

Awara IT Copilot: AI chatbot for automating user support services in IT and HR.

Value for business:

- Reduction of support line costs by 30-60%
- 24/7/365 availability of support service
- Zero wait time for support specialist availability
- Quick response even to non-standard user queries
- AI retraining with your support regulations and procedures
- Multilingual support. Processing of text, voice, and images.
- Omnichannel - web application, mobile application, Teams tab
- No recurring fees, pay for Microsoft licenses as you use
- Turnkey implementation or training for your specialists



From 3 months

Implementation duration

0.05 USD

Average price per user request

Best practices

Application Lifecycle Management
Change management (PROSCI)
Microsoft Responsible AI

Best for:

For customers who, through the automation of internal support services, want to master the use of AI in business. With a strategic priority on further use of AI in sales and customer interactions.

Key deliverables:

✓ Reducing costs for IT and HR support and adaptation.

✓ Improving the quality of support service work.

✓ Development of an internal AI Center of expertise.