



Do what matters

Intelligent Agent Assist

GenAI Starter Solution

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Intelligent Agent
Assist**

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Get Started

Transform call center operations and performance with live actionable insights

Use Generative AI to boost operational efficiency of your contact center and empower your agents to focus first on serving your customers



From

To



Inability to leverage call insights for decision-making and problem-solving



Automatic identification of and classification of call intents



High time to resolution due to large volume knowledge base



Reduced time, effort, and costs associated with retrieving answers



Limited number of audio calls reviewed for compliance



Real-time identification of script adherence and analysis of performance

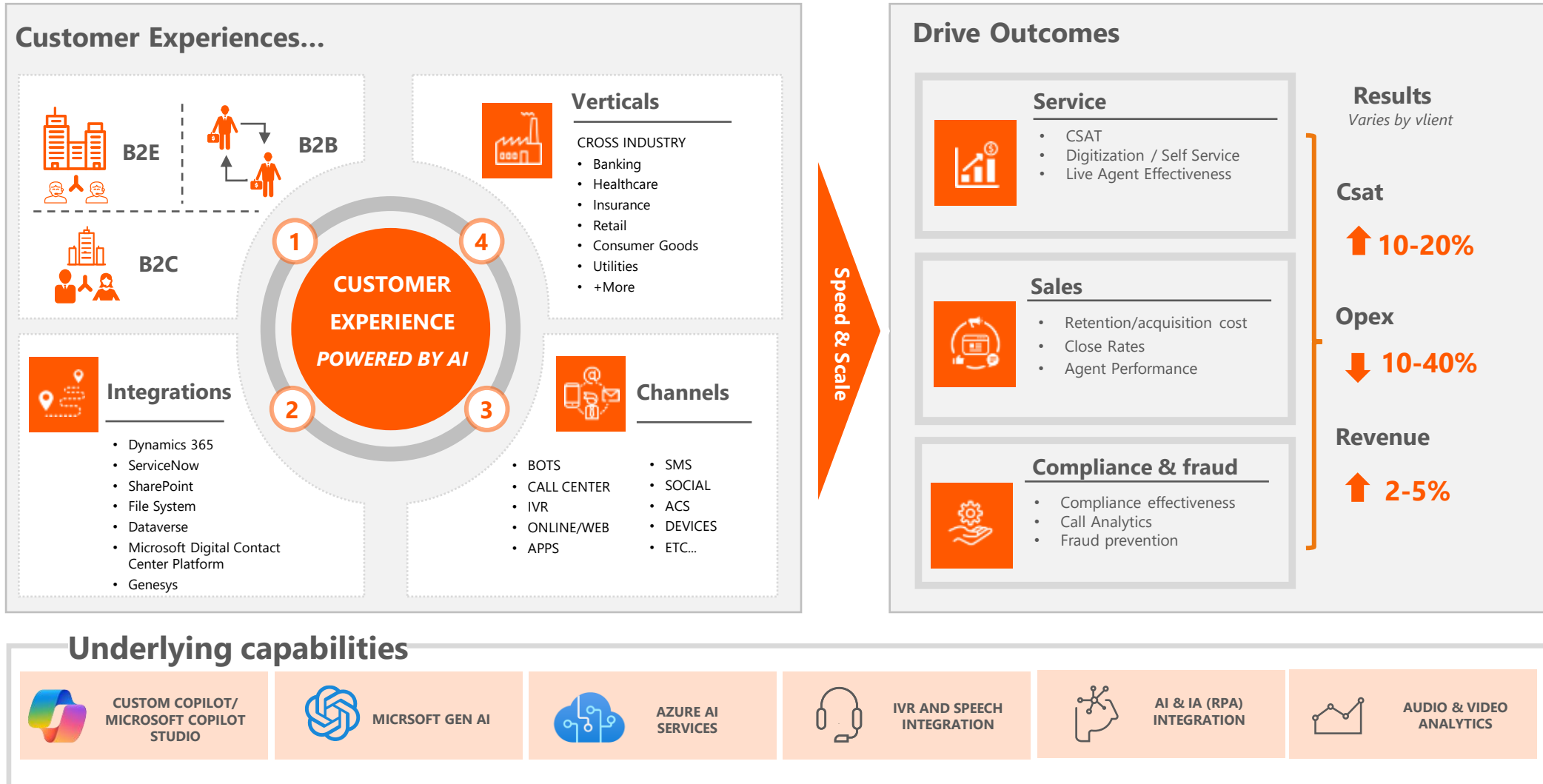


Agent inexperience leading to poor CSAT

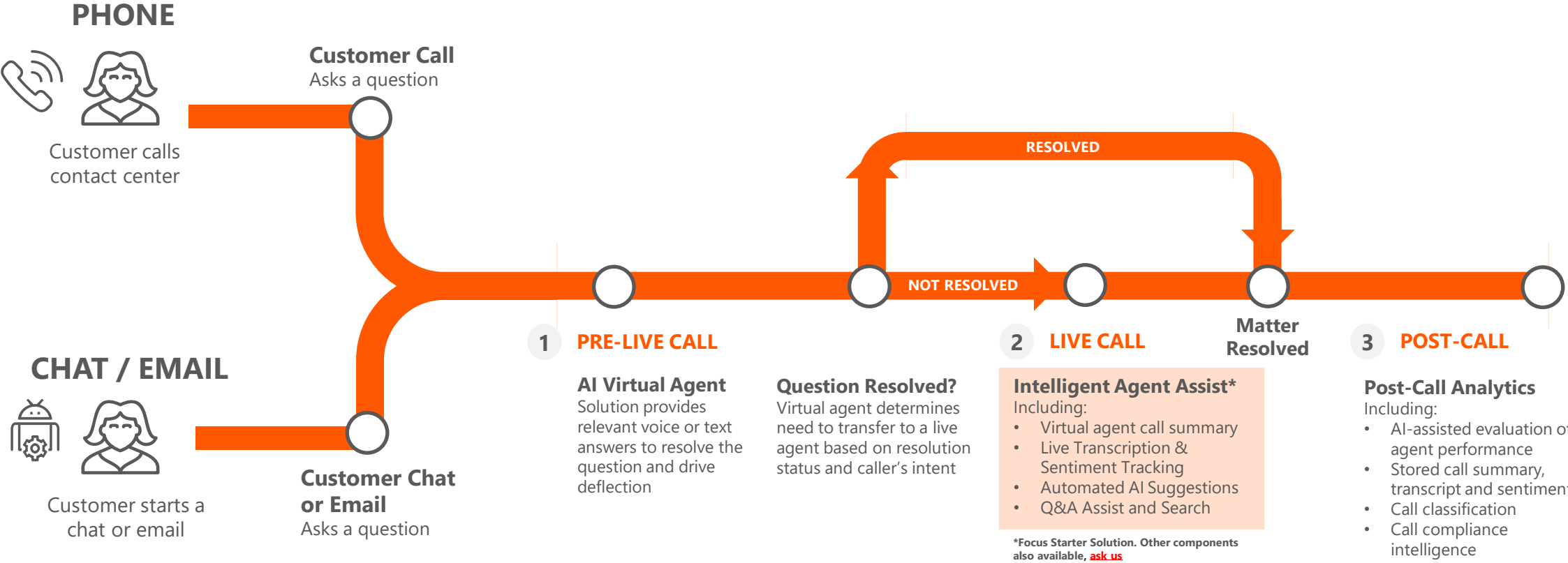


Improved agent performance CSAT with AI-powered guidance and recommendations

Unlocking Value with AI-Powered Contact Center



AI-Powered Contact Center Journey



Boost agent performance with live AI-powered assistance

Unleash the power of recommendations and search with Generative AI

Revolutionize the way agents interact with customers with **Intelligent Agent Assist**, powered by the formidable combination of Large Language Models (LLMs) and AI-powered Search & speech services.

Seamless Interaction:



Whether it's through automated suggestions or through a manual search, AI is embedded in the flow of the conversation and transcribes the call live so agents can focus on the conversation with the customer. An orchestrator routes the queries and provides a response, retrieving and citing the most relevant data source(s) so that agents can validate before confirming back with customers.

Transform Your Operations:



Transform the way you operate. Empower your team to explore and analyze the customer conversation and interaction both during and after the call, so they know how to adjust on the fly or improve for the next time.

Unprecedented Capabilities:



LLMs advanced language understanding capabilities coupled with AI-powered search services like Azure Cognitive Search's robust indexing and vector retrieval system enable unprecedented capabilities for your contact center.

Built on Scalable Azure AI Foundation:



Harness the scalability and reliability of Microsoft and Microsoft Azure with our solution. The Intelligent Search Starter Solution delivers a scalable generative AI platform upon which the enterprise is ready to expand use cases, capabilities, and progress up the AI maturity curve. Enjoy the benefits of a cloud-based solution that adapts to your organization's growing needs.

Answers At Your Agents' Fingertips:



Enable your agents to get answers from your knowledge base faster than ever before. With AI tools in their hands, even the newest agents can quickly present as knowledgeable, experienced agents. We meet your agents where they are, whether that's in a web app or widget that you can embed in existing flows/applications.

Secure, Reliable, and Responsible:



Rest easy knowing that your data is secured by Microsoft Azure. Our solution leverages Azure PaaS and prioritizes data integrity, and confidentiality ensuring that your organization's sensitive information remains protected and is used in a responsible manner.

**Leveraging
Avanade's Starter
Solution, in
6 weeks...**



Offering: Intelligent Agent Assist

With intelligent agent assistance, organizations can put the power of AI in the hands of agents, ultimately leading to increased productivity, reduced costs and better customer satisfaction. Our solution comes with a predefined scope and accelerates time to get started and prove out value.

Typical Benefits

- Increased contact center efficiency
- Improved agent and customer experience
- More informed decision making
- Cost savings

Scope

- For this predefined solution, we will support up to 100 PDF files of up to 20 pages from your knowledge base; please consult us directly for other file or data types
- English-only

Our Experience

- We have deployed this solution to numerous clients across various industries, tailored to their domain – [ask us](#) to find out more!

Delivery Timeline

- 6 weeks, with W0 onboarding entry pre-requisites *
- Post delivery of this starter solution, we can work with you to scale to production including integration into your existing contact center system

What You Walk Away With in 6 Weeks*



Azure AI Environment

Sandbox Resource Group



Intelligent Agent Assist Starter Solution

Intelligent agent assist web application deployed to your Azure sandbox (supports HTML, CSS, Angular JS or Python)



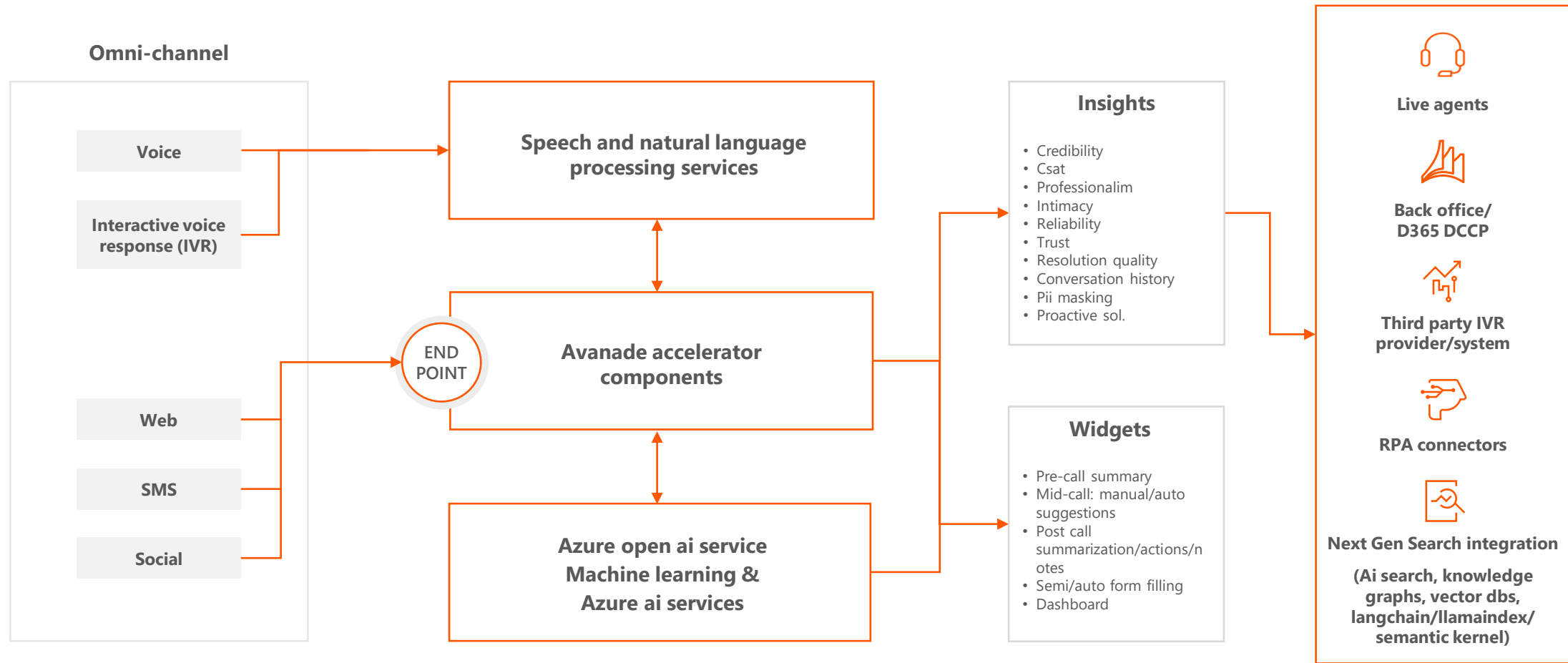
Design and Architecture Documentation

Word and PowerPoint

Azure Infrastructure, Service, and Solution diagrams and technical documentation

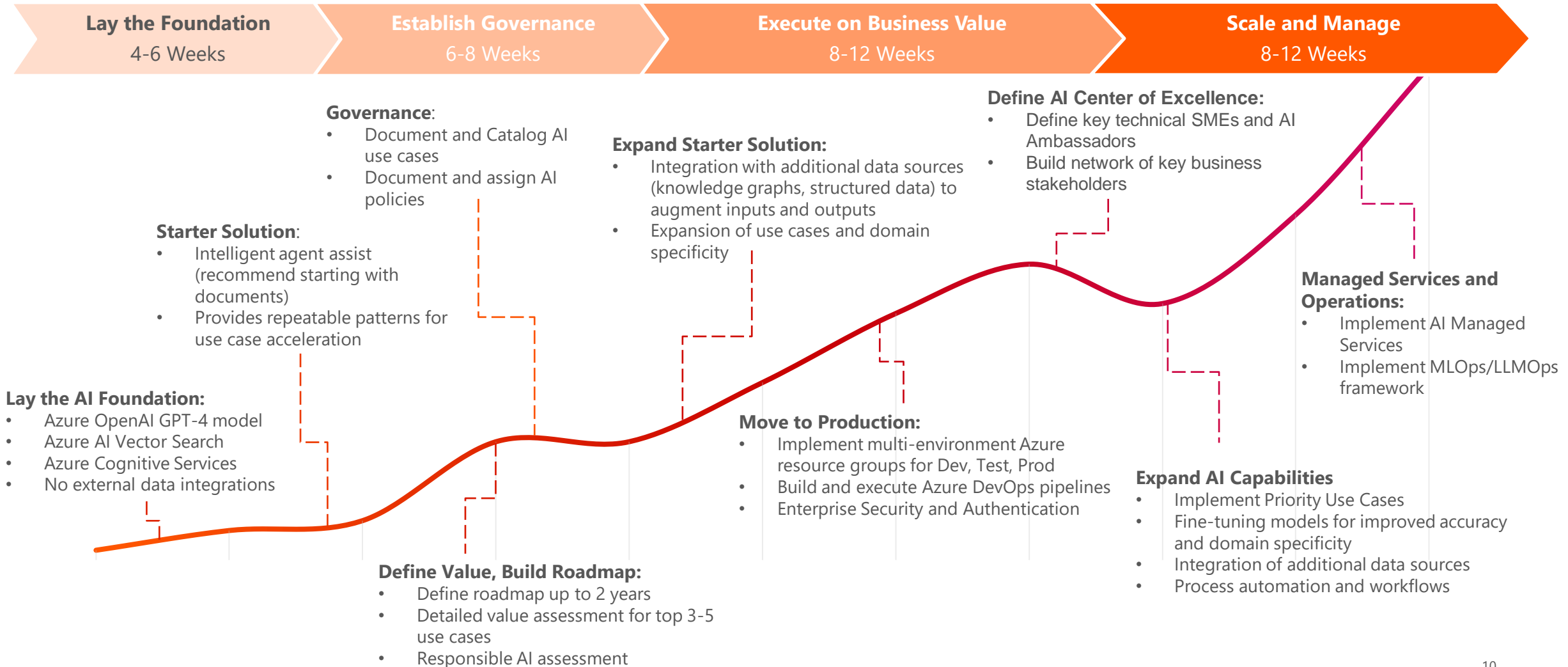
*Note: Any change in scope from the pre-defined scope will result in changes to delivery timeline

Intelligent Agent Assist Solution Components



Sample Roadmap to Scaled AI Value

AI Transformation Studio



Avanade is the global market leader in building innovative Microsoft solutions

As a joint venture, formed in 2000 by Accenture and Microsoft, Avanade brings the best in Microsoft capabilities. With unique industry insights, unrivaled expertise and breadth of services, our 60,000 people **do what matters** for our clients and their customers every day.



60,000

Skilled and diverse professionals – **29%** of whom are women



60,000+

Microsoft certifications, more than any other partner



10,000

Projects with **4,000+** global clients since inception



18

Gold Partner Competencies

Highest level of Microsoft partnership across all 18 competencies



82

Locations across **26** countries



18x

Winner of Microsoft Global SI Partner of the Year

We're recognized as the **number 1 Microsoft partner**

By Microsoft

Winner of the 2024 Microsoft Global SI Partner of the Year for the 18th time

- Dynamics 365 Customer Insights & Marketing Partner of the Year
- Dynamics 365 Customer Service & Field Service Partner of the Year
- Manufacturing & Supply Chain Partner of the Year
- Country Partner of the Year: Austria, Chile, Denmark, Poland, Singapore, Spain, Sweden

Zero trust champion – Microsoft Security Excellence Awards 2024

Microsoft Global Partner for Microsoft Security Services for Enterprise

By the ecosystem

Delivering technology solutions that drive innovation, better workplaces, flexibility and security



- 2024 Databricks Global Partner of the Year
- 2024 Databricks EMEA Partner of the Year



Partnering Excellence Sitecore Partner Award, 2024

- Named Sitecore's Global Partner of the Year, 2021
- Sitecore Experience Award Winner 2021

By the market

Recognized as the global market leader for implementing Microsoft Services



- 2021 IDC MarketScape: Named to the Leaders Category in Worldwide Microsoft Implementation Services
- 2021 IDC MarketScape: Named Leader for Asia Pacific Microsoft Dynamics 365 Implementation Services
- 2020 Leader IDC MarketScape: Worldwide Digital Workspace Services



Named Leader in Nov 2021 Forrester Wave: Microsoft Business Applications Services Evaluation



Named Leaders in Everest Group's PEAK Matrix for Microsoft Dynamics 365 Services

We **power** the Accenture Microsoft Business Group

A unique 360° relationship developed over decades to help clients achieve more with innovation



20+

Years of partnership



32,775

Projects delivered



5K+

Clients served



65K+

Microsoft-skilled resources



20+

Industries served

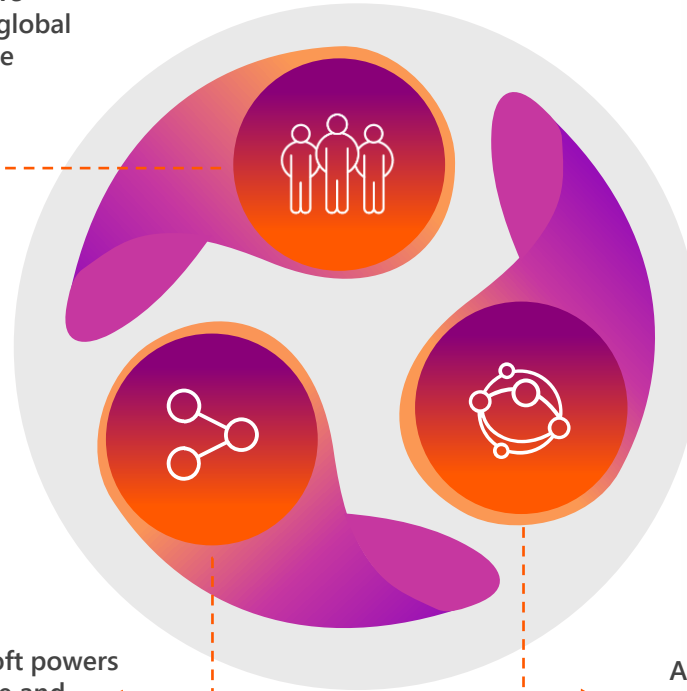


17x

Microsoft Global SI Partner of the Year

Avanade, Accenture, and Microsoft Combined

Together, we power the global marketplace



Microsoft powers Avanade and Accenture

Avanade and Accenture power Microsoft

As the #1 Microsoft strategic partner

we unlock the value of cloud and drive transformative business outcomes at speed and scale for our clients

Avanade + Accenture + Microsoft: Why us

- 01** We are “doubling down” on our success as unique partnership in the marketplace, bringing together more than 65,000+ professionals from Avanade and Accenture
- 02** Commitment from the top: our CEOs meet on a regular basis to align on most pressing client priorities
- 03** We jointly develop cutting-edge go-to-market offerings that are born in the cloud
- 04** Clients have direct access to Accenture’s industry and solution teams as well as Microsoft engineering



Deepest Microsoft skills and innovation



Unrivaled business and industry insights



Trusted, complete enterprise platform



Let's get started

Contact Us

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avanade