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Hitachi Solutions Europe

G-Cloud 15 Service Definition Document

Microsoft Contact Centre AI Enablement
(Agent Assist + Self-Service)

Microsoft Contact Centre AI Enablement

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What the service is, what you get, and the benefits

Service Description

Enable artificial intelligence (AI) for Microsoft contact centres, improving agent support and self-service. We implement agent assist, automated summaries, knowledge search, and customer virtual agents using Dynamics 365 and Teams. Includes data readiness, governance, testing, monitoring and rollout to reduce handling time and improve resolution.



Service Features

- Use case workshops for agent assist and self-service journeys.
- Knowledge base preparation, tagging and content governance.
- Connect contact centre data sources with secure access controls.
- Configure agent assist suggestions, summaries and next actions.
- Build self-service virtual agents for common enquiries.
- Handover to humans with routing and escalation rules.
- Conversation and prompt design aligned to contact centre policies.
- Testing for accuracy, safety, privacy and security.
- Monitoring for usage, deflection, quality and failure handling.
- Governance playbooks, training and continuous improvement backlog.



Service Benefits

- Reduce average handling time through real-time agent support.
- Increase first contact resolution with better knowledge access.
- Deflect routine enquiries using secure self-service virtual agents.
- Improve consistency with approved answers and controlled content updates.
- Reduce risk with governance, monitoring and human escalation.
- Improve customer experience across voice and digital channels.
- Improve agent confidence with clear guidance and next steps.
- Support assurance with audit logs and testing evidence.
- Speed up rollout using reusable patterns and deployment playbooks.
- Track benefits with measurable dashboards and feedback loops.



Microsoft Contact Centre AI Enablement

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Make AI practical and safe in Microsoft contact centres



What this service is for

Improve agent support and self-service without increasing risk

Contact centres are under pressure to reduce handling time and improve resolution, but “adding AI” can create new problems: untrusted answers, inconsistent knowledge, unclear escalation, and limited evidence for assurance. This service enables AI for Microsoft contact centres using Dynamics 365 and Teams, focused on agent assist and secure self-service.

We help you choose the right use cases, prepare knowledge and data sources, configure agent assist and virtual agents, and put governance, testing, monitoring and rollout controls in place so the capability works in day-to-day operations and stands up to assessment.

Key outcomes: Faster, clearer agent support | Deflection for routine enquiries | Safer escalation to humans | Evidence for assurance | Continuous improvement backlog



Why this service is useful

Reduce friction for customers and agents on every interaction

AI delivers value in contact centres when it is tied to real journeys, trusted knowledge, and controlled handovers. Without that, teams see low adoption, quality concerns, and a support burden from “AI gone wrong”.

This service improves performance in practical ways: real-time guidance and summaries for agents, faster access to approved knowledge, and self-service for common enquiries with clear routing and escalation rules. It also protects delivery by building in testing and monitoring so you can see what is working and what needs refining.

Common triggers: High handling time | Repeatable enquiries | Inconsistent answers | Knowledge sprawl | Low first contact resolution | Assurance and audit expectations



Why this service is different

Governance, safety and measurable outcomes built in from day one

We do not treat AI as a feature switch. We treat it as a service capability that needs the right inputs (knowledge and data), clear controls (policies, access, escalation), and a feedback loop that improves performance safely over time.

Our approach is decision-led and evidence-led. We test for accuracy, safety, privacy and security, and instrument monitoring so you can track usage, deflection, quality and failure handling. We leave you with playbooks, training, and a prioritised improvement backlog so the capability continues to get better after go-live.

Differentiators: Knowledge and data readiness first | Human escalation by design | Test evidence for assurance | Monitoring for quality and failures | Operate-and-improve playbooks

Key benefits of a strong Contact Centre

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Reduce Cost to Serve

- Increase automation
- Increase self-service
- Increase service rep efficiency / productivity
- Reduce agent interaction
- Reduce escalations
- Reduce average handling time & first contact resolution

Increase Revenue Generation

- IT infrastructure consolidation
- Generate revenue with conversions service-to-sales
- Increase customer retention
- Reduce Service rep turnover, onboarding time and retention

Increase CSAT

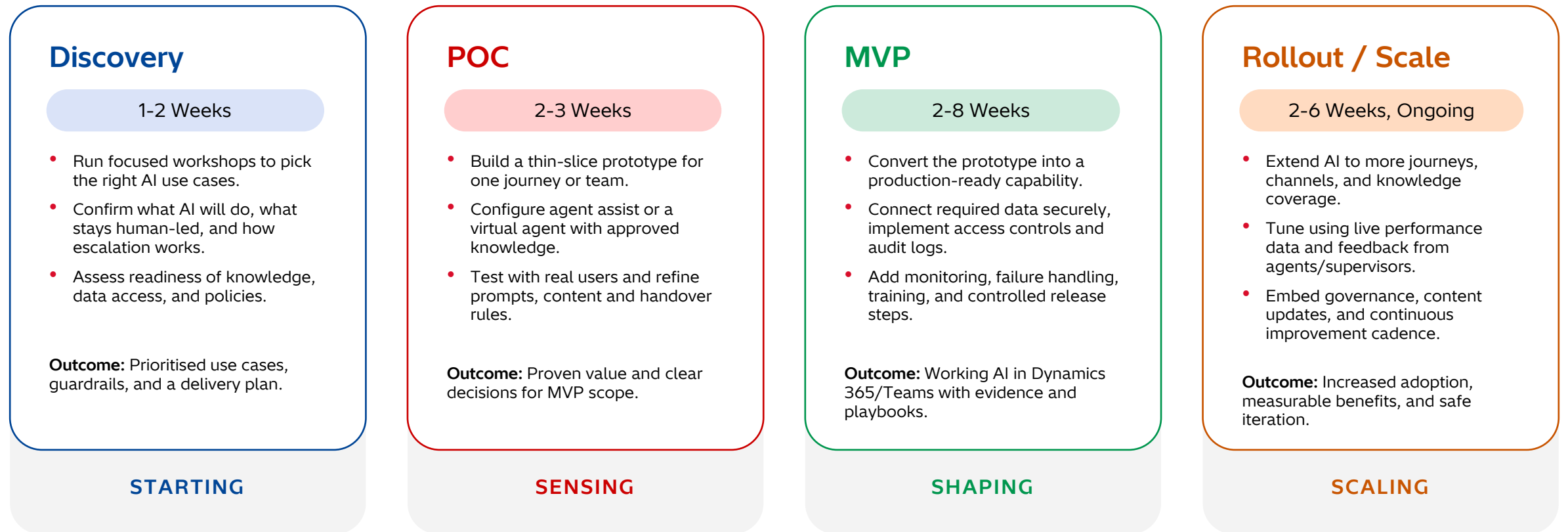
- Overview of all customer service interactions
- Frictionless & seamless experience cross-channel for customer
- Increase net promoter score
- Ease decision-making based on complete and accurate data

AI Enablement Approach (Agent Assist + Self-Service)

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From use case to safe rollout, with controls and measurement built in.

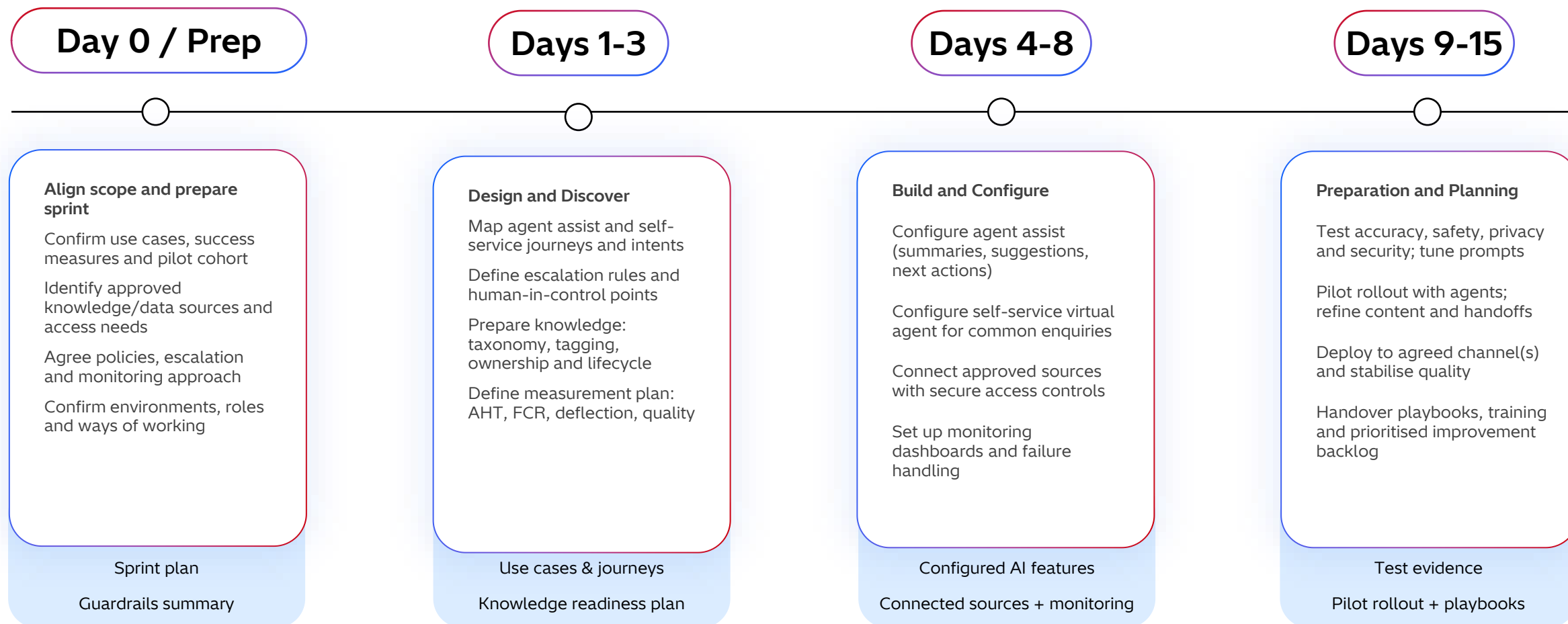
We take you from prioritised AI use cases to a safe, measurable rollout in Dynamics 365 and Teams. We start with the service journeys and knowledge, prove value quickly, then harden for production with governance, testing, monitoring and controlled release. You finish with working capability, evidence for assurance, and a backlog to keep improving.



Indicative Discovery and POC Engagement Timeline

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AI Enablement Sprint delivery



People involved for success

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Advisory

Own success measures, rollout decisions and escalation expectations.



Human Centred Design

Validate journeys, prompts and handoffs with agent cohorts.



Architect & Design

Design approved data access, integrations and security controls.



Solution Lead

Lead build, monitoring, rollout controls and improvement backlog.



Product Owner

Run assurance: safety, privacy, security testing and evidence.



Subject Matter Experts

Define use cases, knowledge ownership, and operational guardrails.

← ¹ Customer Team →

Scalable with the Microsoft ecosystem

Where AI runs, how it is governed, and how it scales



Copilot + Agents



Unify service



Dynamics 365
Contact Center



Dynamics 365
Customer Service



Dynamics 365
Field Service



Teams



Outlook

**Connect to
the business**



Dynamics
365 Sales



Dynamics 365
Customer Insights



Dynamics 365
Supply Chain



Dynamics
365 Finance



Third-party
services + data

**Collaboration
& productivity**



Microsoft 365

**Authoring environment
& Workflow orchestration**



Copilot Studio

Trusted AI



Azure Open
AI Service

**Harness data &
business insights**



Dataverse



Graph



Power Platform



Fabric

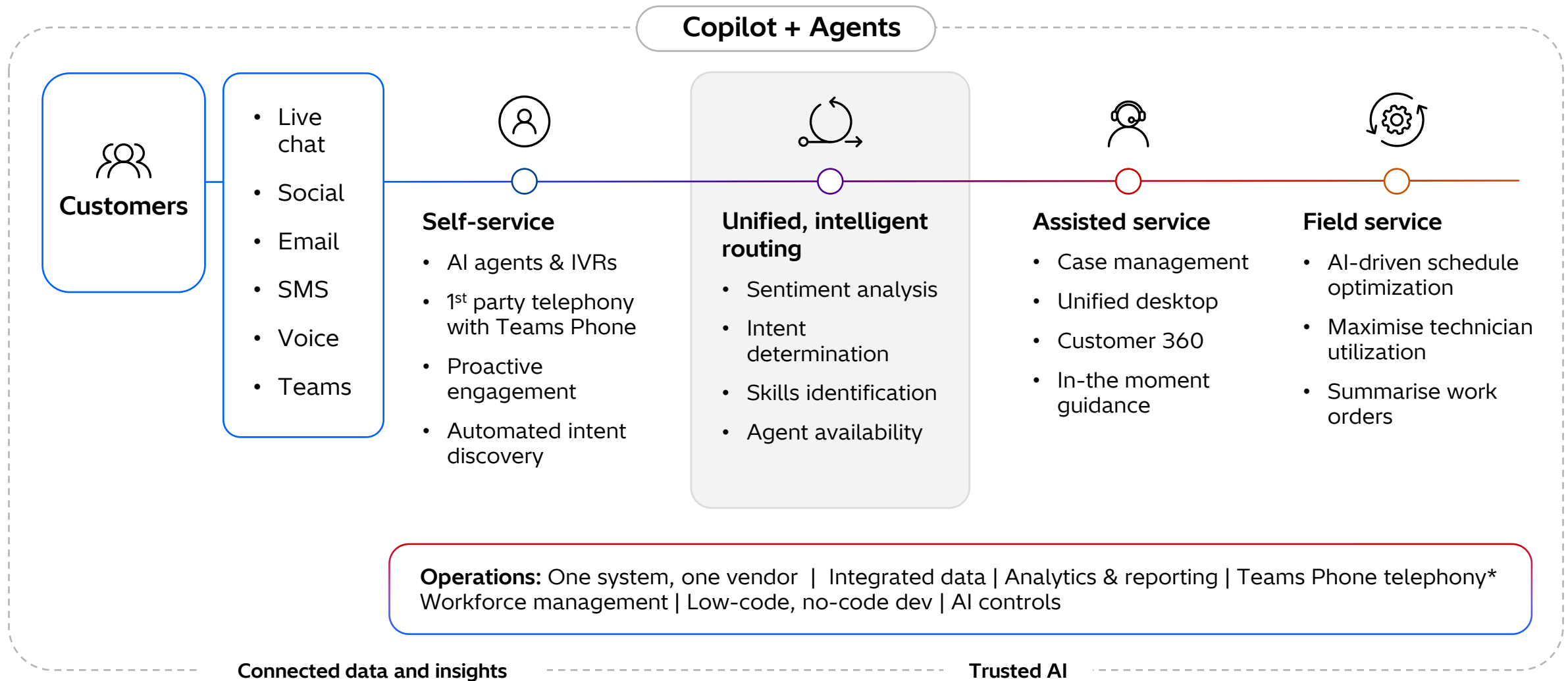
Azure foundation



Identity, security, management, and compliance + Global cloud infrastructure and services

How AI improves each step of the customer journey

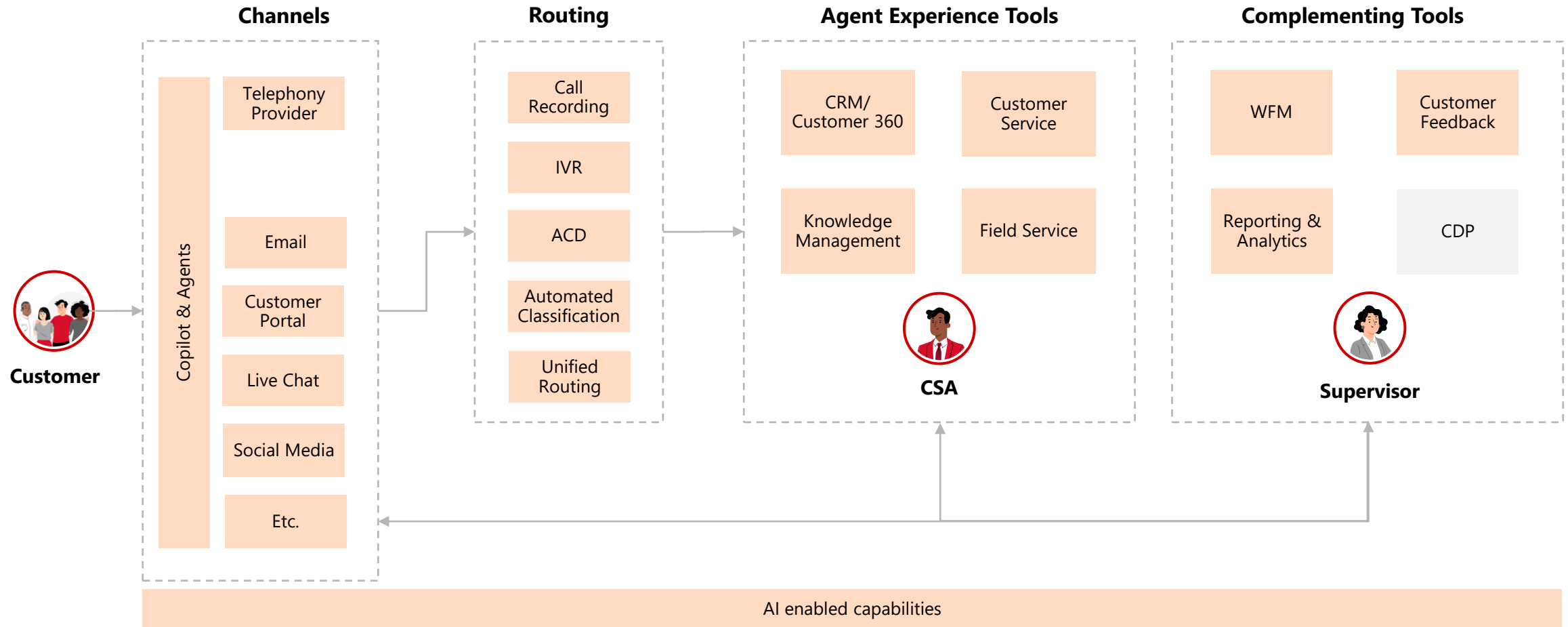
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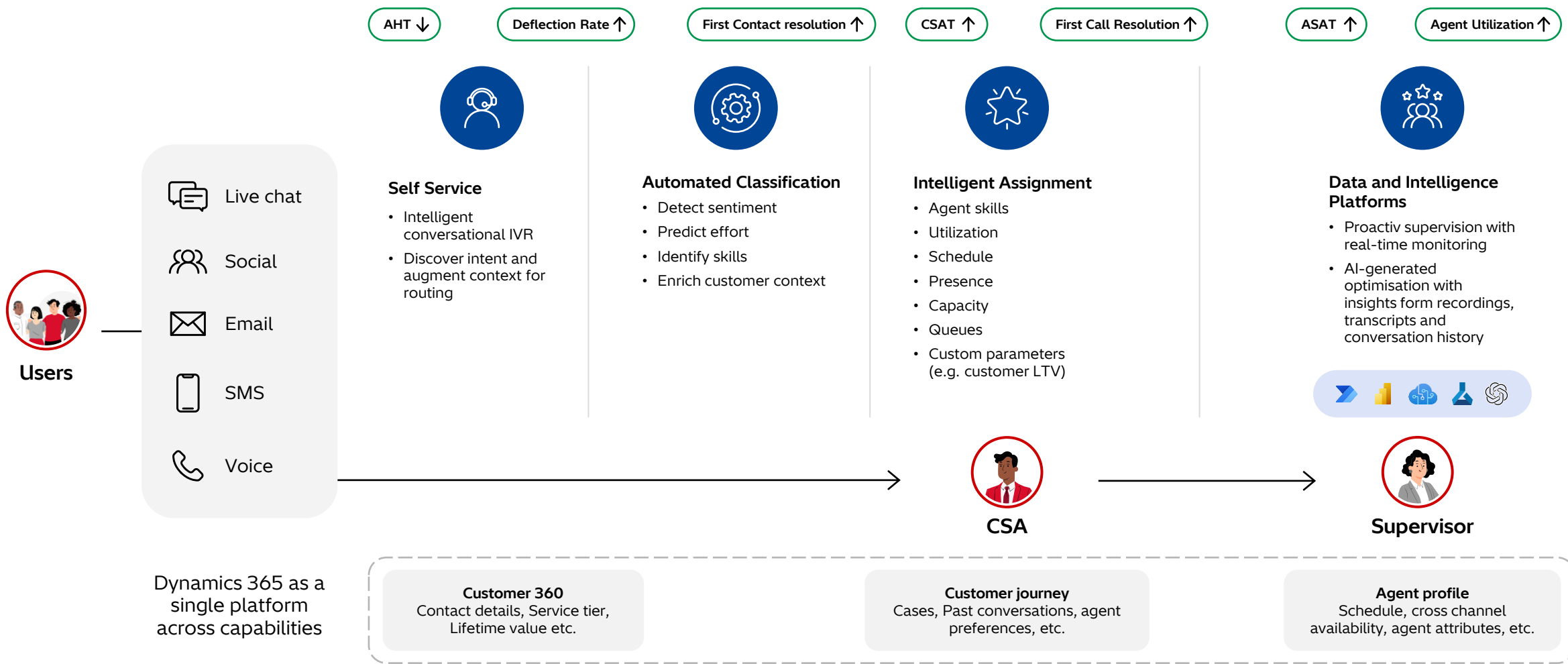
Why consolidation matters for AI (clean inputs, consistent answers)

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AI quality depends on knowledge + routing + data being coherent.



How we measure AI impact and keep it safe



The Hitachi logo is displayed in a bold, white, sans-serif font in the top right corner of the image. The background is a photograph of a grand, multi-story classical building with a curved facade, many windows, and a balcony with a Union Jack flag. The image has a dark, semi-transparent overlay.

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Hitachi Solutions Europe

UK Government Overview

Hitachi Solutions for the UK Government

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Our **vision** is to be government's partner of choice for the design and delivery of **sustainable, human-centred, Microsoft Solutions and digital services**.

Human-centred Services

Every service starts with people and how technology can make their day simpler.

+

Deep Microsoft Expertise

Hitachi Solutions is dedicated exclusively to the Microsoft ecosystem.

+

Emotionally Aware Delivery

Our former civil servants bring deep understanding and cultural alignment.

=

+

One Hitachi

Hitachi Solutions is part of Hitachi, Ltd., one of the world's largest and most respected organisations.

Sustainable government transformation.

Human-centric by default.

Powered by Microsoft.



Our Credentials

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Microsoft



Microsoft global Government and Finance
Partner of the Year 2025

Microsoft Partner of the Year 2025 Finalists in
Build and Modernise AI Apps, Dynamics 365
Supply Chain, Dynamics 365 Sales and Customer
Insights, and Low Code Application Development

22 Years in **Microsoft's Inner Circle**
(including 2025)

Microsoft Solutions Partner across AI Business
Solutions, Cloud and AI Platforms and Security
with **18+ specialisations**

Industry



Keystone member of the **Government Digital
Sustainability Alliance**

Crown Commercial Service Supplier

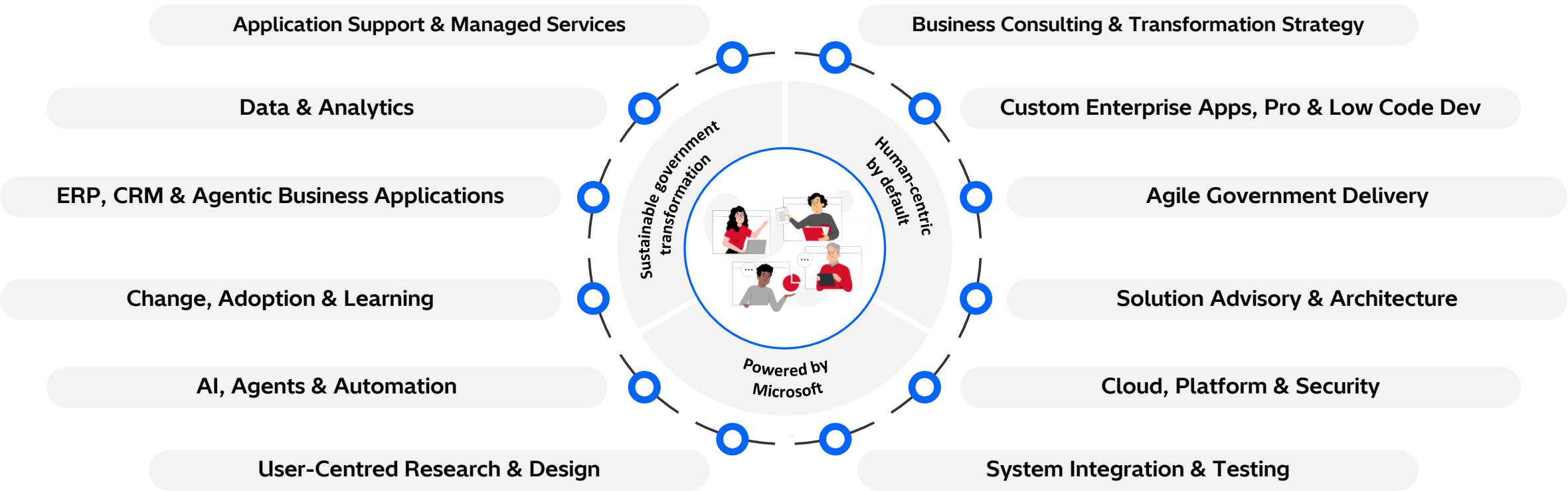
Cyber Essentials Plus Certified

ISO-certified across Quality, Environment, Service,
Business Continuity, Information Security, and
Privacy Management

Recognised in the **Smarter Working Live Awards**
for our regulatory services Customer Experience
work with the Environment Agency

Our Services and Expertise

Sustainable business transformation through tailored advisory, consulting, and technology solutions.



Our Clients

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"Hitachi Solutions brings substantial digital expertise to the table, complementing our robust business experience. Their insights have been instrumental in identifying opportunities for enhancement and accelerating our initiatives."

Gillian Pratt

Deputy Director Future Regulation
at Environment Agency



"Hitachi Solutions brought in a great project team who we kept for the full duration; they engaged with The Royal Mint side of things very effectively. It really felt like they were part of our own team."

Richard Hobbs

CIO The Royal Mint



"Hitachi Solutions bring the innovation, space and expertise needed to deliver digital transformation at a pace that is needed."

Andy MacDonald

Director of Customer Services,
Aberdeen City Council



"Hitachi Solutions were really good to work with, expertly turning our processes into slick system functionality. Their patience, understanding and "one team" approach to this project facilitated a free-flowing, inclusive environment. Hitachi Solutions' expert technical teams have delivered a great user experience, employing creative thinking to deliver to our often complex requirements."

Daniel Saward

OIA Head of Digital Technology



"DHSC collaborates closely with Hitachi Solutions LTS, emphasising the significance of our enduring partnership characterised by collaborative teamwork and mutual trust. Operating with a framework of high trust and capability, Hitachi Solutions ensures the delivery of quality and excellence to DHSC. Hitachi Solutions should be very proud of their track record in DHSC."

Bryan Rayner

Head of IT Business Systems



"Right from the start, we recognised in Hitachi Solutions a potential partner that would listen to us and really recognise the value of what we were trying to achieve, the lifesaving benefits of what we were trying to build and support."

Alex Duncan

Chief Technology Officer



Centre for Environment
Fisheries & Aquaculture
Science



Department
for Environment
Food & Rural Affairs



Valuation Office
Agency



HM Revenue
& Customs



Rural Payments
Agency



City of Westminster



Homes
England



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA



UK Export
Finance



Forestry and
Land Scotland
Coilltearachd agus
Fearann Alba

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