



Power Virtual Agent for COVID-19

Helping concerned individuals stay
informed through the crisis

Navigating the human and business impact of COVID-19

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COVID-19 is a humanitarian and societal crisis of unprecedented speed and scale with a rapidly and daily changing landscape.

During these challenging times, there is a strong requirement for tools that can be **deployed quickly and efficiently** that use the latest guidance, while keeping pace with daily change.

Working in partnership, Accenture, Avanade and Microsoft have come together to deliver an **AI-driven solution** to quickly help organizations to be able to engage people through web channels and address some of the common questions raised in the face of the crisis.

Microsoft Power Platform [Learn more about Power Virtual Agents](#)

Hi, Please ask me any queries you have related to Novel Coronavirus. I will try my best to answer all your queries.

Here are some things my bot can help you with:

"Hello"

"Tell me about this disease"

CovidHelp

hi

Aujourd'hui

Hi! I'm a Virtual Agent. I can help with your queries related to the new Pandemic COVID-19

So, what can I help you with today?

Aujourd'hui

I have fever

Nouveaux messages

Saisissez votre message

Power Virtual Agent for COVID- 19

Flexibility to respond to challenging situations via existing online channels

AI-driven, scalable solution

Automated data scanning, ability to learn from interactions, and self-maintaining the virtual agents process a high volume of inquiries, freeing-up call centers to manage the most urgent and complex situations.

Easy to create a virtual agent

The no code/low code approach allows organizations to implement easily and rapidly without the need for specialist resources.

Connects to an online, preferred data source

As the guidance changes, the Power Virtual Agent dynamically updates ensuring that the latest information is provided. Information is drawn from the organization's chosen online source of guidance and data sources.



CONNECT

Link the agent to an existing web channel



INTEGRATE

Embed the agent within a web channel



CONFIGURE

Leverage the agent and add the specific advice and guidance



CUSTOMIZE

Take the agent and build an interactive experience around it

Accenture, Avanade and Microsoft are together committed to providing tools to help address societal challenges during these unprecedented times.

To help deal with the exceptional circumstances, organizations can implement Power Virtual Agent for COVID-19 through an included license acquired from Microsoft for Power Virtual Agents, and using standard country specific guidance. Deliverables will include provisioning a Power Virtual Agent for COVID-19 and two-day training and documentation. We will partner with clients to understand how best to support your implementation.

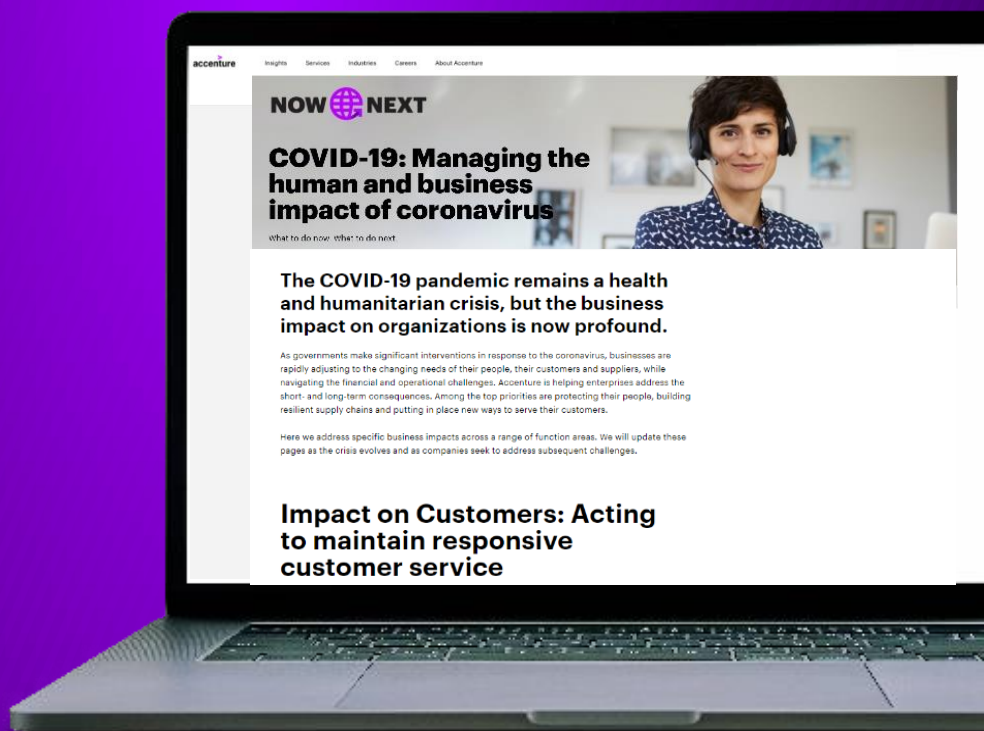
Speak with your Account Team now for details.

To help our clients navigate both the human and business impact of COVID-19, we've created a hub of all of our latest thinking on a variety of topics.

Each topic highlights specific actions which can be taken **now**, and what to consider **next** as industries move towards a new normal.

From leadership essentials to ensuring productivity for your employees and customer service groups to building supply chain resilience and much more, our hub will be constantly updated. Check back regularly for more insights.

[VISIT OUR HUB HERE](#)



About Accenture

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About Avanade

Avanade is the leading provider of innovative digital and cloud services, business solutions and design-led experiences on the Microsoft ecosystem. Our professionals bring bold, fresh thinking combined with technology, business and industry expertise to help make a human impact on our clients, their customers and their employees. We are the power behind the Accenture Microsoft Business Group, helping companies to engage customers, empower employees, optimize operations and transform products, leveraging the Microsoft platform. Avanade has 38,000 professionals in 25 countries, bringing clients our best thinking through a collaborative culture that honors diversity and reflects the communities in which we operate. Majority owned by Accenture, Avanade was

founded in 2000 by Accenture LLP and Microsoft Corporation.

Learn more at www.avanade.com.

About Microsoft

Microsoft (Nasdaq “MSFT” @MICROSOFT) enables digital transformation for the era of an intelligent cloud and an intelligent edge. Its mission is to empower every person and every organization on the planet to achieve more.

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