Power Virtual Agent for COVID-19

Helping concerned individuals stay informed through the crisis

Navigating the human and business impact of COVID-19
COVID-19 is a humanitarian and societal crisis of unprecedented speed and scale with a rapidly and daily changing landscape.

During these challenging times, there is a strong requirement for tools that can be deployed quickly and efficiently that use the latest guidance, while keeping pace with daily change.

Working in partnership, Accenture, Avanade and Microsoft have come together to deliver an Al-driven solution to quickly help organizations to be able to engage people through web channels and address some of the common questions raised in the face of the crisis.
Power Virtual Agent for COVID-19
Flexibility to respond to challenging situations via existing online channels

AI-driven, scalable solution
Automated data scanning, ability to learn from interactions, and self-maintaining the virtual agents process a high volume of inquiries, freeing-up call centers to manage the most urgent and complex situations.

Easy to create a virtual agent
The no code/low code approach allows organizations to implement easily and rapidly without the need for specialist resources.

Connects to an online, preferred data source
As the guidance changes, the Power Virtual Agent dynamically updates ensuring that the latest information is provided. Information is drawn from the organization’s chosen online source of guidance and data sources.

CONNECT
Link the agent to an existing web channel

INTEGRATE
Embed the agent within a web channel

CONFIGURE
Leverage the agent and add the specific advice and guidance

CUSTOMIZE
Take the agent and build an interactive experience around it

Accenture, Avanade and Microsoft are together committed to providing tools to help address societal challenges during these unprecedented times.

To help deal with the exceptional circumstances, organizations can implement Power Virtual Agent for COVID-19 through an included license acquired from Microsoft for Power Virtual Agents, and using standard country specific guidance. Deliverables will include provisioning a Power Virtual Agent for COVID-19 and two-day training and documentation. We will partner with clients to understand how best to support your implementation.

Speak with your Account Team now for details.
To help our clients navigate both the human and business impact of COVID-19, we’ve created a hub of all of our latest thinking on a variety of topics.

Each topic highlights specific actions which can be taken **now**, and what to consider **next** as industries move towards a new normal.

From leadership essentials to ensuring productivity for your employees and customer service groups to building supply chain resilience and much more, our hub will be constantly updated. Check back regularly for more insights.

**VISIT OUR HUB HERE**
About Accenture

Accenture is a leading global professional services company, providing a broad range of services in strategy and consulting, interactive, technology and operations, with digital capabilities across all of these services. We combine unmatched experience and specialized capabilities across more than 40 industries—powered by the world’s largest network of Advanced Technology and Intelligent Operations centers. With 505,000 people serving clients in more than 120 countries, Accenture brings continuous innovation to help clients improve their performance and create lasting value across their enterprises.

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About Avanade

Avanade is the leading provider of innovative digital and cloud services, business solutions and design-led experiences on the Microsoft ecosystem. Our professionals bring bold, fresh thinking combined with technology, business and industry expertise to help make a human impact on our clients, their customers and their employees. We are the power behind the Accenture Microsoft Business Group, helping companies to engage customers, empower employees, optimize operations and transform products, leveraging the Microsoft platform. Avanade has 38,000 professionals in 25 countries, bringing clients our best thinking through a collaborative culture that honors diversity and reflects the communities in which we operate. Majority owned by Accenture, Avanade was founded in 2000 by Accenture LLP and Microsoft Corporation.

Learn more at www.avanade.com.

About Microsoft

Microsoft (Nasdaq “MSFT” @MICROSOFT) enables digital transformation for the era of an intelligent cloud and an intelligent edge. Its mission is to empower every person and every organization on the planet to achieve more.