



vision. execution. value.

CLOUD SOLUTIONS

Azure Self-service Bot with Backend Integration Pilot



Unlock Existing Investments and Processes with Azure Bots

It's more critical than ever to provide employees with real-time assistance and support. They want to submit IT tickets, research HR benefits, receive sales support, and stay informed on company events – all on the messaging platform of their choice. Supporting these needs with human interaction adds cost and creates delays.

The Azure Bot Framework helps by automating common user interactions and answering questions from existing knowledge bases using natural language processing. End users interact within the apps of their choosing while the bot solution seamlessly integrates with backend systems to make the most of existing investments.

Example Scenarios

- **IT:** Drive Microsoft Teams adoption by supporting self-service IT requests directly into ServiceNow
- **IT:** Automate Microsoft Azure resource provisioning via ServiceNow and Azure ARM templates
- **HR:** Provide common FAQ responses in Slack from existing documents, intranets and web sites
- **HR:** Retrieve employee-specific details and documentation from a range of backend systems
- **Sales:** Deliver real-time customer history to sellers from Salesforce or Dynamics CRM
- **Sales:** Notify sellers of opportunities and impactful events via Twilio messaging



Solution-focused Approach

Our Azure Self-Service Bot with Backend Integration Pilot is a perfect on-ramp into the world of intelligent bots, coupled with real-world enterprise integration. Our team will tailor an engagement to quickly demonstrate results that make a significant impact on users' internal support experiences.

Our engagement model and extensive experience with Microsoft Azure, custom development, and enterprise architecture provides a strategic framework for expansion and enhancement based on your business priorities.

What's Included

We will execute a short elaboration to ensure alignment on the overall solution and clarify existing dependencies to finalize the project plan, timeline, and estimated cost before moving on to solution development and implementation. The engagement typically consists of the following stages:

Discovery

- Review current ecosystem
- Define user scenarios
- Confirm vision and project plan

Design

- Design system architecture
- Ingest and curate knowledge bases

Construction

- Develop and configure Azure Bot services plus required APIs and repositories
- Integrate with back-end systems
- Configure Bot Framework and client endpoints
- Deploy to target environments

Non-Functional

- Train intelligent data models
- Implement CI/CD process using Azure DevOps
- Support quality assurance with client SMEs
- Provide solution design documentation, deployment guidance, user scripts
- Perform live demonstrations and knowledge transitions

Duration

A typical engagement lasts 4-8 weeks. An updated project plan is confirmed during the Discovery phase.

Additional Services

Take your Microsoft Azure implementation to the next level with these additional services:

Azure Foundations: Assess and validate your Microsoft Azure vision and ensure fundamental aspects of public cloud at scale are aligned from day one. Includes best practice guidance and review of Azure governance, cybersecurity, compliance, organizational and cost structures, networking and infrastructure, identity, auditing and monitoring, DR/backup and more.

Cloud Economic Assessment: Gain visibility to existing physical and virtual servers in your on-premises

environments, and understand end-of-life concerns, backup and failover strategies, and cloud migration cost estimation.

Application Modernization Accelerator: Understand your existing applications' modernization options based on your specific needs and constraints. Collaborate to envision a real-world path forward for any legacy application. Receive guidance on PaaS services, cloud migration, containerization, app refactoring, DevOps and automation capabilities, and paint a clear path forward for your applications.

Azure Data Services Proof of Value: Experience Microsoft Azure's capabilities as a platform for your emerging data, BI, and intelligence needs across a hybrid environment. We design and implement data ingestion from existing sources, including data movement and transformations through blob storage, Azure Data Lake, SQL Database, SQL Data Warehouse, Analysis Services, and a BI platform, resulting in a foundational starting point for your data and intelligence needs.

Why Perficient

We are your partner on your digital transformation journey, implementing solutions on the Microsoft cloud. Our industry specialists, consulting experts, and experience design visionaries deliver unparalleled vision, execution, and value.



Microsoft Azure is enabling rapid adoption of self-service intelligence with integrations to legacy products and open source solutions.