Virtual agent chatbot

Offer automated support inside your enterprise collaboration platform

If your organization uses an enterprise collaboration platform, like Microsoft Teams, the Hornbill chatbot gives your employees direct access to services and support without leaving their main digital work environment.

Swamped with inbound calls?

Let a chatbot handle simple, high-volume issues so you can focus on issues that need one-to-one care.

Support team burning out?

A chatbot will take the strain and significantly reduce pressure on your service desk—reducing stress.

Low employee satisfaction?

Let them skip the call queue when they have simple issues and requests.
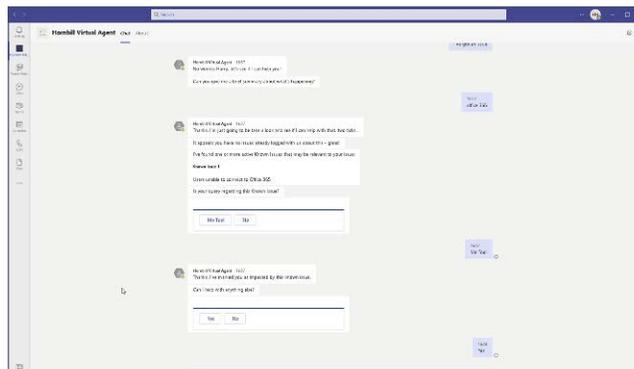
Cut calls to your service desk

Make a chatbot the channel of choice for simple issues and requests, diverting 50%+ of calls from your service desk.

Employees simply interact with the Hornbill Virtual Agent channel in their enterprise collaboration platform.

Automate hundreds of common requests, issues, and enquiries to take the strain off your service desk team.

★★★★★

I can honestly say I've never come across a system that is more modern, easy to use and intuitive."

Chatbot benefits

- ✓ Enhance the employee experience.
- ✓ Easily create new chatbot support capabilities.
- ✓ The most convenient support channel for employees.
- ✓ Super-scalable, low-cost support channel.
- ✓ Comes with common service and support capabilities.
- ✓ Multiply support capacity without hiring more people.

What's different about Hornbill?

True cloud.

Built as a cloud solution, Hornbill has zero app management burden.

Fastest implementation.

100% codeless setup means Hornbill cuts the usual implementation time in half.

Easy upgrade.

Continuous delivery of new features—automatically deployed—means no upgrade projects.

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What can you do with Hornbill?

➡️ **Bring support to where your people are**

The Hornbill Virtual Agent is a customisable Microsoft Power Platform solution—allowing your end users to interact with it from Microsoft Teams or another Enterprise Collaboration System (ECS).
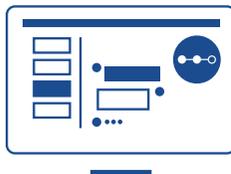
➡️ **Ready-to-use support conversations**

Hornbill Virtual Agent ships with a package of common support conversation topics, as well as supporting entities and Power Platform flows to get you started quickly.
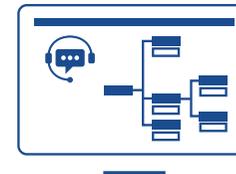
➡️ **Easily create new conversations**

> " *Hornbill is a great one stop shop for all service management needs."*

★ ★ ★ ★ ★

✓ **Deploy to any ECS**

Hornbill Virtual Agent as a channel within your primary collaboration system.

✓ **Simple customization**

Create new conversation topics and Power Platform flows without AI training.

✓ **Simple setup**

No technical AI skill required.

Our mission is to enable your mission
www.hornbill.com/contact-us

Automate 90% of routine workloads across your organization with enterprise automation everyone can use. Save 1000s of hours by digitalizing interactions and automating workloads. Crush the daily grind and free people to pursue your true mission.