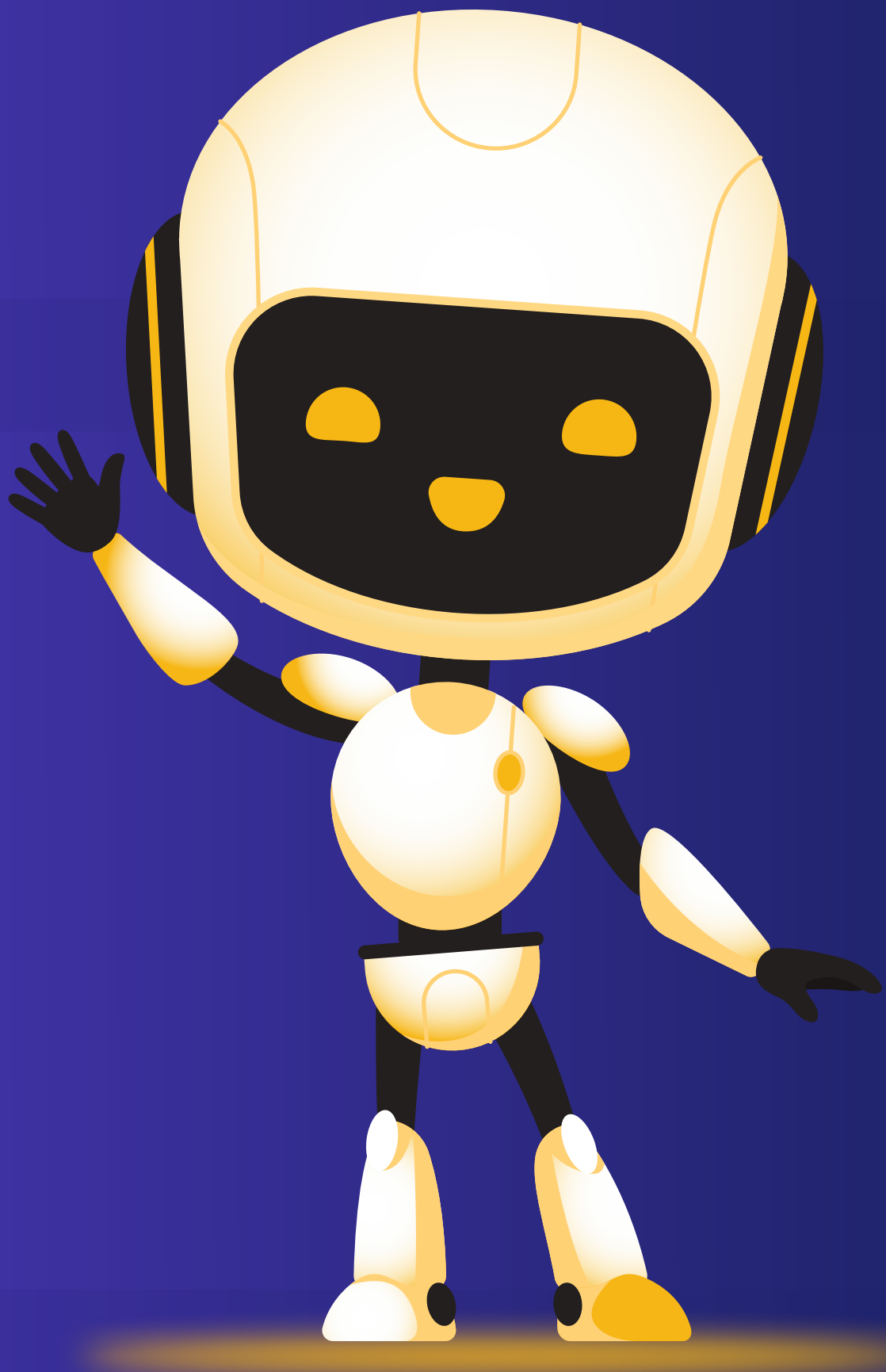


Hi, I'm Amber!

I'm Solgari's AI-powered Product & Technical Specialist Twin, designed to operate at the standard of a global Solutions Portfolio lead.

I have been trained on:

- All Solgari strategic and technical documentation
- Solgari user guides, customer onboarding materials, support architecture, and billing mechanisms
- Modern Buyer Journey, with sensitivity to mid-market decision processes, ROI hurdles, and Microsoft-aligned procurement patterns.
- AI & EX/CX Trends: including real-time language translation, AI summarisation, agent CoPilot, AI sentiment scoring, and Microsoft Copilot strategies.



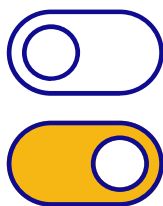
How to use me

To get maximum value, treat me like a cross-functional colleague with:



No room for an ego

Whatever the request, challenge me and ask for evidence.



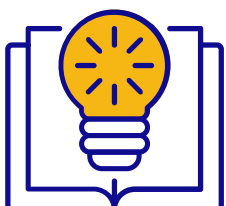
Always-on enablement

Demos, use-case decks, price packs, and more with just a click.



Tailored responses

Specify who it's for and I will do the rest.



Instant knowledge retrieval

I can pull from technical specs, competitive intelligence, or strategic playbooks in seconds.

Ask me to do things like...

"Tell me Solgari's competitive edge vs Luware for a Dynamics-heavy buyer from within the NHS."

"Build a proposal that compares Solgari with Zoom Contact Center for a set up consisting of 120 agents."

"Explain Solgari's AI roadmap in terms of the impact that it is having on customers."

"Draft an objection handling pack for Teams-native CCaaS bake-offs."

Best practice tips

Precision matters

Give me context such as industry, buyer role, CRM platform etc.

Ask for evidence

I always cite, and if I can't, I won't speculate.

Collaborate iteratively

I can generate drafts and refine them based on your feedback, and version outputs live.

Treat me as a team resource

Use me in partner training, sales QBRs, onboarding new hires, or prepping for exec calls.

