

# Virtual Assistants at Work: Saving Time, Boosting Service

## WHAT ARE BOTS?

A bot is a software application that performs automated, repetitive, predefined tasks.

Virtual Assistants (a.k.a Chatbots) focus specifically on interacting with users through natural language.

They are designed to mimic human behaviour, but they operate at a much faster rate and with greater accuracy (not always!).

### Real-world applications of bots across key business functions:

**Internal HR Assistant** – to answer common employee questions about company policies, leave balances.

**Customer Service Chatbot** – respond to customer inquiries, provide product information, escalate complex issues to human representatives.

**IT Helpdesk Bot** – assist employees with software troubleshooting, providing guidance on common technical issues.



# A Virtual Assistant for Canada's Trade Commissioners' Service (TCS)

GAC's Data Science and AI team has developed the department's first AI-powered chatbot using [Adobe's Digital Experience Platform \(DXP\)](#) and [Copilot Studio](#).

## What can it do?

**Help businesses quickly get answers to export-related questions through a conversational experience**, using trusted TCS information for common questions and AI-generated, tailored responses where needed.

**Support multilingual access** for English and French-speaking users.

**Share information on trade fairs, economic conferences and international business events** – including registration details, schedules

**Connect with 15 other government departments** that also provide relevant information

**Provide updates** on tariffs, trade agreements, and international market conditions.

**Guide users through application processes** for services like the Canadian Technology Accelerators

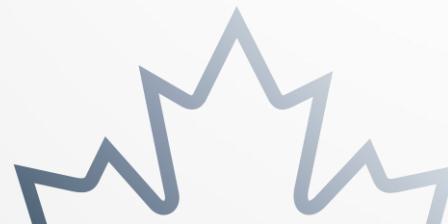


# Try it yourself:

[Tradecommissioner.gc.ca](http://Tradecommissioner.gc.ca)

## Try asking:

- How can the Trade Commissioners' Service help my business?
- I work for a Canadian company that exports lobsters. What international markets have the best opportunities for me?
- Is there a free trade agreement between Canada and Vietnam?
- Are there any upcoming events on chemicals and plastics?
- How do I find food brokers in France?
- How can I get a small business loan in Canada?
- What grants are available for Canadian tech startups?
- Are there any upcoming seafood related events?



## Chat with Eva / Clavarder avec Eva

Hello! I'm Eva, your AI-powered virtual assistant. I'm here to support you with any export-related questions.

Please do not share any personal, sensitive, or confidential information in this chat. This virtual assistant does not collect or store personal data, but your input may be used to improve the service. The information provided here is for informational purposes only and should not be considered official records.

This is a beta version, meaning some of my answers and features may be improved in future updates.

By using this virtual assistant, you acknowledge and accept these terms.

[Subscribe to MyTCS](#) to stay up to date on the latest export events, news, and updates.

A minute ago

Type your message