Microsoft Teams chatbot platform for an E-platform service provider

Accelerating innovation with Cognitive Services

Implementation and maintenance of Microsoft Teams chatbot platform for Customer Service Desk - Development of an integrated service enabling clients to easily get access to relevant FAQ with the possibility to further escalate to a live agent

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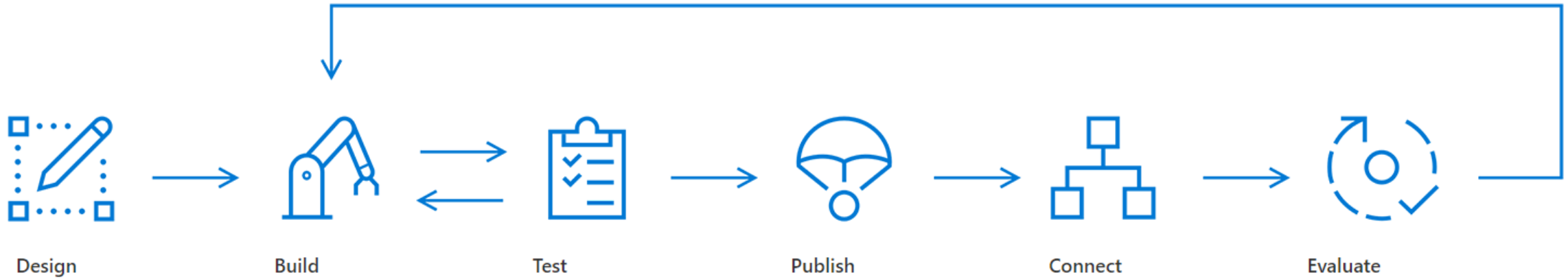
Outcomes and benefits delivered

- Gadgeon delivers the expertise in the form of a dedicated team and manages the development
- Our team designed the architecture which we carefully align to the requirements of the client
- From this point we agreed a development path meeting both resource availability and release expectations. Here is crucial that resources and skills are available and meeting the requirements in the project state

Outcomes and benefits delivered

- During the course of the project all overall management and architecture is secured through dedicated and single points of contact. Depending on the development phase we deliver architects, developers or QA testers. This lowers the pressure on the client while they maintain full control throughout the execution phase
- For the client this also means they will have access to experienced and skilled resources without the need for recruiting these people. As part of the development, we carefully designed an approach which carefully will address all requirements regarding GDPR compliance during development



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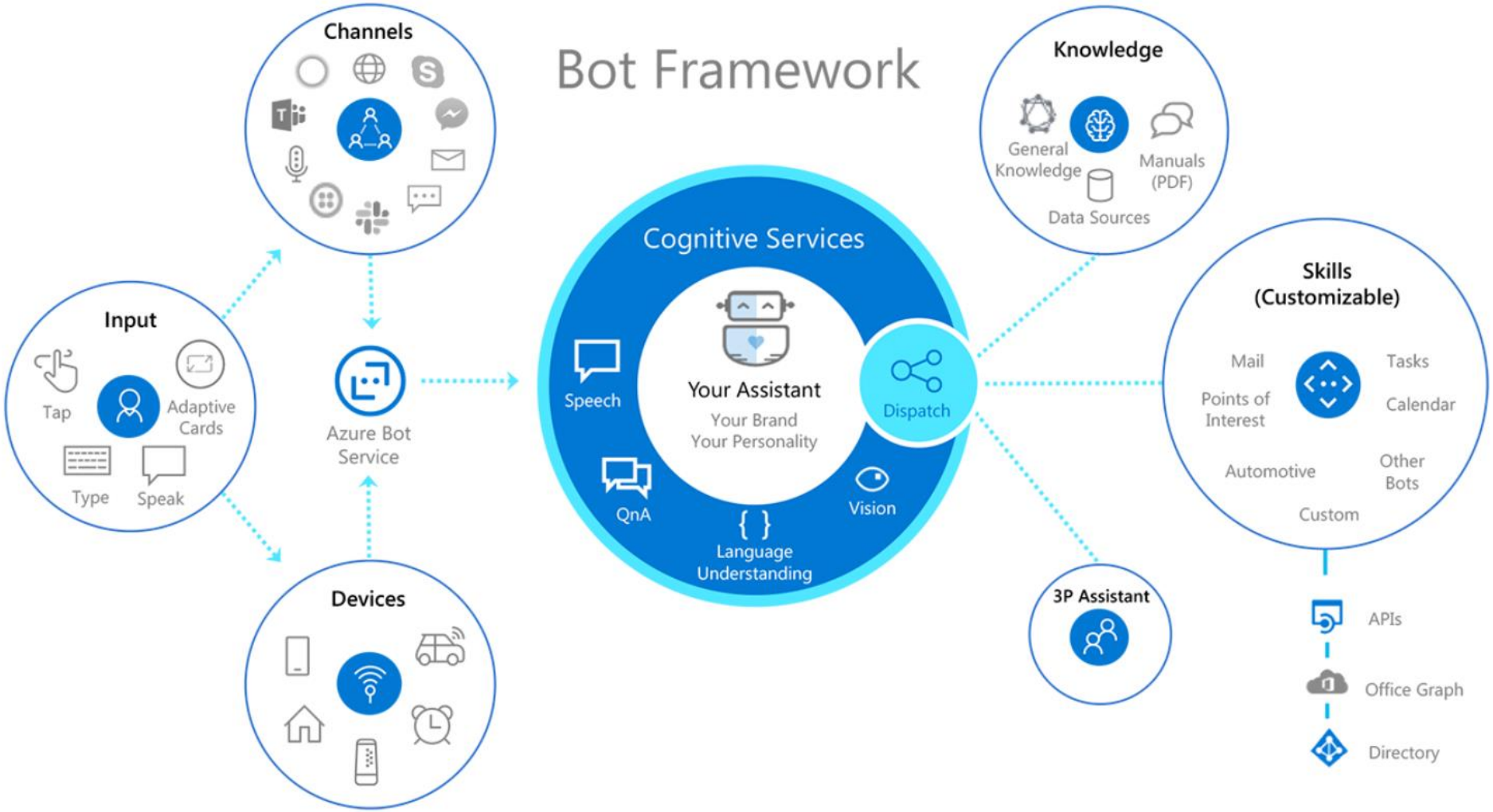
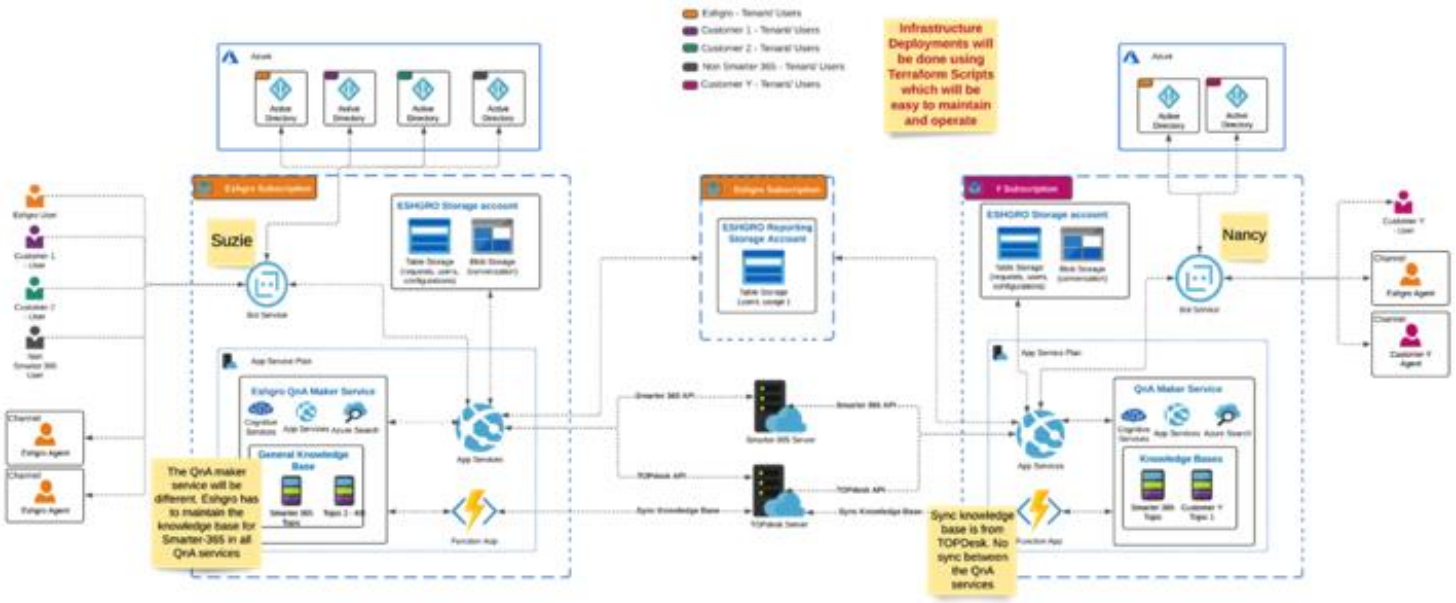
The bot framework is used to develop the chatbot. Once the development is done, we provide the chatbot to the end users using Azure Bot Service. We can add intelligence to the bot by adding features such as translate to different languages, recognize an image, search on the web, etc. by using cognitive services provided by Microsoft.

Components of a conversational AI experience



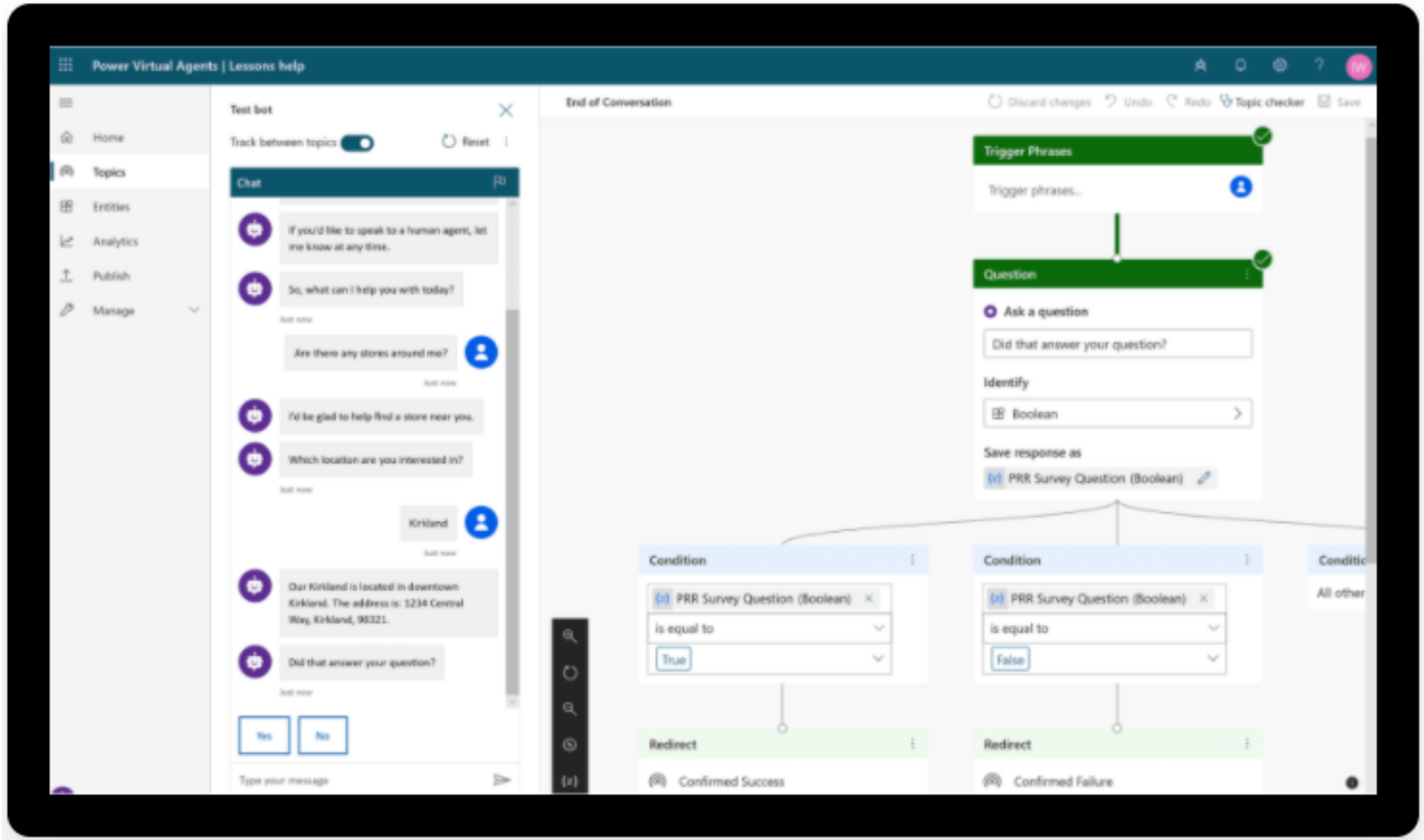
Architecture design supporting 4 use cases, Topdesk and Microsoft Dynamics 365 integration

- **Chatbot Offering**
  - Chatbot for customers using standard portfolio with shared infrastructure
  - Chatbot for customer with standard portfolio and own live agents and applications on a dedicated infrastructure
- **Chatbot As A Service Offering**
  - Chatbot As A Product for customers to support their product offerings
  - Chatbot As A Service with Shared Infrastructure for cost sensitive customers



The business context and challenges of the customer

- The client's challenge has been to find a reliable partner who understands their complex business environment
- Limited availability of time does require Gadgeon to take on an extended role, this requires trust and a solid Partnership model
- Given the technology in which of the development needs to realized, the availability of knowledgeable developers is very limited
- Gadgeon takes on this role and unburdens the client which can look forward receiving a fully tested and turnkey solution
- In house capabilities: customer lack of resources and found in Gadgeon a reliable partner for their digital journey
- Portable solution: they are looking for scalable solution to make their customers demands it -> their end goal is to take their solution to their end customers
- Also Gadgeon developed the solution centered around Microsoft technologies


Power Virtual Agents | Lessons help
Home
Topics
Entities
Analytics
Publish
Manage
Test bot
Track between topics
Reset
Chat
If you'd like to speak to a human agent, let me know at any time.
So, what can I help you with today?
Are there any stores around me?
I'd be glad to help find a store near you.
Which location are you interested in?
Kirkland
Our Kirkland is located in downtown Kirkland. The address is: 1234 Central Way, Kirkland, 98321.
Did that answer your question?
Yes
No
Type your message
End of Conversation
Discard changes
Undo
Redo
Topic checker
Save
Trigger Phrases
Trigger phrases...
Question
Ask a question
Did that answer your question?
Identify
Boolean
Save response as
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Condition
PRR Survey Question (Boolean)
is equal to
True
Condition
PRR Survey Question (Boolean)
is equal to
False
All other
Redirect
Confirmed Success
Redirect
Confirmed Failure

THANK YOU

For More Details, Let's Connect

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