

Conversational Azure OpenAI (ChatGPT) Accelerator

Contact centers are understaffed and overwhelmed

Contact centers are facing growing pressure to adapt digital experiences for delivery of enhanced multi-modal content. The centers must also minimize additional costs and improve operational efficiency. Existing system are overwhelmed, provided limited solutions for ADA and multilingual needs, and require worders to spend valuable time manually routing calls and answering simple frequently asked questions.

The Zammo **Conversational Azure OpenAI Accelerator** is built on Microsoft Azure and combines AI Cognitive Services and machine learning into a user-friendly platform. This enables you to create content once and deploy it simultaneously to multiple channels with a single click.

Leveraging the most advanced AI has been time consuming and required expensive IT resources, until now.



Cut Costs

Let the business lead! Marketing, Contact Center or HR leads. IT only get involved to connect to backend systems.



Bring Efficiency

Automate large volume of repetitive inquiries in your existing communications channels, including live agent transfer.



Grow Revenue

Communicate and transact on new and existing channels to reach additional audiences.



Improve Internal & External Customer Experience

24/7 omni-channel experience in multiple languages; unique voices for avatars and unified user engagement analytics.



Most Powerful Today & Future-Proofed for Tomorrow

Microsoft's most advanced natural language processing (NLP) today, and Azure OpenAI/GPT-3.

Customer success – Immediate ROI

One organization replaced calls normally averaging 3.5 minutes at \$1/call minute (industry standard) with conversational AI, [leading to estimated cost savings of \\$1.5 million per year.](#)

ONE-CLICK Deployment

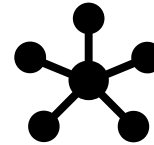
The Conversational Azure OpenAI Accelerator enables you to create informational content one time, deploy it, and manage it simultaneously across the channels of your choosing with just one click.



Website
Chatbot



IVR/
Telephony



BOT
Framework
Skill

Easily extend your content to other popular channels



Microsoft Teams



SMS Messaging



WhatsApp



Slack



FB Messenger



Instagram

Simultaneously deploy conversational content to voice assistants



Amazon Alexa



Google Assistant

Enterprise integration modules for common systems



Learn More with a No-Cost, No Obligation Proof of Concept.

Request a rapid POC tailored to your use case showcasing your conversations & tasks automated.

Request via email at OpenAIAccel@microsoft.com CC: Azure_AI_Accelerator@zammo.ai.

Enrich your contact center with Azure OpenAI

Kick-off



Learn more about the Conversational Azure OpenAI Accelerator and see a demo.

Proof of value



Platform demonstration based on your business content, workflows, and channel needs.

Proof of concept



Minimum Viable Product (MVP) or Proof of concept includes connection to your backend systems.

How to get started

Contact your Microsoft specialist for a demo and to discuss prerequisites, next steps, and your questions.