



# Chatbot Solution for Addressing Customer Inquiries using Azure Cognitive Services

## Enterprise AI/ML Solutions To Drive Business Transformation At Scale:

Enabling business focused data science, AI and BI development with deep domain expertise. Affine believes in faster design to faster deployment through key differentiators- Experimentation Focus and Speed to Value.



#### WHAT WE OFFER

Affine's chatbot solution is designed to handle customer inquiries & classify them into prospective sales leads by utilizing Azure Cognitive services for identifying intent and entities of queries.

The solution can be efficiently trained using FAQ data & can be integrated with client websites and mobile applications.

The chatbot solution is ideal for businesses in customer-centric industries such as e-commerce, financial services, healthcare, travel and tourism, and customer service.

#### **Business Benefits:**



Improved customer experience through quick and accurate responses



24/7 availability for customer support improving customer satisfaction



Reduced workload of customer service teams resulting in cost savings for the business



#### Be future-ready

Continuous innovation from Microsoft supports your development today, and your product visions for tomorrow. With 1,000+ new capabilities in the past year, you can build on the latest advancements in AI, blockchain, Kubernetes, containers, and databases to keep you ahead of the curve.

Our enterprise grade analytics solution outperforms the competition, costs less, and is fully compatible with your existing development, BI, and data-science tools.

#### Operate hybrid seamlessly

On-premises, in the cloud, and at the edge—we'll meet you where you are. Integrate and manage your environments with tools and services designed for hybrid cloud.

Enhance security, simplify access, and set smart policies across your different environments with a single-identity platform trusted by 90% of enterprises globally.

### **Build on your terms**

You have choices. With a commitment to open source and support for all languages and frameworks, build and deploy how you want to. Take advantage of the full-featured, integrated development environments with built-in support Visual Studio and Visual Studio Code, the most popular IDEs trusted by 15M+ developers.

We embrace open source, drive innovation through collaboration, and contribute back to the community.

### **Trust your cloud**

Get security from the ground up, backed by a team of experts, and proactive compliance trusted by enterprises, governments, and startups.

With a \$1B+ investment in security R&D and 3,500 cybersecurity experts, security is foundational for Azure.



Microsoft Azure is an ever-expanding set of cloud computing services to help your organization meet its business challenges. With Azure, your business or organization has the freedom to build, manage, and deploy applications on a massive, global network using your preferred tools and frameworks.

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