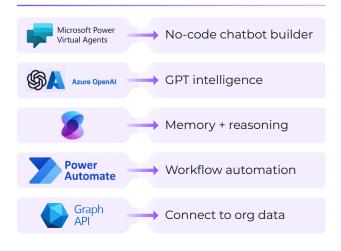


Tools That Make It Happen



Workflow

Before Chatbots After Chatbots





Instant chat-based support







Smart triage and escalation





Siloed tools



Unified interface





Manual onboarding



Guided onboarding via chat





What Modern Chatbots Can Do



Access internal systems (SharePoint, Dynamics)



Integrate into Teams, Outlook



Trigger workflows (Power Automate)



Provide 24/7 support



Summarize and translate content Today's AI chatbots are context-

Department-by-Department Transformation

Department	Use Case	Tool	Benefit
HR	Resume Q&A bot	Power Virtual Agents + SharePoint	Reduces manual screening
(n) (n)	Helpdesk triage bot	Semantic Kernel + Intune	Lowers ticket load
Sales	Lead assistant	Azure OpenAl + Dynamics	Increases lead quality
Ops	Logistics Q&A	SQL + Logic Apps	Fast data access
\$ Finance	Budget tracking bot	Outlook Copilot + Excel	Automates low-value tasks

ROI and Impact Block



40% faster response time



Lower support costs



24/7 availability



Clear ROI per department

