Microsoft Azure

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. Yet the slow, complex and expensive traditional process has blocked progress. Today, however, the era of manually curated knowledge bases is officially over.

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**.
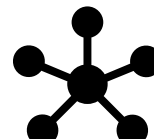
ONE-CLICK Deployment

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...

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

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

Microsoft Teams

SMS Messaging

IVR/Telephony

soul machines
Astonishing Digital People

Genesys

AVAYA

salesforce

NICE inContact

Slack

WhatsApp

twilio

Microsoft Dynamics 365

zendesk

FB Messenger

Instagram

Amazon Alexa

Google Assistant

servicenow

workday.

SAP

ORACLE

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

Fast Custom Demo	Next Steps
Request a No-Cost, No-Obligation Custom Demo using your web pages and documents.	Go deeper with technical enablement and options like Paid Proof of Concept (POC) etc.

Email your Microsoft specialist cc: OpenAIAccel@microsoft.com, Azure_AI_Accelerator@Microsoft.com to start today.

Microsoft Azure

zammo.ai