

# Conversational Azure OpenAI (ChatGPT) Accelerator

Get a ChatGPT experience using only your data today

Automating conversations across voice and text channels is a valuable, even essential, way to save money and improve customer and employee experience. Customers are asking about OpenAI and want “**ChatGPT using only their data**” as well as to privately, securely deploy ChatGPT to employees.

These two use cases can be achieved rapidly through the [Conversational Azure OpenAI Accelerator](#). This Accelerator **quickly provides a ChatGPT experience using your web pages, knowledge base articles and data sources**. It also deploys these automated conversations across voice, text and social channels, in multiple languages, with unified analytics.

It natively uses Microsoft’s most advanced AI including Azure OpenAI Service and Semantic Search in the software tooling of trusted partner [Zammo.ai](#), which **combines ~50 Azure resources in a unique voice-first architecture**, residing securely on your Azure tenant.

**Case Study: First Microsoft case study worldwide documenting successful implementation of Azure OpenAI and Cognitive Search** ([Read full story here](#))

**Until today, leveraging the most advanced AI has been slow and expensive.**



#### Cut Costs and Gain Speed

Enable business units like Marketing, Contact Center or HR to lead.



#### Bring Efficiency

Automate repetitive queries across communication channels, with live agent transfer.



#### Grow Revenue

Expand quickly from informational use cases to transactional use cases with backend integration.



#### Improve Internal & External Customer Experience

24/7 omni-channel experience in many languages; unique voices for avatars and unified omni-channel user engagement analytics so business users learn, iterate and improve quickly.



#### Most Powerful Today & Future-Proofed for Tomorrow

The most advanced conversation automation technology, including Azure OpenAI service.

## Customer success – Immediate ROI

One organization used this to automate IVR/telephony calls averaging 3.5 minutes at \$1/call minute (industry standard), [leading to estimated cost savings of \\$1.5 million per year](#).

## ONE-CLICK Deployment

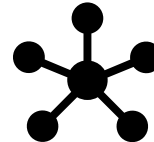
The Accelerator enables you to quickly create, deploy and manage conversational experiences, leveraging advanced AI features like indexing, data chunking and prompt design.



Website  
Chatbot



IVR/  
Telephony



BOT  
Framework  
Skill

Easily deploy automated conversations to popular channels...



Microsoft Teams



SMS Messaging



Slack



WhatsApp



FB Messenger



Instagram

...as well as to several voice and IVR channels...



IVR/Telephony



Amazon Alexa



Google Assistant

...using integration modules for data and telephony systems.



## How to get started on enriching your contact center with Azure OpenAI

### Fast Custom Demo



Request a No-Cost, No-Obligation Custom Demo using your web pages and documents.

### Next Steps



Go deeper with technical enablement and options like Paid Proof of Concept (POC) etc.

Email your Microsoft specialist cc: [OpenAIAccel@microsoft.com](mailto:OpenAIAccel@microsoft.com),  
[Azure\\_AI\\_Accelerator@zammo.ai](mailto:Azure_AI_Accelerator@zammo.ai) to start today.