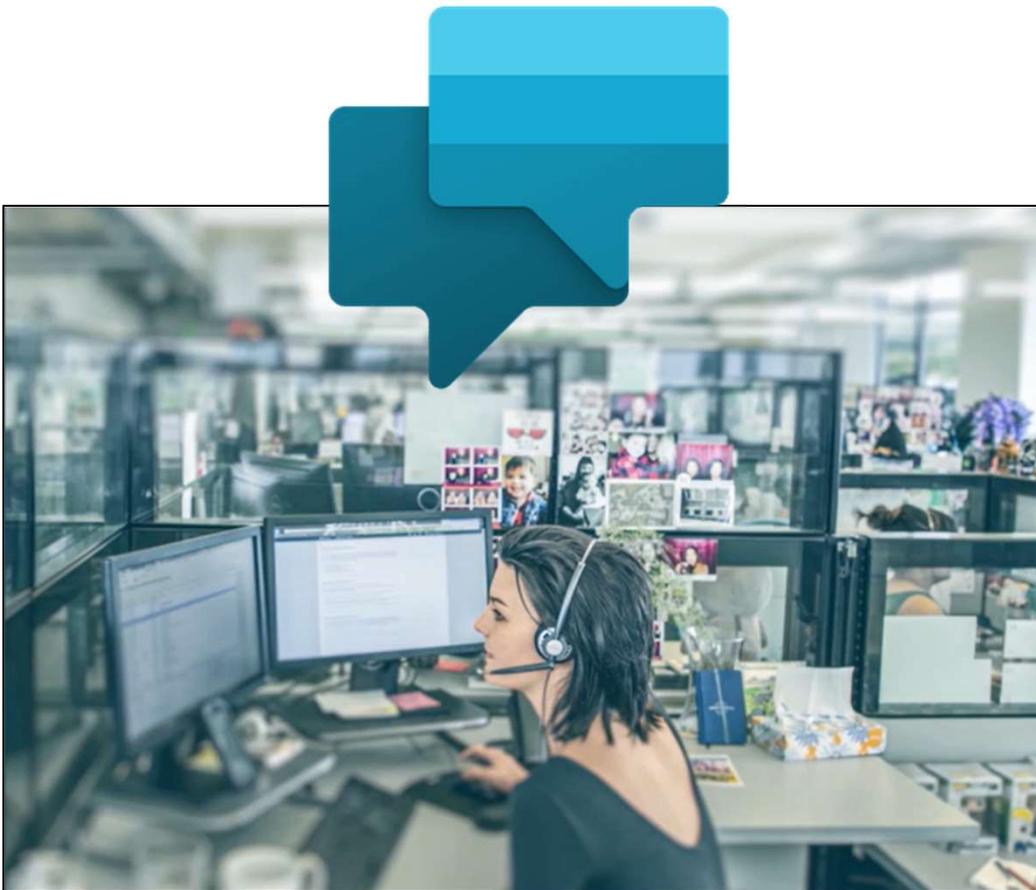




Microsoft Power Virtual Agents



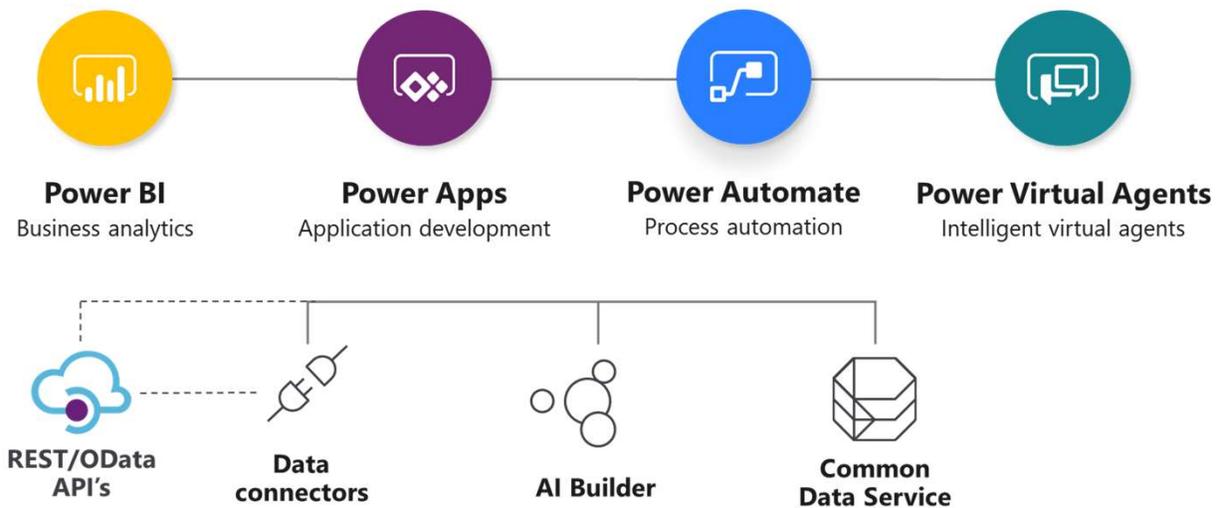
Respond rapidly to your customers and employees using intelligent conversational bots built with Power Virtual Agents.

What are Power Virtual Agents?

Power Virtual Agents are part of the Microsoft Power Platform and provide AI-powered chatbots for a range of requests.

The Microsoft Low-Code / No-Code Platform

The Microsoft Power Platform is a low-code and no-code platform and provides experienced software developers, IT teams, business analysts and citizen developers the ability to quickly learn, configure and deploy powerful solutions. Power Virtual Agents are part of the Microsoft Power Platform



Enterprise Management and Control

Rest assured; apps built with the Microsoft Power Platform can be centrally managed. This new way of building apps can cause concerns for security, control of corporate assets and shadow IT. The Microsoft Power Platform provides identity management through Azure Active Directory and includes rich policies along with multi-factor authentication. Full audit logs, user analytics, data loss prevention and data management are built into the platform.



Power Virtual Agents allow for engagement with customers and employees in multiple languages across websites, mobile apps, Facebook, Microsoft Teams, or any channel

Today's Modern Workplace

Low-code or no-code platforms such as Microsoft Power Platform are transforming app and software development by drawing in new users with a low barrier to entry and shallow learning curve.

Organizations are facing a hybrid workforce, business outcome pressure and increased workloads. In addition, workforce challenges, increased customer and competitive pressure and colleague demands are pushing IT teams to do more with less. Microsoft Power Virtual Agents are a solution that delivers fast, high-quality experiences both for end users and IT teams.

Microsoft Power Virtual Agents empowers everyone to create intelligent conversational bots that are secure and scalable. These solutions help drive efficiencies throughout an organization's business processes.

Power Virtual Agents Drive Real Business Impact

Microsoft commissioned Forrester to perform a Total Economic Impact study* to determine the cost savings and business benefits with the enablement of Power Virtual Agents.



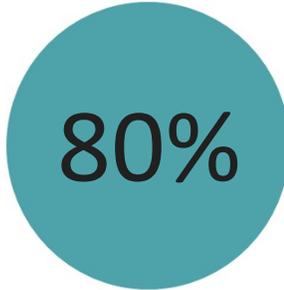
261%

ROI over 3 years



50%

Less time required to handle customer support requests



80%

Less effort required to build and maintain bots compared to prior processes

Power Virtual Agents enable simple FAQs and complex conversational requirements and allows organizations to accelerate bot building with an intuitive world-class designer to respond to both customer and employee needs.

*Results are for a composite organization based on customers interviewed for The Total Economic Impact™ Of Microsoft Power Virtual Agents, a commissioned study conducted by Forrester Consulting, September 2021.

How does ZAACT Help?

We are passionate about helping customers leverage their existing investments in Microsoft technology. Our focus is to optimize and implement solutions that work for you.

When it comes to customer and employee communications, it should be simple, seamless, and flexible. Our solutions are your solutions, and we strive to provide you and your team the tools needed to work together. A solution that allows you to organize information the way you work, use your existing assets, and offers collaborative tools to simplify communications and business processes. Our primary goal is to help you achieve what every organization wants – productivity and customer satisfaction

ZAACT's Power Platform and Power Virtual services are one way of helping your business succeed. We want to provide you with business tools to meet your needs. We work with you to choose the solutions that will drive business impact. This can include:



- HR and IT helpdesk employee self-service
- HR or IT helpdesk automation to complete repeatable tasks
- Learning and development, to nudge people to take training or to connect them to learning opportunities
- Change management, providing information for upcoming organizational changes
- A digital assistant to support new hires with the employee onboarding process.

Contact us using your preferred channel:

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