

## Nugget is a bot built for Microsoft® Teams

In a suddenly social distant world, you need to keep your employees connected. Give them a space to collaborate without risking your customer's trust!

Our Teams integration, Nugget, makes sure your team members have the right answer every time. It even captures knowledge gaps and picks up trending topics.

### What problems does Nugget solve?



Keep up to date with change.



Reduce reliance on tribal knowledge leaders.



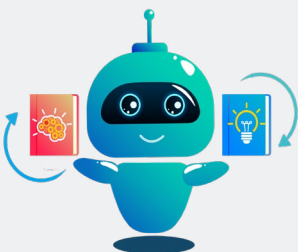
Stay compliant, no matter where your team is.

### Nugget's 3 Superpowers



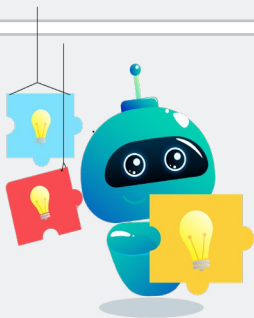
#### **Connect** – your team with instant answers no matter where they are!

- Search for instant answers
- One to one chat with Nugget
- See a quick answer "What home office equipment can I claim?"
- Zoom out to a full document in Panviva "Work from Home Policy"



#### **Collaborate** – share the right answer with confidence!

- Share quick answers with your team
- Ask Nugget for help in a Team or Channel
- "Listen In feature" allows Nugget to pick up on important words and recommend the answer for you, before you even ask!



#### **Capture** – make your business and your knowledge better!

- Submit feedback when you can't find what you are looking for
- Your suggestion is captured and checked with the right people in your business
- New governed Knowledge nuggets are available for everyone!

Nugget is here to help everyone.

The way that people are working has changed dramatically - with instant messaging platforms and collaboration tools - people can ask questions and share information faster and more often than ever before. But is the information accurate? Does it include the latest update? Is it simple enough for you to understand quickly and easily?

Powered by  
Panviva



## How does Nugget work?



Content exists  
in Panviva



Decide what  
questions you  
need Nugget  
to answer



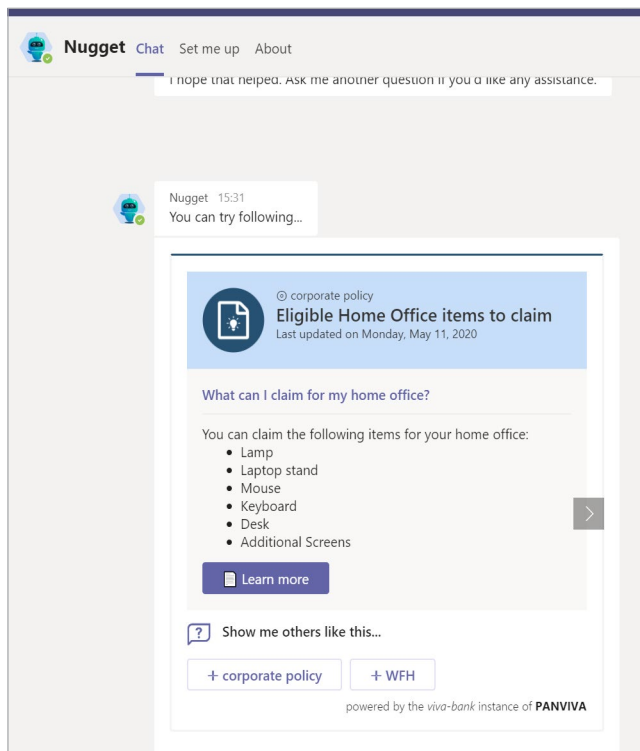
Curate your  
responses using  
Digital Orchestrator



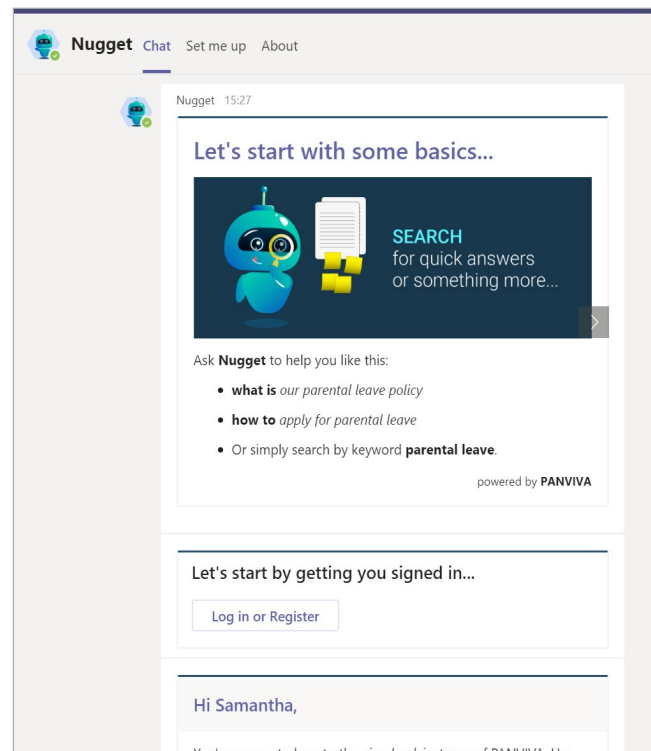
Add tags to make  
finding knowledge  
even easier (Policy,  
Script, Product)



Knowledge is  
delivered to  
Nugget using our  
API platform



**Connect with instant answers right inside  
your teams chat or channel.**  
You can even "zoom out" to the full Panviva document.



**Never miss feedback again, with Nugget's Capture function.**  
Ideas are submitted through to the SMEs in your business to  
decide if Nugget needs to learn them!

# Great News for Our Customers

## Get started quickly

You've already done all the hard work – you have the content!  
Get up and running in 48 hours

## Stretch your knowledge further

Share your content with areas of your business that haven't had access to Panviva before! Back Office, HR, Retail – it's up to you!

## Keep your teams connected

Remote working is hard enough – give your teams access to the right answers instantly with our Teams bot!

## How to Get Started

### Initial Meeting



Demonstrate Nugget  
Answer Q&A  
Decide your best starting place

### Pre-Session Checklist



Identify 100 questions for Nugget to answer  
Fill in the simple template

### Design & Train



Review and categorize questions  
Curation training  
Confirm categories and keywords

Nugget is a bot purposely built for MicroSoft Teams. With Nugget, its click and go. No need for developers, no need for designers. The control of your content continues to be controlled by business people, for business people. [Watch Nugget's video](#)

## Gold Microsoft Partner



### Experience Digital Transformation Harmony

Panviva has a vision to simplify your digital experience, by creating a Digital Knowledge Ecosystem to deliver your Omnichannel vision. Panviva's Digital Orchestrator joins the digital dots of your organization.

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# PANVIVA

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