

# Automate your digital experiences with Copilot Studio

## AI Agent

**NTT DATA is one of the first Microsoft partners bringing the power of next-generation AI to work. AI Agent is a customized intelligent virtual assistant that can answer, self-service and redirect queries and requests through natural conversation. We are proud to be recognized by Microsoft as a trusted adviser and solutions partner.**

### **Improve your employee and customer experiences**

**Leverage our Microsoft partnership and expertise to design and build custom artificial intelligence (AI) agents and integrated digital experiences for your employees and customers.**

Your virtual agent or bot can be customized to handle both internal administrative or external customer-service tasks. By using GenAI, our AI Agent can engage in natural conversation through your channel of choice: voice, chat, messaging and email.

### **Streamline workflows, save costs and drive productivity**

**Simplify processes by automating tasks that can be self-serviced and actioned by your AI Agent.**

Alleviate pressure on your receptionists and human agents. Free up your skilled resources from simple, administrative tasks so they can focus on advanced requests and core priority activities.

We have helped our clients achieve cost savings of 40%, on average, by simplifying their model through choosing NTT DATA as a single global provider. Opting to automate your processes can lead to even further cost savings.

### **Fully integrated with your platforms**

**We'll customize your AI Agent to your specific business and industry needs.**

For a seamless end-to-end experience, NTT DATA can help integrate your AI Agent with our Service Numbers or your choice of legacy or modern cloud contact center, including Dynamics 365 Contact Center and Teams Queue App.

### **Microsoft Copilot Studio and Power Platform**

**Get the most out of Copilot by leveraging the powerful automation and AI capabilities of Microsoft Copilot Studio and Power Platform.**

With Microsoft's Copilot Studio, you can code and create custom Copilots, including automation with Power Automate, and extend Copilot for Microsoft 365 to your own business data and scenarios.

Accelerate innovation by leveraging Microsoft's Power Platform to build custom apps, automate workflows and analyze data. Streamline your processes, gain insights and develop solutions to meet your specific business needs.



## Use cases for transforming digital experiences with AI Agent



### IT service help desk

The AI Agent can handle incoming IT inquiries through calls, chat or service portals. It can automate self-service administrative tasks like account unlock, password reset, FAQs and more. For complex or high priority queries, it can divert them to the right local or global IT team with the full context of the conversation.



### Banking and financial services

Let the AI Agent handle FAQs and self-service actions like transfers or deposits and checking account balances. They can also receive and direct queries across head office and local bank branches, depending on the conversation context.



### Retail

Improve customer service and reduce wait times. Your AI Agent can answer FAQs about opening hours and receive and divert queries across head office and retail stores, depending on the conversation context.



### Airline and travel

The AI Agent can handle FAQs around flight details and baggage limits, self-service check ins and direct queries between different customer-service and airline booking teams.

## Use cases for transforming digital experiences with AI Agent

### Supercharge employee experiences

- Cost reduction
- Simplified technology, no IT infrastructure needed
- Improved productivity and collaboration
- Scalable, predictable costs
- Enhanced user experiences with AI-driven tools
- Automated routine tasks, freeing up time for strategic activities
- Improved receptionist productivity

### Elevate customer experiences

- Fewer calls for human agents
- Improved agent productivity
- Shorter wait times
- Improved customer service
- Better customer satisfaction with personalized interactions
- Real-time assistance for customer-service representatives

## Maximize your Microsoft investment with other Copilot-ready solutions

### Modern Work and Copilot Engagement Program

Together with Microsoft, we've developed a unique program to help you enable and trial cloud calling, user numbers, service numbers and advanced use cases while incorporating Copilot for Microsoft 365 capabilities. **The program is funded by Microsoft for eligible clients.**

What you get:

- Trial calling experiences with an understanding of how to incorporate upcoming Copilot capabilities.
- Users are enabled with cloud calling, user numbers and advanced use cases to replace your existing features and functionalities.
- Service numbers are set up with Auto Attendant and Call Queues configured.

The program aligns with Microsoft's Copilot-enablement steps and access to future features.

### Attendant Console for Microsoft Teams

Empower users with call management capabilities that integrate seamlessly with your collaboration platform. With one consolidated view of call queues and contacts, receptionists can answer and transfer incoming calls quickly and efficiently.

### Compliance Recording for Microsoft Teams

**Microsoft-certified and integrated with Azure AI Services.** Record and archive your Teams calls, meetings, screen-sharing and chats while complying with legal requirements.

### Microsoft Teams Calling

Activate voice on Microsoft Teams to provide a unified experience for all your users. We can help deploy and fully manage your Teams Calling via Phone System, Audio Conferencing and Direct Routing services.

### Cloud Voice for CX

Get seamless connectivity in your cloud contact center with leading services. We deliver on-premises or cloud-native contact-center-as-a-service integrations that are globally available and highly resilient, running on our ultrafast global network backbone.

### Managed CX

Bridge the gaps in skills, knowledge and capabilities to meet your requirements for CX management and the demands of your customers. We can design, integrate and manage your entire Dynamics 365 Contact Center CX ecosystem, using leading cloud-hosted, on-premises and hybrid platforms. Simplify your CX management operations and ensure end-to-end security of your data. Our services help you leverage the potential of omnichannel customer-journey management applications, robotic process automation and AI.

### EX Managed Services Essentials

With NTT DATA as your single point of contact, incidents with carriers and cloud UC platform vendors are resolved faster by our expert L1, L2 and L3 engineers. We'll support your IT teams remotely with troubleshooting, triage and escalation of incidents.

### EX Managed Services Premium

Accelerate growth and focus on your core business initiatives by offloading the day-to-day management and operation of your unified communications and productivity estate to us. NTT DATA delivers fully managed services across multivendor cloud and hybrid environments with SLA-backed operations, proactive monitoring, reporting and built-in automation.

### Operator Connect

Integrate NTT DATA's Calling Plans and Audioconferencing services directly into Microsoft Teams. It's simple and quick to deploy – simply assign and activate Teams user numbers from the Teams Administration portal.

### Universal Calling Plans

Our Universal Calling Plans are available in 40 countries, providing global coverage and 99.99% availability backed by NTT DATA's resilient telephony platform. Let us simplify administrative tasks with our 24x7 service desk, incident management, configuration asks (MACDs) and proactive voice-quality tracking.

### NTT DATA Extend for Microsoft Teams

Extend your existing telephony solution to mobile users with a single number and contract for a range of profiles in your organization, including frontline workers and temporary employees.

## Why NTT DATA is the ideal Microsoft partner for your business



### Deep expertise as a trusted partner

- We are a Microsoft Global System Integrator Partner and Managed Service Provider.
- We are a recognized Microsoft Solution Partner across Modern Workplace, Infrastructure, Security, Data and AI, and Digital and App Innovation.
- We have received over 20 global Microsoft partner awards over the last decade.
- Our experience is rooted in a history of 100 years as a telephone service provider and a provider of more than 11.9 billion minutes of cloud voice per year.



### Leading Microsoft Operator Connect Partner

- Seamless, integrated calling and audioconferencing using our high quality and reliable voice backbone.
- Simple and quick deployment, taking just minutes to activate users from the Teams Administration Portal.
- Enhanced technical support and shared SLAs.
- Direct peering powered by Azure creates a 1:1 network connection for enhanced reliability.



### Reliable global network

- Tier 1 global network and 99.99% SLAs
- Complete PSTN replacement services in 40 countries and internet traffic to over 190 countries



### Breadth of solutions

- Advisory, adoption and migration services
- Change management
- Managed services
- Collaboration and productivity
- Telephony and compliance recording
- Integrated contact center

### Get in touch

For full details on NTT DATA AI Agent or to discuss your requirements, please speak to your Account Manager or visit our website: [services.global.ntt](https://services.global.ntt)



