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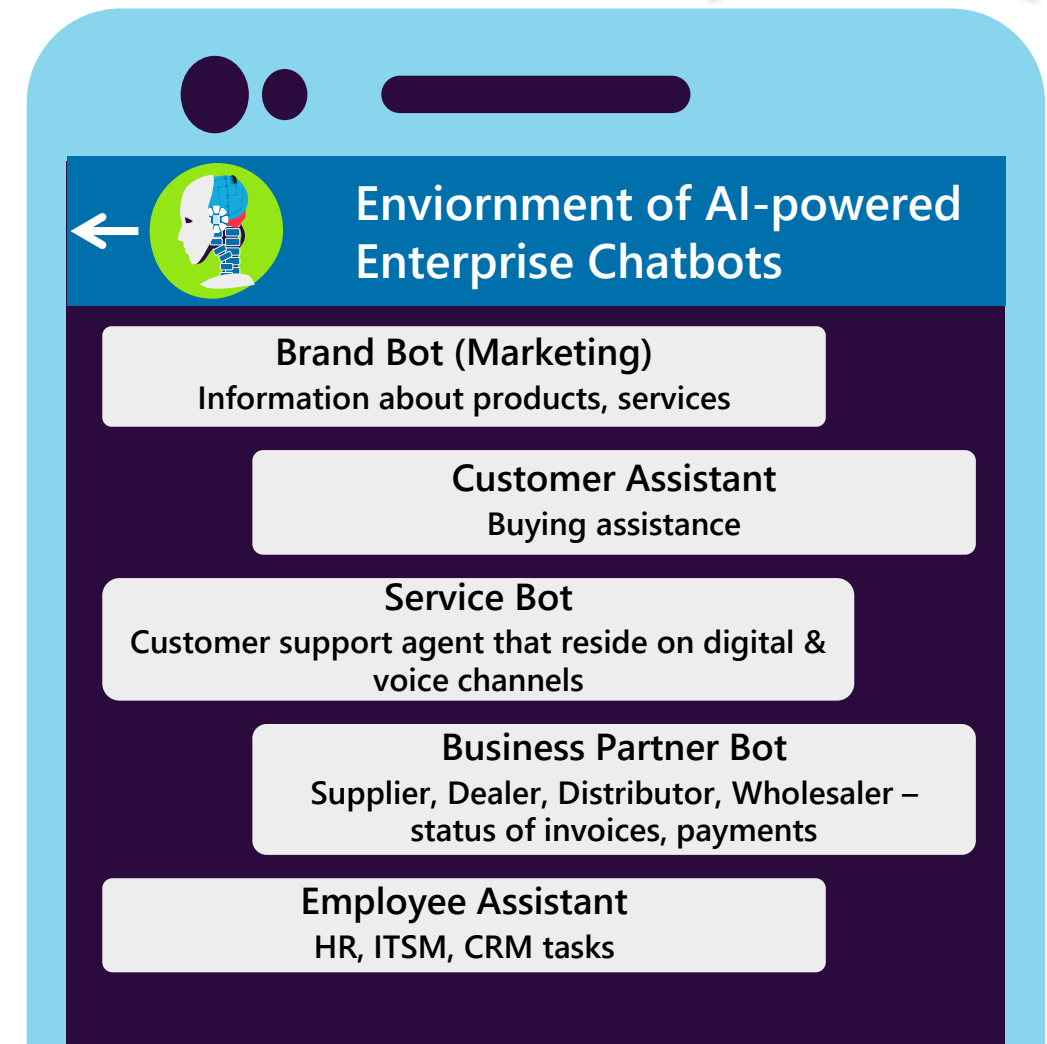
# Build an Intelligent Business No Code Bot using Microsoft Azure AI services in minutes

# Business Chat BOTs



## ✓ No Capacity Constraints

- Chat Bots seamlessly performs the capacity balancing exercise.
- Single Chat Bot interface connects with multiple Users, serving a personal virtual assistant for each User.
- It eliminates Wait time, resulting in increase customer satisfaction.



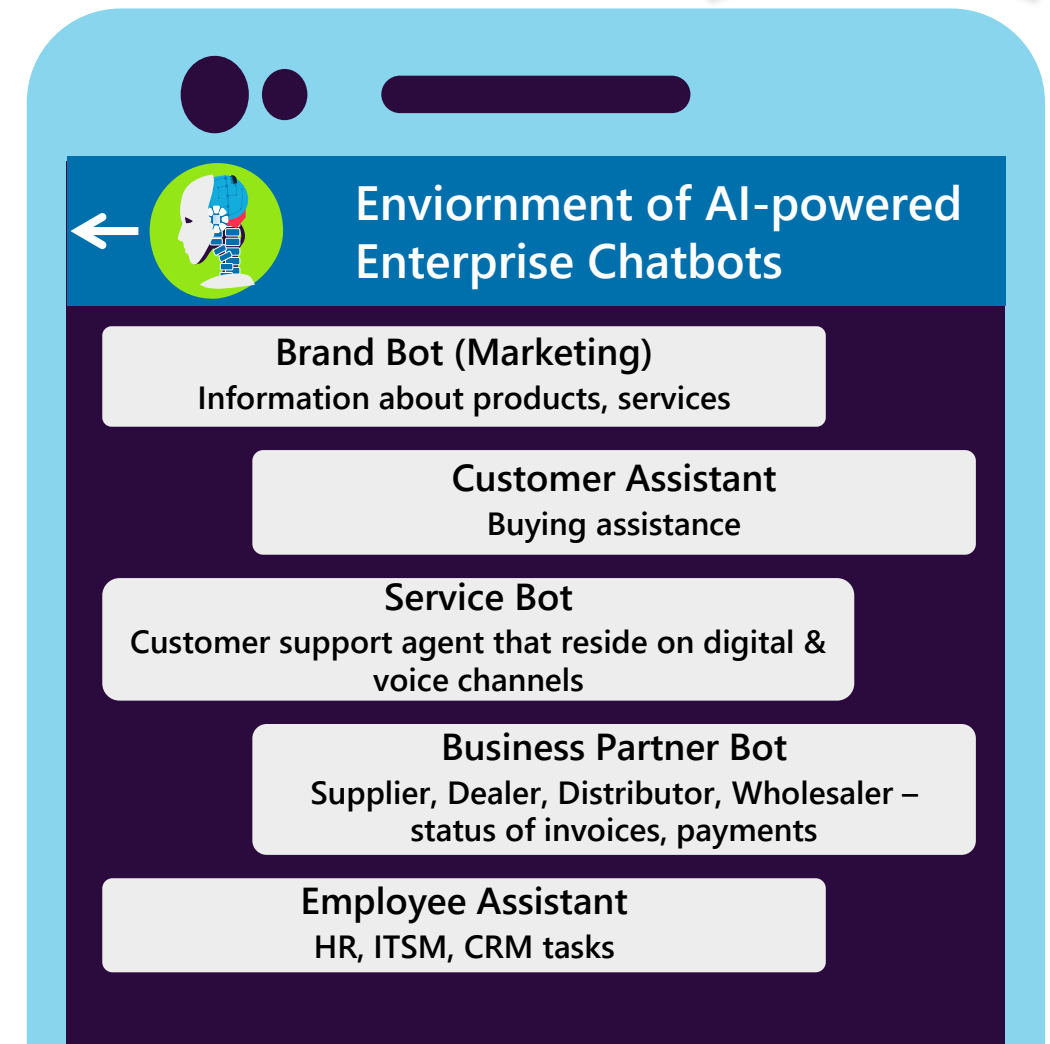
Strong experience with enterprise chatbots: 800,000 users among 55+ clients worldwide

# Business Chat BOTs



## ✓ Quicker Resolutions

- Chatbots as conversational interfaces that eliminate the need to traverse through the complete navigations from process platforms or systems.
- User to input data through the chat interface is comparatively becomes more comfortable than the other options
- Chatbots guide the customers through the process flow optimally in real-time adding in reducing response time.



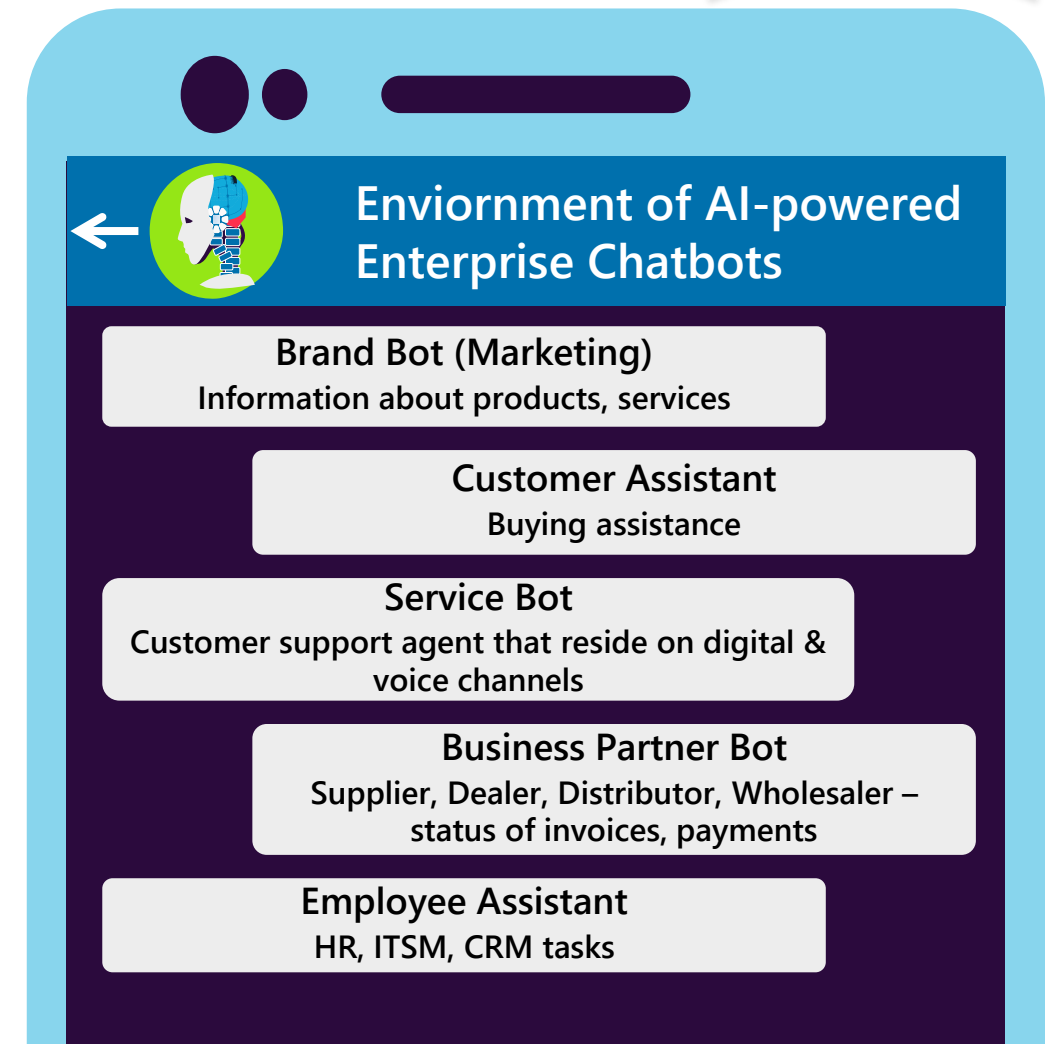
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# Business Chat BOTs



## ✓ Omni Channel Experience

- Availability of information across the channels, like mobile, web, helps businesses provide a consistent omnichannel experience to their Users.
- Consistent experience saves time for customers, enhances brand image.
- Also, increases customer engagement and loyalty.



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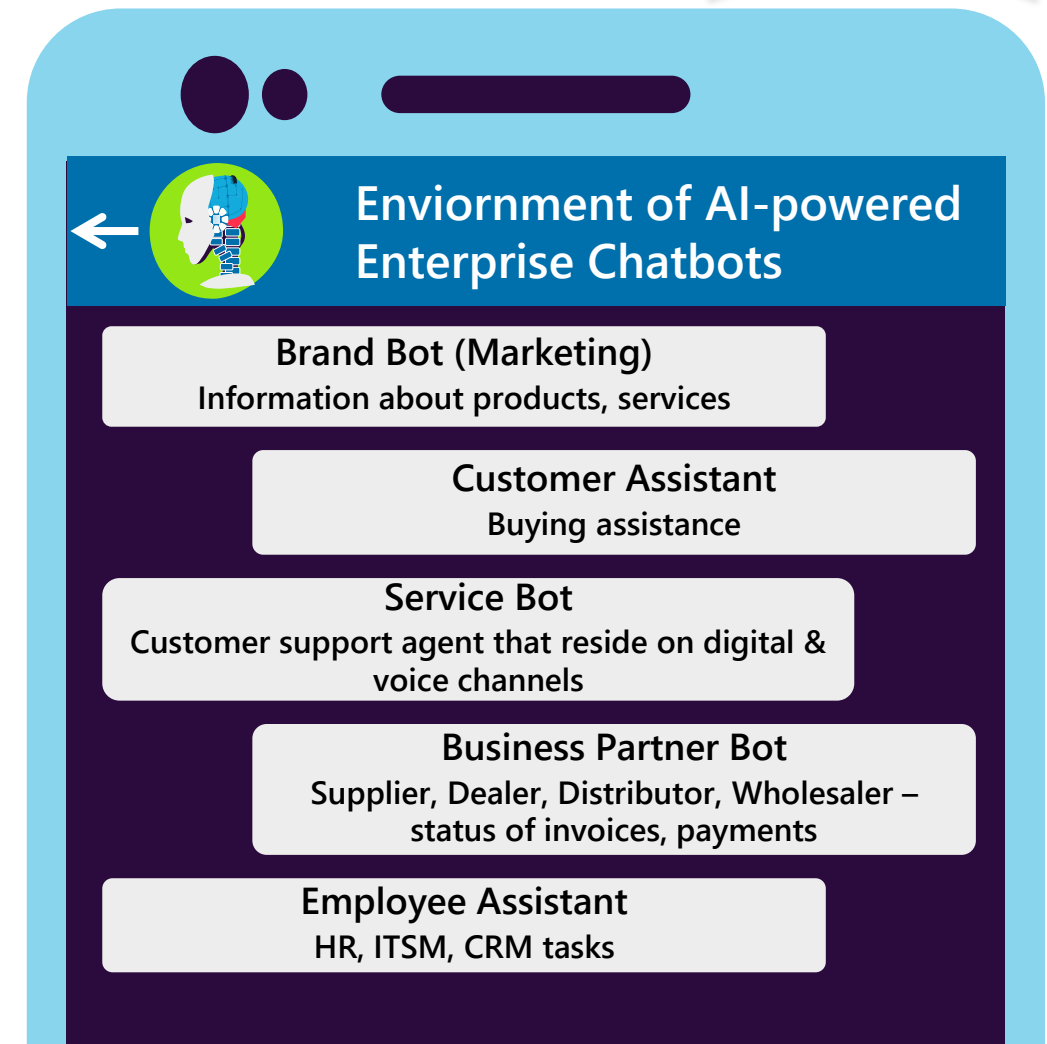


# Business Chat BOTs



## ✓ Anticipate Customer Need

- Serving User request, businesses have a real opportunity to use such generated data to contextualize User's requirement.
- Anticipating Users needs and making efforts to cater to them, results in customer loyalty.
- With rich insights, businesses can create an engaged with loyal customer base that consistently grows.



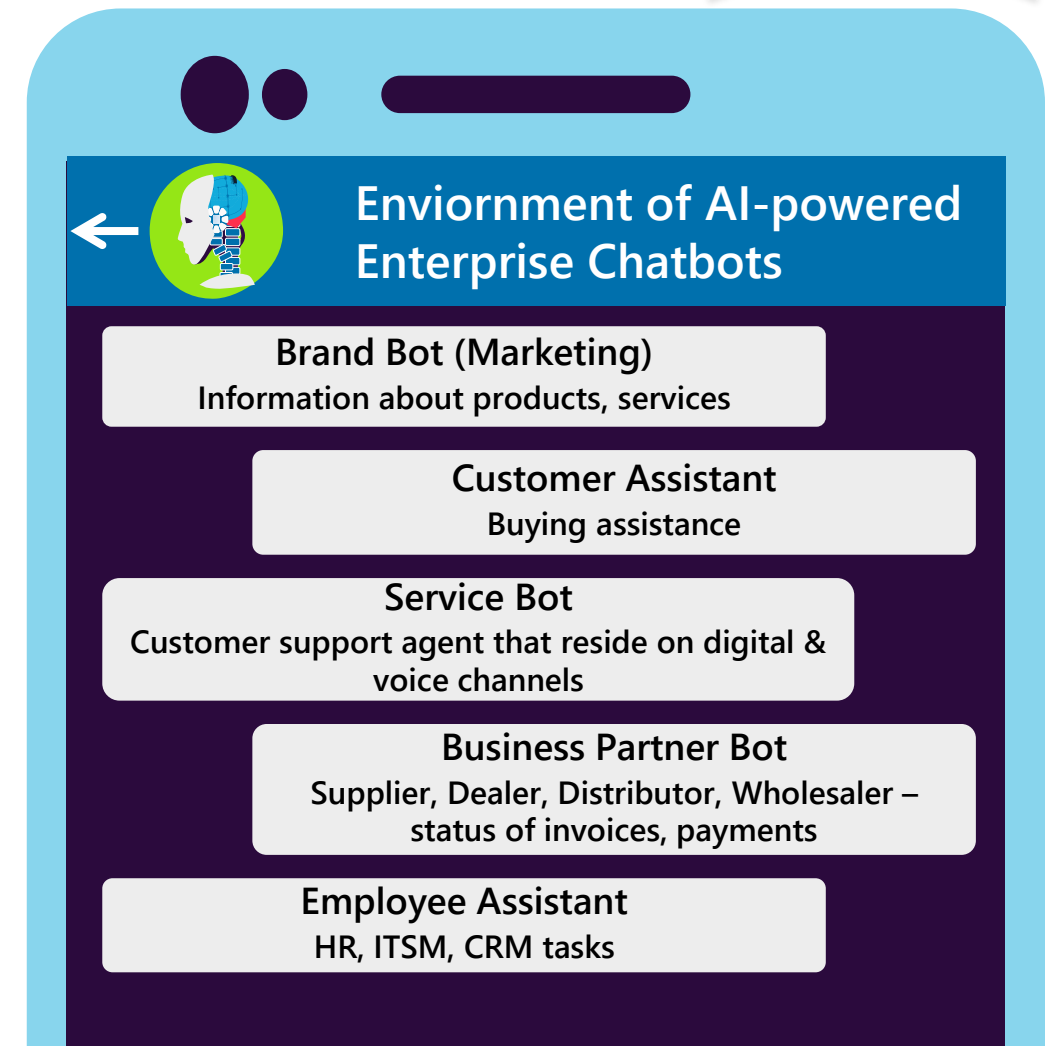
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# Business Chat BOTs



## ✓ Personalized connections with customers

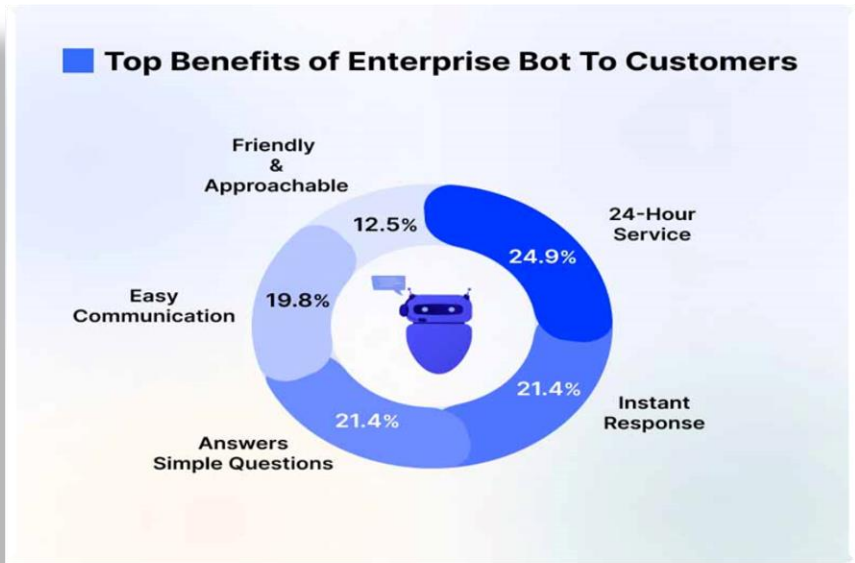
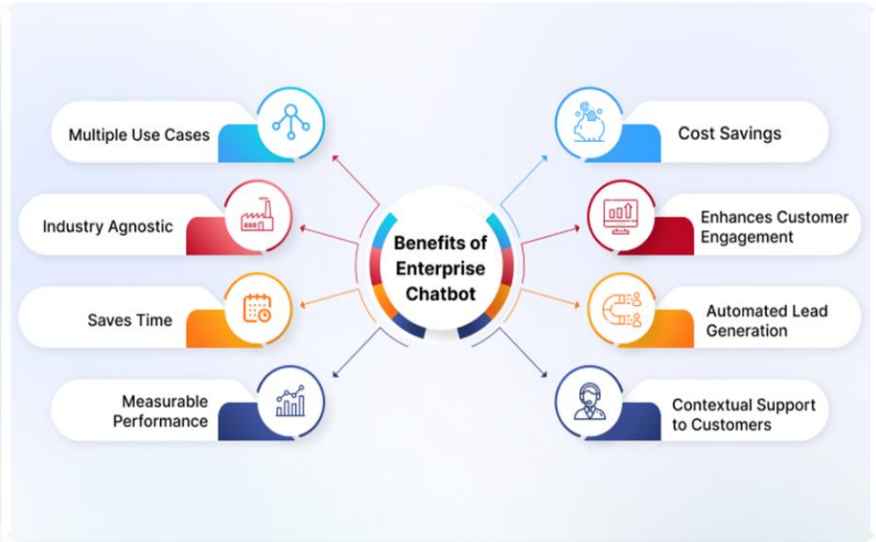
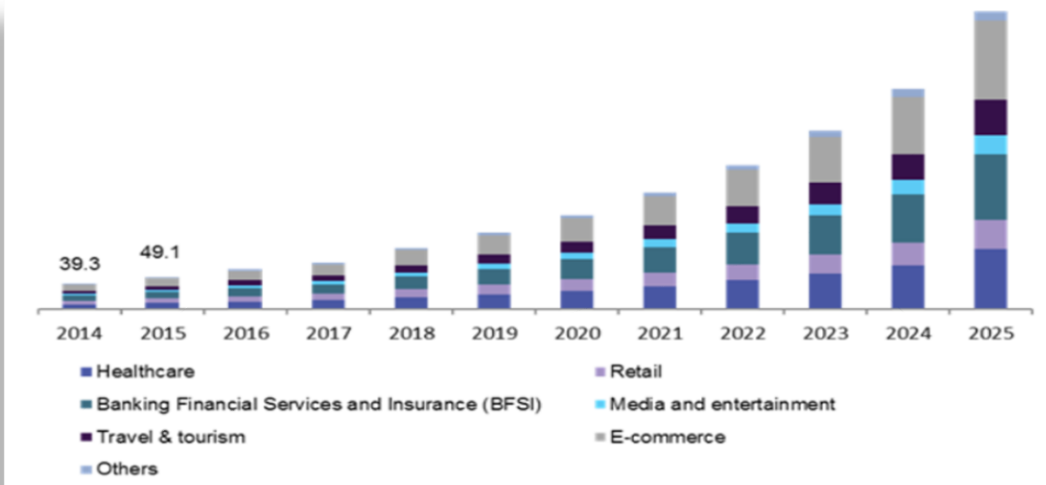
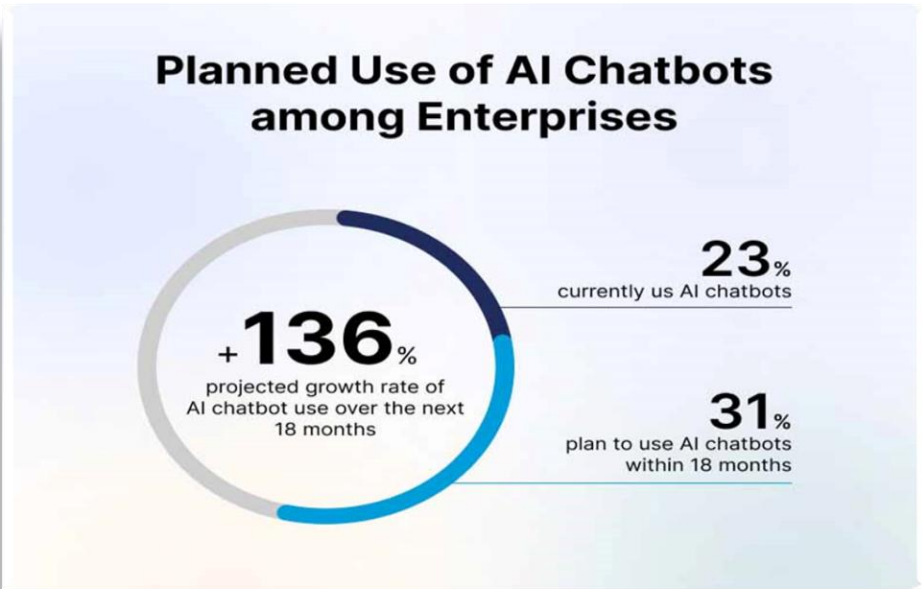
- More than 45% of customers across the industry & geographical spectrum prefer virtual agents as the primary communication channel.
- Chatbots can be instrumental in establishing a personal connection by serving as a dedicated customer service representative.
- Business who offer personalization will be competitively better than their peers with an approximation of 15% more customer engagement.



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# A glance ...



# Azure Cognitive Service for Language feature



## ✓ Question answering

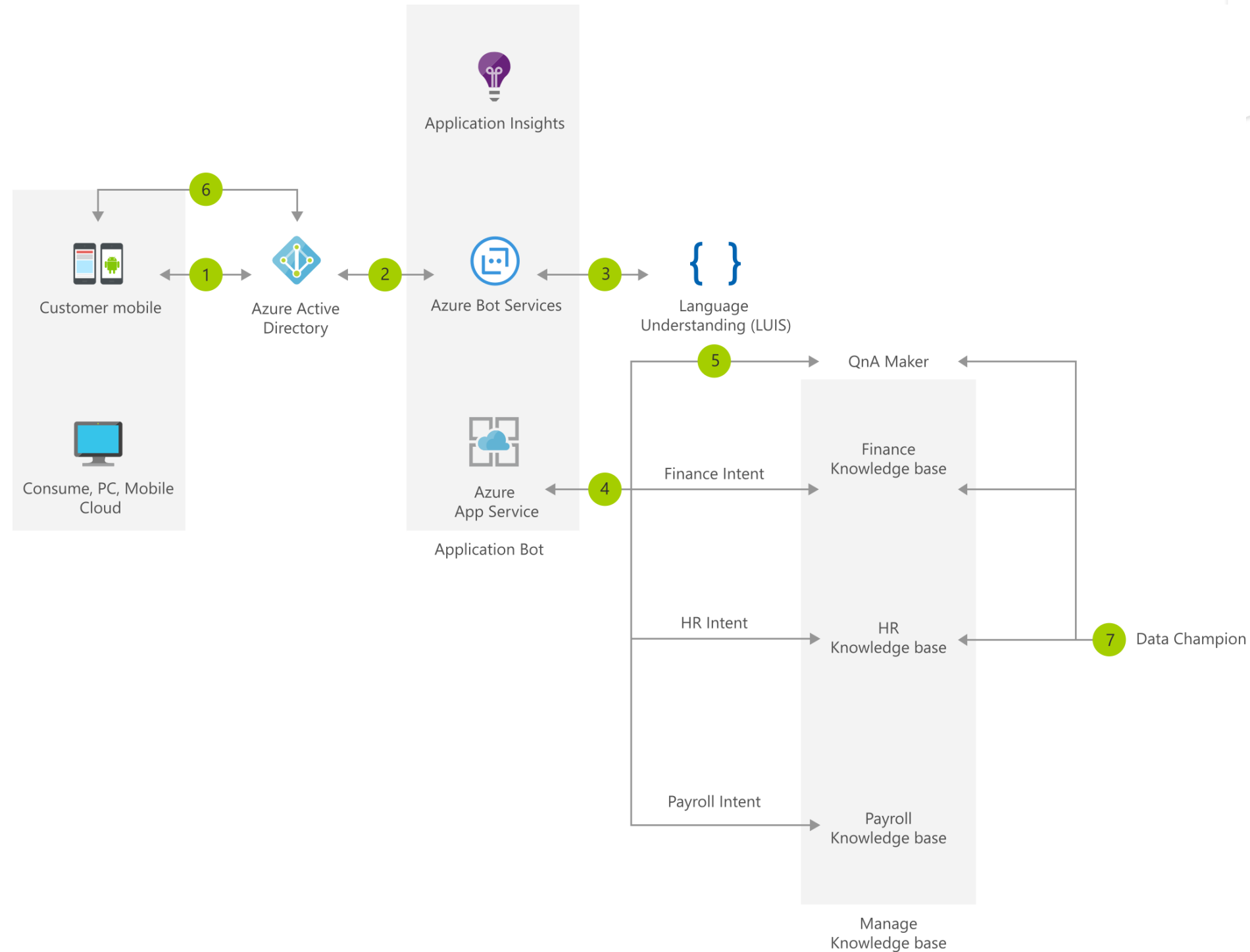
- Cloud-based Natural Language Processing (NLP) allows you to create a conversational question-and-answer layer over your existing data.
- Build a knowledge base from your semi-structured content from URL, including FAQ, manuals, and documents.
- Your knowledge base gets smarter 😊

# What's new with ..



- ✓ **Question answering over QnA Maker**
  - Enhanced relevance using a deep learning ranker.
  - Support for unstructured documents as a data source.
  - Ability to generate precise answers.
  - End-to-end region support.

# Potential use cases



# Demo - Grow Bot

Help with learning resource



# Platinum Partner



# Gold Partner



# Silver Partner







# QnA



# Thank You!



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