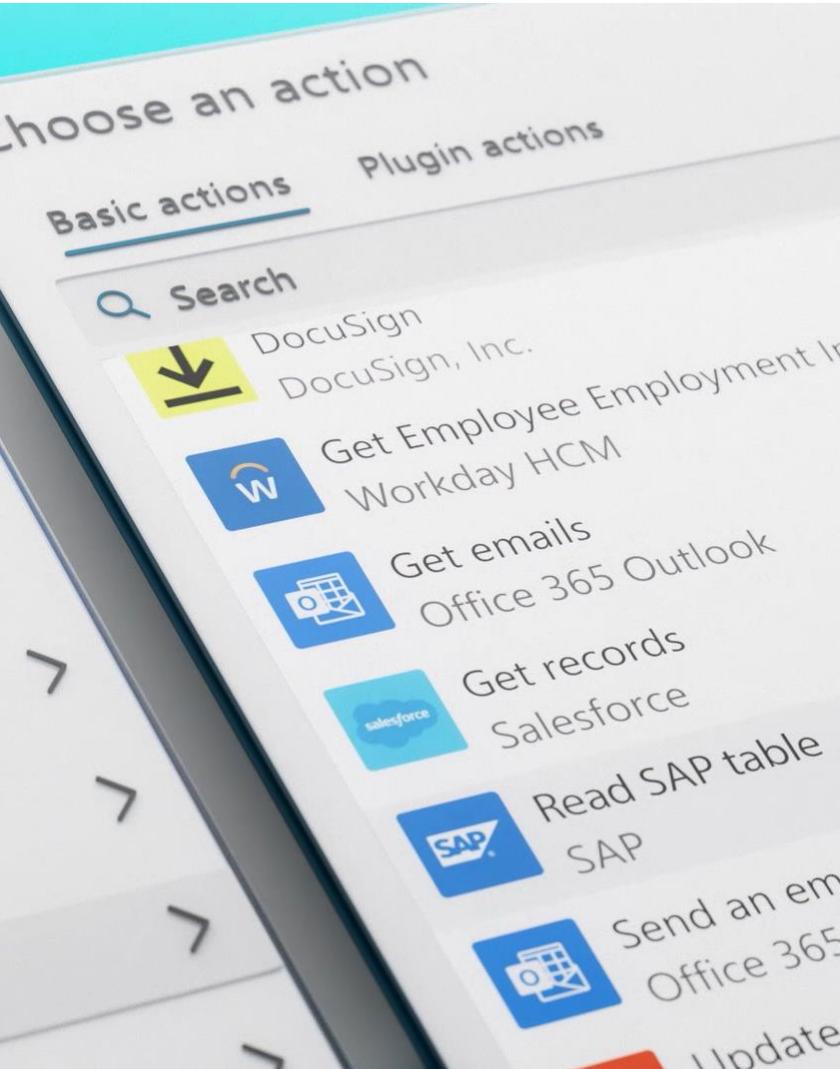
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Copilot Extensibility

Finance & Procurement Employee Self-Service Bot
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Empowering users with self-service capabilities while enabling Finance & Procurement teams to focus on strategic initiatives and supplier relationship management.

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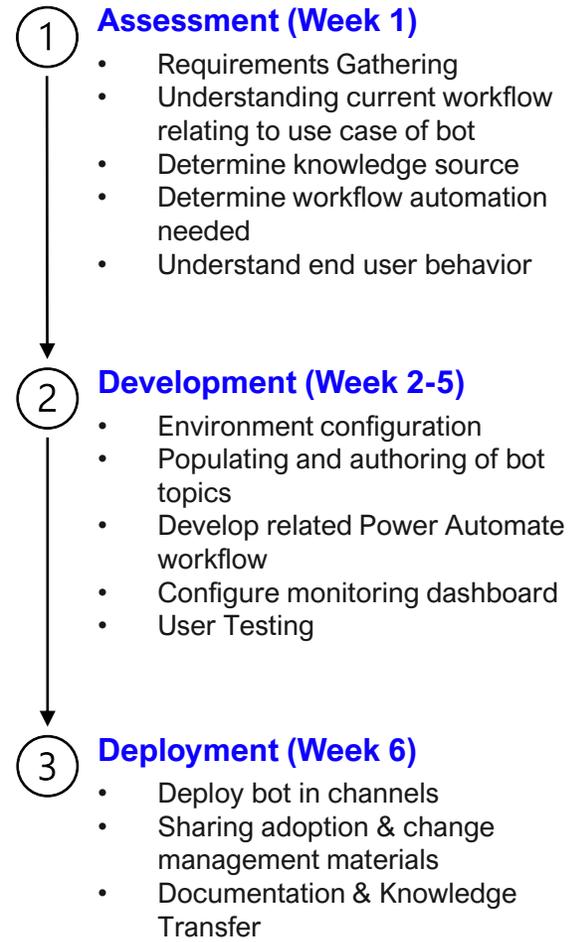
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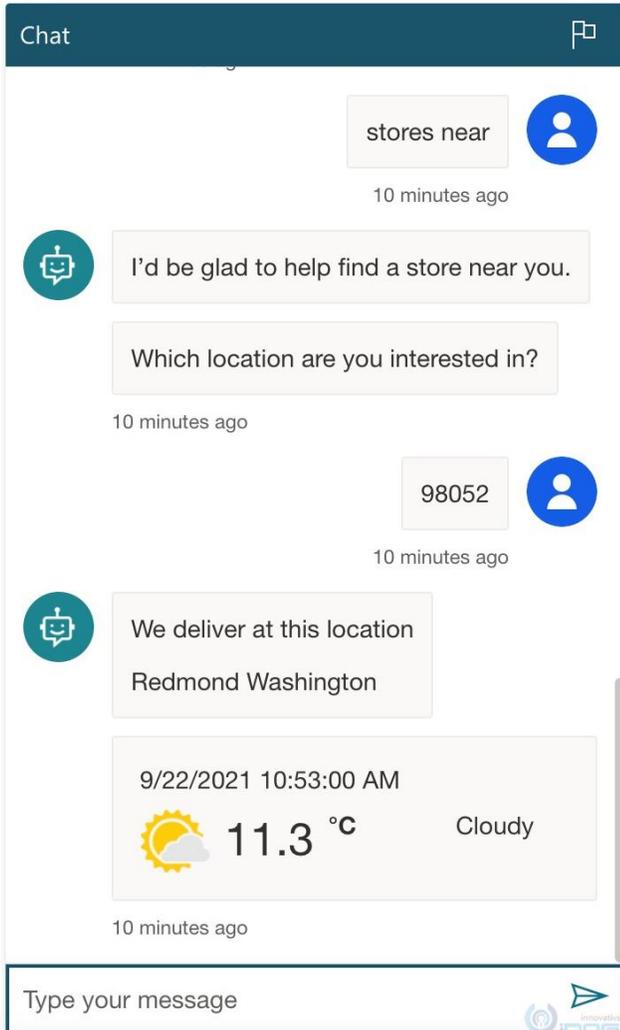
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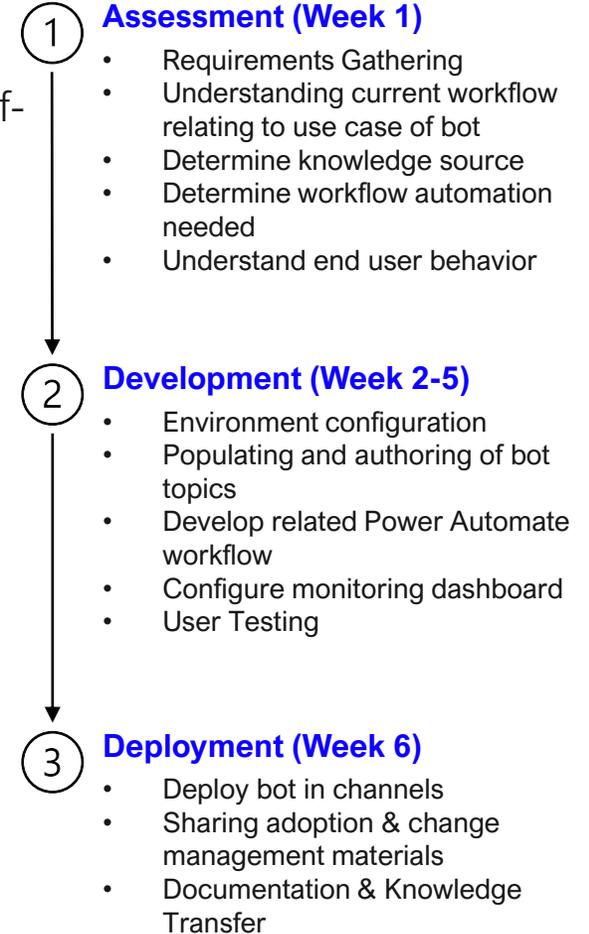
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Chat

stores near
10 minutes ago

I'd be glad to help find a store near you.
Which location are you interested in?
10 minutes ago

98052
10 minutes ago

We deliver at this location
Redmond Washington

9/22/2021 10:53:00 AM
11.3 °C Cloudy
10 minutes ago

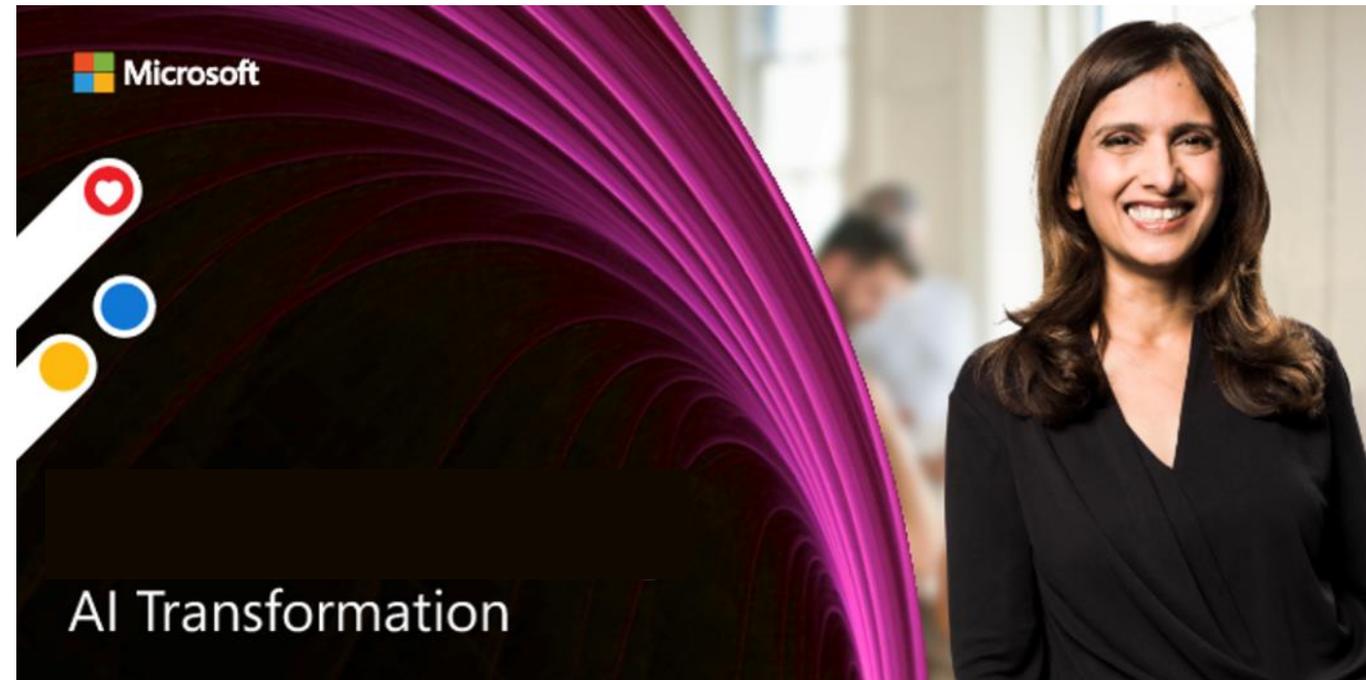Type your message

Microsoft Copilot Studio AI Advisory

Transforming Enterprise Communication with Copilot Studio

- Easily create your own chatbots
- Act quickly with seamless integration
- Build smart bots using rich, personalized conversations

No matter if you are a business expert or IT developer, you will learn to develop intelligent bots in less than a week using Copilot Studio

This consulting service will teach you the fundamentals of building a Power Virtual Agents, where you will be able to easily create your own bots without writing code, take action quickly with seamless integrations, and build smart bots using rich and personalized conversations.

Delivered by Partner who are deeply knowledgeable about Power Virtual Agents and can help your organization get the most value out of your virtual agent ideas.

Module 1	Module 2	Module 3	Module 4
Plan Your First Copilot	Create Your First Copilot	Authoring 101	Build Power Automate Flows

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AI Resume Screening Solution
Powered by Azure OpenAI

Transforming HR Hiring through AI Assisted Talent Short-Listing

Accelerate your hiring process with an AI-powered resume screening solution that effortlessly identifies top candidates, saving you valuable time and resources.

Data Transformation
Extracts words from documents, PDF, and images in readable format

AI-Powered Resume Analysis
Leverage generative AI for intelligent resume analysis and predictive candidate insights.

Expert Delivery
Delivered by AI enabled partner who is deeply knowledgeable about Power Virtual Agents and can help your organization get the most value out of your virtual agent ideas.

Target Verticals:

Construction, Engineering, Oil and Gas and Large-Scale Projects

Assessment (Week 1)
- Requirements Gathering
- Understanding current workflow relating to use case of bot
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- Determine workflow automation needed
- Understand end user behavior

Development (Week 2-5)
- Environment configuration
- Populating and authoring of AI topics
- Develop related OpenAI workflow
- Configure monitoring dashboard
- User Testing

Deployment (Week 6)
- Deploy solution in customer environment
- Sharing adoption & change management materials
- Documentation & Knowledge Transfer

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