



# Enter the next generation of EX with agentic AI that leverages Microsoft 365 Copilot

Workplace Smart AI Agent™

## Empower teams and elevate results

Workplace Smart AI Agent™ – part of the NTT DATA Smart AI Agent™ Ecosystem – offers an integrated suite of intelligent agents, purpose-built for the modern digital workplace.

These AI-powered agents are developed using Microsoft technologies such as Microsoft Copilot Studio and Microsoft Azure AI Foundry. They integrate seamlessly with collaboration platforms like Microsoft Teams and enterprise productivity tools to deliver intelligent automation, proactive support and tailored assistance.

## Enhance every aspect of workplace interaction

From automating repetitive tasks to proactively resolving user issues and delivering contextual insights, our agentic AI solution with Microsoft 365 Copilot transforms how work gets done. We work with you to transform the employee experience (EX), boost productivity and facilitate adaptive, human-centric operations at scale.

### Enterprise-aware interactions

Using your organization's enterprise knowledge as a foundation, our Workplace Smart AI Agent uses Microsoft to add contextual intelligence to each employee interaction, enhancing productivity across personas and everyday workflows.

## Boost productivity and eliminate repetitive tasks from employees' daily routines

### Personalized AI support

AI agents adapt to individual roles, preferences and goals, delivering function-based, AI assistance that's tailored to each employee's unique needs.

### Seamless integration with enterprise systems

Workplace Smart AI Agent implementations integrate with platforms like Microsoft, ServiceNow and Workday to provide real-time insights directly within the flow of work. Accessible via Microsoft Teams, they ensure intelligence is delivered where and when it's needed most.

## Services we offer

**Drive innovation and maximize the value of your investments by engaging with us through a range of services.**

### Advisory

Define your AI-driven support strategy.

- Assess current support model and AI readiness.
- Identify automation and optimization areas.
- Recommend scalable knowledge-management practices.

### Functionality

Design intelligent workflows aligned with business needs.

- Deliver real-time, contextual insights.
- Reduce manual tasks for support teams.
- Enable intelligent scheduling and collaboration.
- Integrate with Microsoft, Salesforce and ITSM.

### Transformation

Modernize your support experience.

- Transform the total experience with Workplace Smart AI Agent implementations.
- Enable personalized, proactive support.
- Deliver instant intelligence to employees, boosting productivity and EX.

### Operations

Do more, with greater intelligence.

- Monitor performance and resolution metrics.
- Drive adoption and support change management.
- Continuously evolve with business needs.



## Delivering value you can measure

### Optimize costs

Optimize your IT spending by up to 20% and transform your operations with powerful agentic AI capabilities.

### Boost employee engagement

Drive up to 30% higher employee engagement with AI agents tailored to each person, delivering personalized support, enhancing daily EX and eliminating routine tasks.

### Maximize your Microsoft investment

Use AI-driven capabilities like Microsoft Copilot chat on Microsoft 365 E3 and E5 licenses, or opt for the full Microsoft Copilot SKU integrated within Microsoft 365 enterprise apps to bring intelligence directly into the workflow.

### Nurture AI skills

Reskill your workforce with persona-based learning plans, real-time progress tracking and personal coaching to upgrade skills — unlocking improvements of up to 14% in talent pyramid alignment.

### Improve quality

Enhance quality by auditing every customer interaction, providing valuable feedback to product, engineering, and agent teams, and ensuring a continuous loop of improvement for exceptional service.

### Minimize efforts

Decrease your organization's reliance on manual efforts and enhance efficiency with agentic AI.

### Scale securely

Deploy AI agents quickly while maintaining enterprise-grade security.

## Outcomes we've delivered

**40%** We worked with a large manufacturing company to reduce mean time to resolution (MTTR) by up to 40%.

**40K** We reformatted and recreated 40,000 knowledge-base articles within 6 months for a leading automotive enterprise.

**12%** A large banking and financial services company increased customer satisfaction (CSAT) by up to 12%.

**80%** We enhanced the agent knowledge base of a manufacturing company to improve the virtual agent response rate by 80%.



# Why NTT DATA

As a global Microsoft Gold Certified Partner with thousands of certified professionals, NTT DATA has the credentials and capabilities to help you realize the full potential of agentic AI with Microsoft 365 Copilot.

- Awarded Global System Integrator (GSI) Growth Champion
- NTT DATA has a Microsoft Modern Work Solution Designation
- NTT DATA is the No1 Microsoft Copilot Partner
- NTT DATA is the No1 Operator Connect
- Experience the power of NTT DATA Workplace Smart Agent to unlock growth

## Next steps

To learn more about our Workplace Smart AI Agent offerings and demos, speak with:

[Sujay Bhattacharya](#) — SVP, Global DWS Practice Leader

[Vishal Brown](#) — DWS Enterprise Sales and Offerings Head

## Learn more about NTT DATA

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