



G-Cloud 14 Service Definition

Accenture Power Virtual Agent Offering

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accenture

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1. Scope of our Services

Power Virtual Agents (PVA) Chat Bot Offering: Power Virtual Agent (PVA) is a dynamic cloud based chatbot that will be able to support you in being able to support crisis management and to provide guidance and information. PVA will be able to integrate into a number of technologies and will allow organisations and Government to be able to respond in realtime.

Power Virtual Agents empowers teams to easily create powerful bots using a guided, no-code graphical interface without the need for data scientists or developers. PVA is a Chatbot offering and some of the features include:

- Elimination of gap between subject matter experts and development teams
- Removes complexity of exposing teams to nuances of conversational AI
- Eliminates the need to write complex code

PVA minimises the IT effort required to deploy and maintain a customer conversational solution and the solution is platform agnostic, meaning it can be deployed on Amazon Web Services (AWS), Google Cloud Platform (GCP) and Azure.

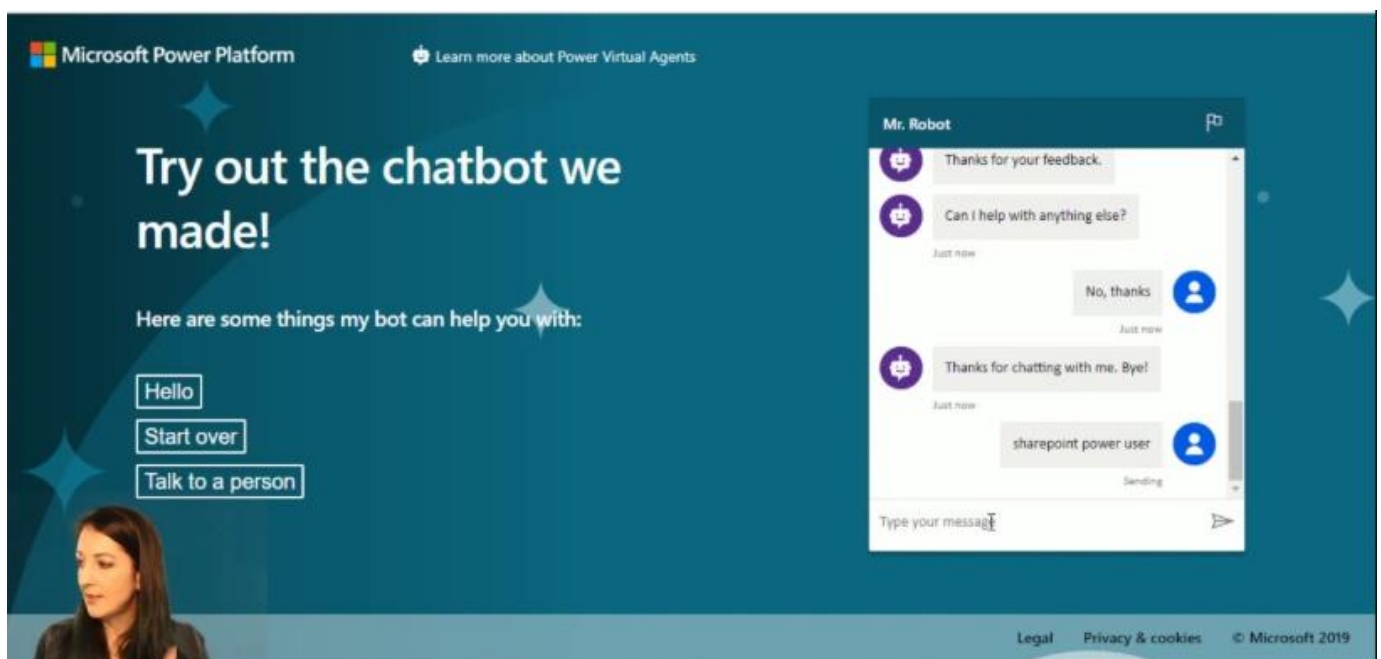


Figure 1: Example Chatbot

Definition of Session: A session is an interaction between the customer and the bot and represents one unit of consumption. The session begins when an authored topic is triggered.

A topic ends in one of the following scenarios:

- When all of the customer's questions are answered.
- When a customer intentionally ends or closes a chat session.
- When a bot is unable to answer adequately, and the interaction is escalated to a live agent.

2. PVA Features and Benefits

Power Virtual Agents (PVA) is a SaaS Service with ultra-low footprint.

Some of the key advantages are:

- Get started in seconds.
- Empower your subject matter experts.
- Novel, intuitive, code-free graphical interface.
- Enable rich, natural conversations.
- Enable bots to take action.
- Monitor and improve bot performance.

Deployment of chatbots built with the tool isn't just relegated to your organisation's website. Here are a few (of the many) places you can deploy a Power Virtual Agent:

- Website
- Skype
- Facebook
- Slack
- MS Teams

Power Virtual Agents empowers teams to easily create powerful bots using a guided, no-code graphical interface without the need for data scientists or developers.

- Using a guided graphical interface to easily build a powerful chatbot
- Integrating with Power Automate to allow chatbots to take prebuilt actions based upon user input
- Monitor and measure performance to continually improve chatbot experience
- Receive suggestions on new bot Q/A's to build out based upon user activity

Some of the many benefits across industries can be listed as follows:

- Benefits of Utilising Chatbots for Your Business
- Don't Miss a Sales Opportunity
- Automate to Alert Your Team of a Hot Lead
- Give Your Customer Service Team Help
- Improve Customer Satisfaction

3. Pricing

Please refer to the associated Pricing Document relevant for this Service.

4. Contacts

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5. About Accenture

Accenture is a leading global professional services company that helps clients build their digital core, transform their operations, and accelerate revenue growth - creating tangible value across their enterprises at speed and scale. We are uniquely able to create these outcomes because of our broad range of services in strategy and consulting, interactive, technology and operations, with digital capabilities across all of these services. We combine unmatched industry experience and specialised capabilities across more than 40 industries and all business functions. With 730,000 people serving clients in more than 120 countries, and a net revenue of \$64.1 billion USD for the financial year ending on 31st August 2023, Accenture drives innovation to improve the way the world works and lives.

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