



Power Virtual Agents Crisis Response Bot for Government

The COVID-19 pandemic has created so much uncertainty, which in turn raises many questions.

With the vital work government bodies are doing to keep the public safe, the need to keep employees in the know is crucial. With such large-scale workforces in disparate locations, employees have more questions than ever before so it can be difficult and time consuming to give consistent information.



POWER VIRTUAL AGENTS CRISIS RESPONSE BOT

There are a wide range of circumstances that organisations experience which require communication tools to be created and deployed efficiently, this pandemic being a prime example. A Virtual Agent Crisis Response FAQ Bot (A Crisis FAQ bot) helps people get to the information they need quickly in a chat interface you can embed on any website. A Crisis FAQ bot can help you address questions that employees are frequently asking, freeing up time for managers to focus on other priorities.

The Crisis FAQ bot allows total customisation for topics and answers, these can also be automatically generated from websites such as the Centers for Disease Control and Prevention or another online content source, using the Suggested Topics feature in Power Virtual Agents.

BENEFITS OF POWER VIRTUAL AGENTS CRISIS RESPONSE BOT:



Easily create your own virtual agents

Create powerful chatbots fast, without the need for developers or data scientists—by using a guided, no-code graphical interface.



Empower virtual agents to take action

Integrate Power Virtual Agents with the products and services you use every day using hundreds of prebuilt connectors, by building custom workflows using Power Automate, or creating complex scenarios with Microsoft Bot Framework.



Measure performance

Monitor and continuously improve chatbot performance using AI and data-driven insights available in an easy-to-read dashboard.

MICROSOFT COVID-19 CUSTOMER OFFERS:

The Microsoft Power Platform is designed to empower everyone, regardless of their technical ability, to collaborate and solve problems fast. The idea that rapid, valuable innovation can come from virtually anywhere drives the development of the Power Platform, and the realisation of that idea has never been more impactful than in this time of crisis.

The Microsoft Power Platform team are working closely with organisations on the front lines of the crisis — including governments, manufacturers, healthcare providers, nonprofits, and schools and universities.

WHAT YOU CAN GET:

To be empowered and take advantage of their solutions, Microsoft have made **Power Apps, Power Automate, Power Apps portals and Power Virtual Agents** available for a **free** six-month product offer that includes all premium capabilities for customers in the government, manufacturing, healthcare, education and nonprofit sectors.

As part of this effort, Microsoft are also giving all Power Apps users temporary access to a premium feature, Power Apps Push Notifications, so you won't need any premium licenses to use Power Apps to push information to users. Microsoft have reclassified Push Notifications as a standard connector for the duration of the COVID-19 crisis.



CONTACT CPS TO HELP YOU GET STARTED

*OFFER DETAILS

Offer applies to organizations that meet the following criteria:

Power Platform:

- In healthcare, government (any level or branch), manufacturing, nonprofit, or education sectors
- Implementing a Power Platform solution in response to COVID-19, either a Microsoft-provided template or custom implementation



ABOUT CPS

CPS is a multi-award-winning Microsoft Gold Partner which specialises in delivering innovative Microsoft technology solutions to help businesses on their journey to digital transformation. Our Power Platform Consultants pride themselves on solving technology and business problems that deliver real outcomes and the business benefits.

We're here to support you during the global health crisis. Please contact us for specific guidance to help you solve business-critical challenges.

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