

SYNERGI

YOUR BUSINESS. STRATEGY.

Service Definition

Lot 2b: Software as a Service (SaaS) – Microsoft Power Virtual Agents

Your Business.
Protected. Transformed. Powered.



SYNERGI

YOUR BUSINESS. STRATEGY.



- FOUNDED IN 2013
- TRUSTED BY 300+ CUSTOMERS
- AWARD-WINNING TEAM OF 65+
- EMPOWERING ORGANISATIONS TO THRIVE WITH TECHNOLOGY

NEWCASTLE | LONDON | SCOTLAND



SYNERGI

YOUR BUSINESS. STRATEGY.

SENTRI

YOUR BUSINESS. PROTECTED.

MANAGED SERVICES

IT STRATEGY

CYBER SECURITY

CLOUD MIGRATION

DATA PROTECTION

COMMS & VOICE

AGILITI

YOUR BUSINESS. TRANSFORMED.

CLOUD & AI SOLUTIONS

PROCESS & AUTOMATION

AI, APPS & BI

EMPLOYEE EXPERIENCE

PORTFOLIO & PROJECTS

CUSTOM DEVELOPMENT

UNIFI

YOUR BUSINESS. POWERED.

BUSINESS APPLICATIONS & AI

BUSINESS CENTRAL

SALES, SERVICE & MARKETING

REPORTING & ANALYTICS

INTEGRATION

TOOLS & AUTOMATION

ADOPTION & CHANGE MANAGEMENT | PROJECT DELIVERY | SERVICE MANAGEMENT

ITIL ALIGNED HELPDESK, SUPPORT & TRAINING

Service Overview

Microsoft Power Virtual Agents enables organisations to build intelligent, no-code chatbots that interact with customers and employees across websites, apps, and messaging platforms. Integrated with Microsoft 365 and the Power Platform, it allows seamless automation of workflows and data connections. Bots can answer queries, trigger actions, and deliver personalised support using AI-driven natural language understanding. Accessible via a web interface, it supports secure deployment, scalability, and analytics for continuous improvement, helping businesses provide efficient, self-service experiences without the need for developer expertise.

Features

- Make, test, and publish bots using automation
- Low-code graphical interface
- Self-learning AI continuously improve your bots
- Deploy bots securely using central administration

Benefits

- Engage with customers and employees in multiple languages
- Automatically track critical KPIs and identify future bot topics

Outcomes For Our Customers



Increased Cost Saving



Increased Efficiencies



Improved Security Posture



Trusted Partnership



Greater Operational Officiencies



Peace Of Mind



Greater Compliance



Happier Staff



Improved Customer Experience



Increased Productivity



Reduced Risk



Valuable, actionable Insights