



G-Cloud 15 Service Definition

Accenture Power Virtual Agent Services

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accenture

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1.0 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.

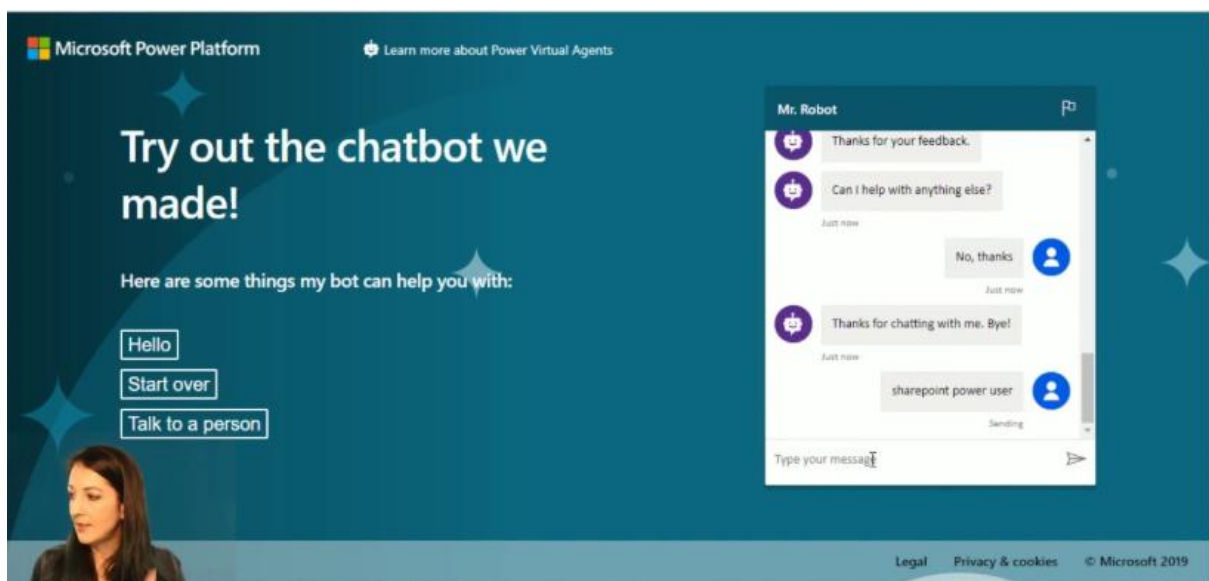


Figure 1: Example Chatbot

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.

2.0 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

3.0 Pricing

Please refer to the associated pricing document/ rate card relevant for this service.

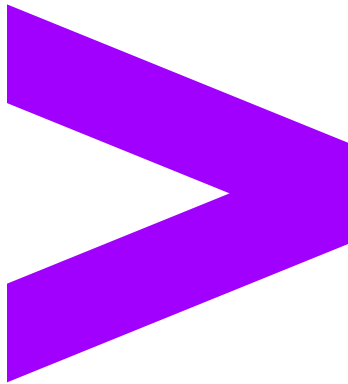
4.0 **Contacts**

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5.0 About Accenture

Accenture is a leading global professional services company that helps the world's leading businesses, governments and other organisations build their digital core, optimise their operations, accelerate revenue growth and enhance citizen services—creating tangible value at speed and scale. We are a talent- and innovation-led company with approximately 799,420 people serving clients in more than 120 countries. Technology is at the core of change today, and we are one of the world's leaders in helping drive that change, with strong ecosystem relationships. We combine our strength in technology and leadership in cloud, data and AI with unmatched industry experience, functional expertise and global delivery capability. We are uniquely able to deliver tangible outcomes because of our broad range of services, solutions and assets across Strategy & Consulting, Technology, Operations, Industry X and Song. These capabilities, together with our culture of shared success and commitment to creating 360° value, enable us to help our clients reinvent and build trusted, lasting relationships. We measure our success by the 360° value we create for our clients, each other, our shareholders, partners and communities



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