

The Power Platform

Utilise Virtual Agents to automate your customer responses



Apps & Data



Why Power Virtual Agents?

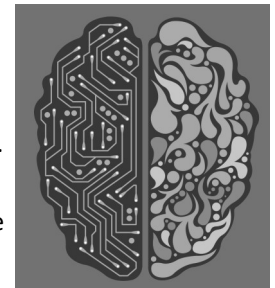
- Integrate with your other M365 applications & custom data sources with Power Automate
- Monitor performance with in-depth analytics & customer feedback
- Works with Dynamics 365 customer service insights
- Built-in natural conversation AI capabilities
- Allows more time to manage more complex & high priority issues
- Improve response times & customer satisfaction while reducing costs
- Cloud based and secure

Benefits for your departments

- **Help Desk** — Answer queries from channels e.g. Facebook Messenger or custom apps, provide ticket updates & automate escalations.
- **Sales**—Find your customers interests & schedule appointments directly from your website, respond to queries around projects & costs.
- **Support**—Use a bot from your knowledge base in MS Teams, giving employees quick responses instead of searching through docs.

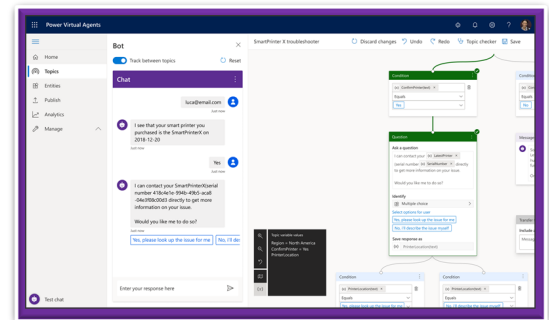
Solve common customer and internal-facing issues automatically, freeing up staff to focus on complex requests and high-value interactions.

With Power Virtual Agents, **eacs** can develop advanced automated agents which guide your customers through the correct channels and answer basic queries before passing more complex requests over to your in-house support teams. Not only does this provide a great service for customers visiting your websites or apps, it also gives back valuable time for employees to focus on high priority issues.



What are Power Virtual Agents?

Power Virtual Agents are chat bots which can be taught to converse and provide services naturally. They allow customers to ask questions in a self-service fashion and receive an almost immediate response, increasing customer satisfaction and reducing wait times, in turn improving your customer retention.



Virtual Agents can also trigger flows in Power Automate, giving you a wealth of choice when sending information to the right place and alerting the right people.

How can we help?

eacs can help your business begin their Virtual Agents journey by reviewing and migrating your existing support channels and knowledge base content into a new solution, and create an Agent which performs effectively and naturally to handle your customers queries.

eacs is the expert in the delivery of IT services to the mid market. It is an award winning and trusted provider of IT solutions and managed services to a wide range of UK organisations of all sizes.



Gold Cloud Platform
Gold Cloud Productivity
Gold Collaboration and Content



Silver Application Development
Silver Data Analytics
Silver Security

Delivering Excellence!

- **ISO 9001** - Certified Quality Management System
- **ISO 14001** - Certified Environmental Management System
- **ISO 20000** - Service Management
- **ISO 22301** - Certified Business Continuity
- **ISO 27001** - Certified Information Security Management System
- **ISO 37001** - Certified Anti-bribery Management System
- **ISO 45001** - Certified Occupational Health & Safety System
- **Cyber Essentials Plus**