

# SERVICE DEFINITION



Microsoft 365 Bot for  
Teams, Office & SharePoint

## SERVICE OVERVIEW

Implementation of a Q&A bot within Microsoft Teams and SharePoint Online. The bot will support general chit-chat and answer questions for users based on a configurable Q&A portal. This service will provide a base bot which can be built upon later with additional skills.

## ON-BOARDING AND OFF-BOARDING PROCESSES/SCOPE

On-boarding of the service requires the installation of the solution onto the target Microsoft 365 tenancy.

To install the deployment packages, HappyWired technicians perform a pre-defined installation process, which requires the necessary permissions on the target Microsoft 365 tenancy to activate the solution appropriately.

To off-board or remove the service, a deactivation process is run by HappyWired technicians which will deactivate and remove the solution from the tenancy.

## PRICING

See related pricing document on G-Cloud marketplace.

## SERVICE MANAGEMENT DETAILS

HappyWired provides support via our Telephone, Portal or Email support systems. We can provide reactive, or technical account managed support. We can also provide a continual improvement service for the Bot and other Office 365 services to ensure your making the most of your investment in digital services.

#### SERVICE CONSTRAINTS (EG MAINTENANCE WINDOWS, LEVEL OF CUSTOMISATION PERMITTED, SCHEDULE FOR DEPRECATION OF FUNCTIONALITY/FEATURES ETC)

As the solution sits on an underlying cloud service (Microsoft 365), appropriate subscriptions are required from Microsoft.

Microsoft 365 and Azure subscription costs are not included with this service but can be purchased separately where required.

All customisations to the service are required to be in-line with the available functionality of the Microsoft 365 subscription.

#### SERVICE LEVELS (EG PERFORMANCE, AVAILABILITY, SUPPORT HOURS, SEVERITY DEFINITIONS ETC)

As the solution would reside on the underlying Microsoft 365 service, availability would be dependent on service levels provided by Microsoft.

From a support perspective, HappyWired provides both Telephone, e-Mail and a Ticketing system to log support tickets.

HappyWired provides telephone support between the hours of 9am and 5pm - Monday to Friday (excluding bank holidays).

Service hours for the Email and Ticketing system are between 8am and 6pm - Monday to Friday (excluding bank holidays), and our average response time is within 2 working hours of receipt.

Our support combines traditional break-fix troubleshooting, with flexible consulting, training, design and application modification services from our team of certified technicians.

Support can be called off in 1 hour blocks as and when required, and we allow for unused time to be rolled on to subsequent months but must be used within a year. Charges are between £115 and £130 per hour depending on the volume of hours purchased per month.

## FINANCIAL RECOMPENSE MODEL FOR NOT MEETING SERVICE LEVELS

Not applicable for this service

## TRAINING

We provide onsite or offsite training workshops to help you make the most of your bot and ensure that you are fully capable of maintaining the Q&A database. The workshops will also demonstrate how the bot framework works and additional skills which could be implemented within the organisation.

## ORDERING AND INVOICING PROCESS

Ordering Happywired solutions can be done via contact with our sales consultants. Invoicing will be done as per terms of G-Cloud framework.

## TERMINATION TERMS

### BY CONSUMERS (IE CONSUMPTION)

Not applicable for this service

### BY THE SUPPLIER (REMOVAL OF THE G-CLOUD SERVICE)

Not applicable for this service

## TECHNICAL REQUIREMENTS (SERVICE DEPENDENCIES AND DETAILED TECHNICAL INTERFACES, EG CLIENT-SIDE REQUIREMENTS, BANDWIDTH/LATENCY REQUIREMENTS ETC)

The service requires all users to have the appropriate Microsoft 365 subscriptions, and it is recommended that the desktop version of Microsoft Teams is installed on the client PC.

Connectivity to the Internet is required, bandwidth requirements are published by Microsoft as part of their requirements for the Microsoft 365 subscription service.

## DETAILS OF ANY TRIAL SERVICE AVAILABLE.

Not applicable for this service, however Happywired can provide demonstrations of capabilities via our own demo solutions.