



# Power Virtual Assistant

Your custom, fully integrated, instant learning solution.

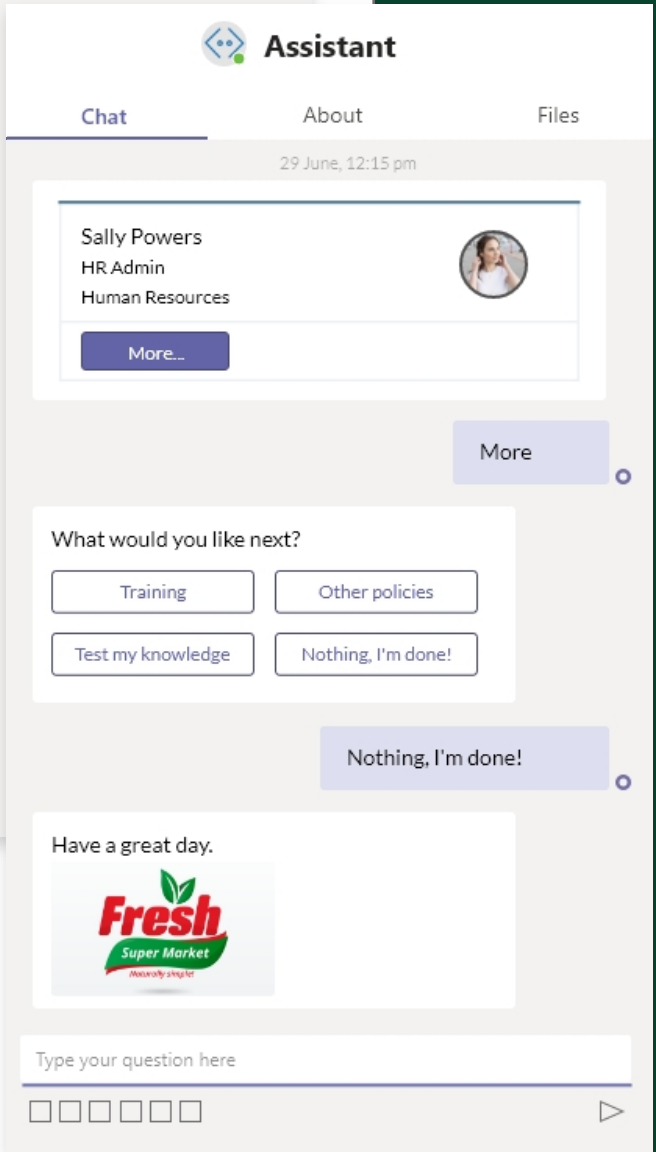
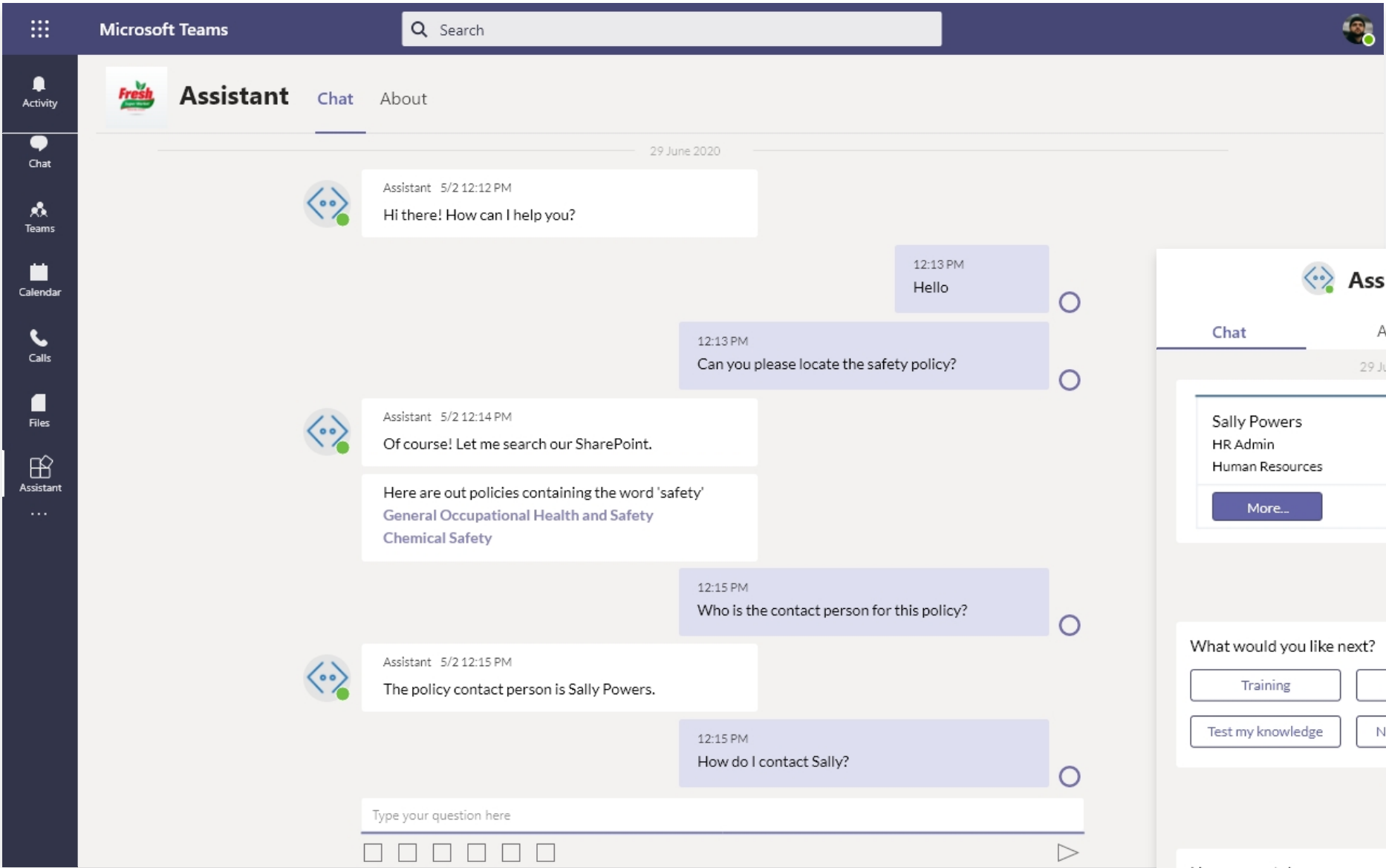
Just in time

Social



# Integration

Power Virtual Assistant is a Microsoft chat bot. The smart AI technology is easily integrated with an extensive suite of tools, including the existing 365 infrastructure at Fresh. Here is an example of it's integration with Microsoft Teams desktop and mobile app.



# Functionality

## Data in...

Microsoft provide a programming tool. This tools does not use any coding and it's user interface is intuitive and easily mastered.

Data can be collected automatically from documents such as policies saved on your SharePoint. It will refresh and amend it's answers if any documents are updated.

It can also retrieve information for websites. For example, if customer facing information is updates, such as the returns policy, the chatbot will update its responses accordingly.

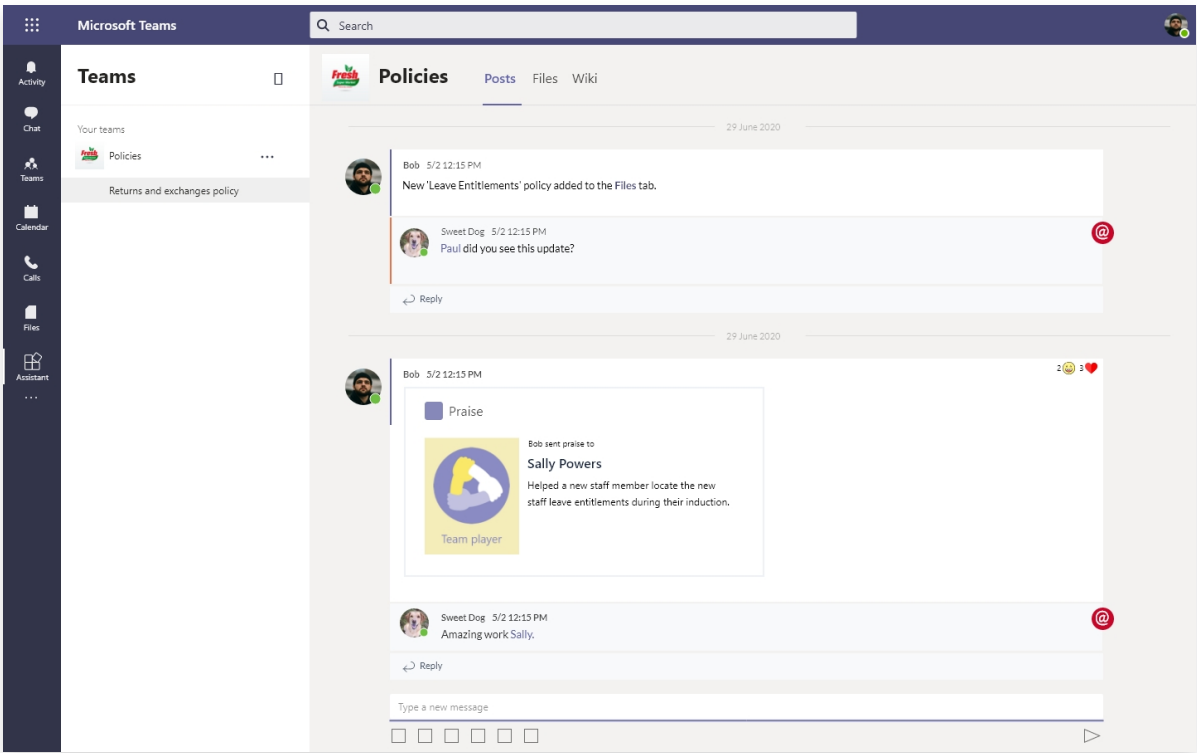
## Info out...

Your staff can communicate with the chatbot on a desktop and mobile. The language use is conversational, ensuring they get accurate digestible information when they need it.

There is an analytics dashboard, displaying usages, frequently asked questions and the chatbots responses. This means that the team can deploy instantaneous updates to ensure all staff questions are being answered.

# Social Learning

The additional benefit of Power Virtual Assistant being integrated within Microsoft Teams is the social learning aspect. My recommendation would be to utilise the the amazing social features to encourage adoption, application and empowerment.

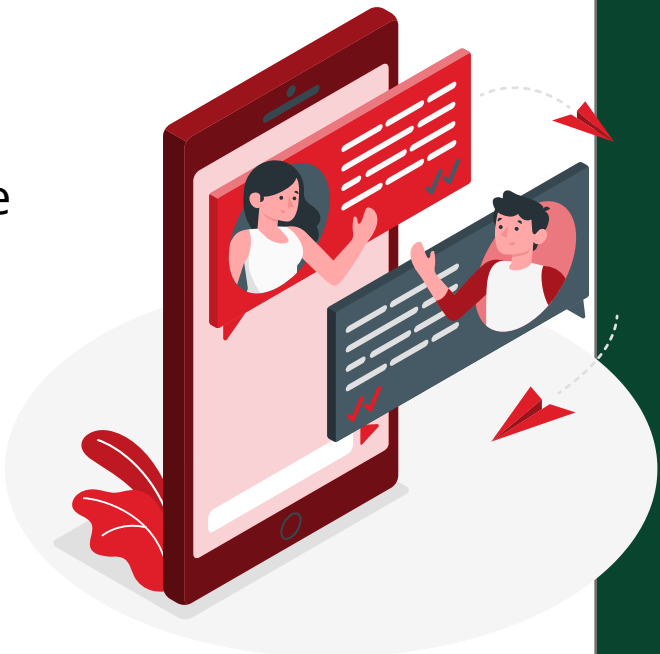


**Interactivity:**  
Using features such as the emoji's, polls, sharing media assets are simple engagement technique.

**Praise:**  
Using the existing praise functionality to give kudos to staff who are using the chatbot and are applying their policy knowledge within their roles.

**Human assistance:**  
The chatbot can re-direct users to a nominated policy champion if it doesn't know the answer. The in-built Teams chat functionality can also be used to foster a collaborative social learning experience.

**Knowledge checkpoints:**  
The chatbot is able to ask the your staff questions, not only will this encourage application of information they've retrieved it will also be an additional source of data for you.



# Pricing Options

## Starter pack

**\$30,000**, includes:  
Manual set up using client provided content.  
FAQ style conversation.  
Minimal interactivity.  
12 month subscription (2000 user interactions p/m).  
Microsoft support.  
Fresh to maintain updates.

## Wiz bang pack \*Recommended

**\$75,000**, includes:  
End-to-end design and implementation.  
Integration with Teams and SharePoint.  
Automated updates from SharePoint.  
Bespoke support session 3 months post implementation.  
Interactivity for adoption and application.  
Social learning campaign plan.  
Microsoft support and implementation support.  
12 month subscription (2000 user interactions p/m).