

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.



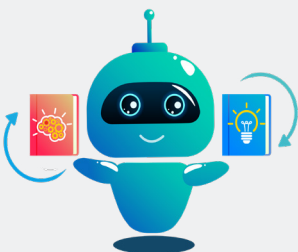
Stay compliant, no matter where your team is.

Nugget's 3 Superpowers



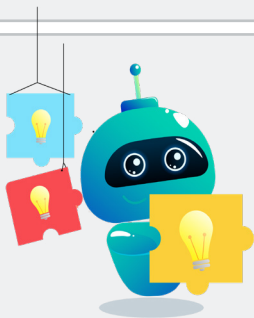
Connect – your team with instant answers no matter where they are!

- 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?



How does Nugget work?



Content exists in Panviva



Decide what questions you need Nugget to answer



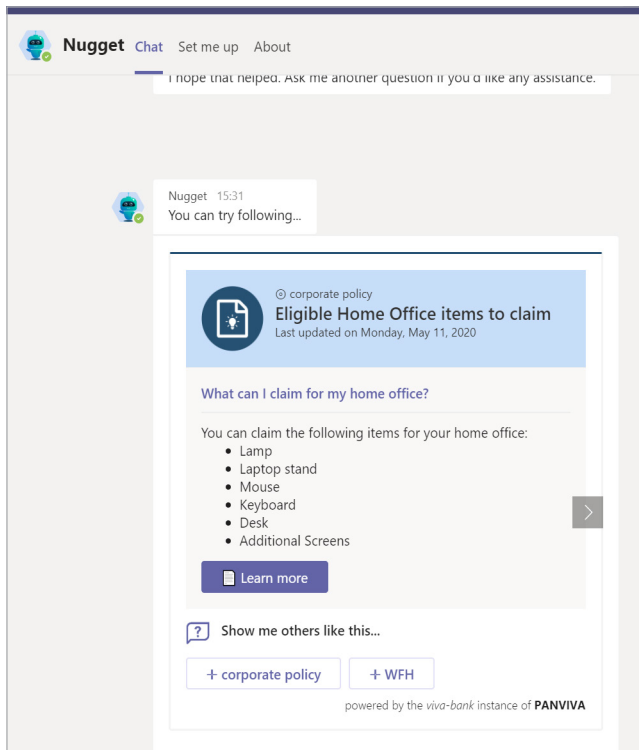
Curate your responses using Digital Orchestrator



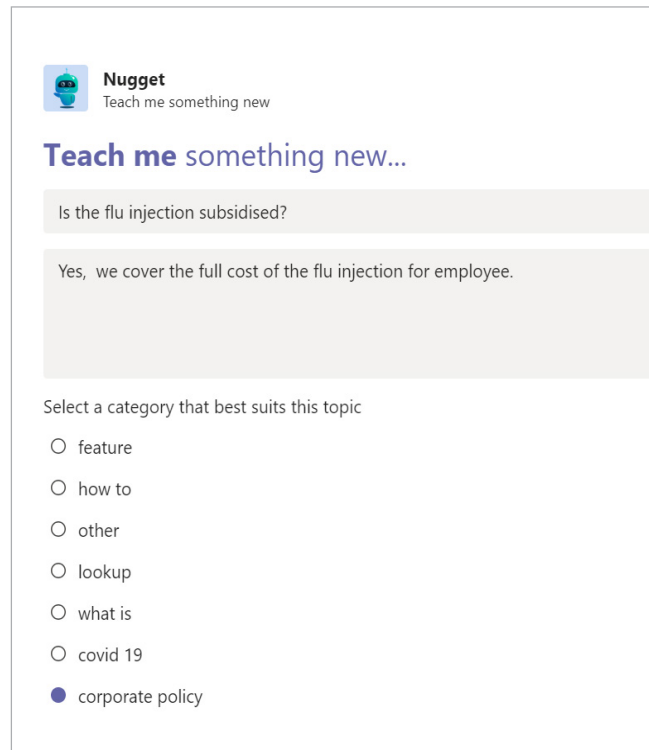
Add tags to make finding knowledge even easier (Policy, Script, Product)



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, it's 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](#)



Experience Digital Transformation Harmony

Upland 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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