



Unit4 Wanda Service Description

Version 1.1

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1. GENERAL DESCRIPTION

Unit4 Wanda 'the Digital Assistant' service ("**Wanda**") is a true enterprise digital assistant, helping users take care of their administrative tasks in an intuitive way using a conversational dialog. Wanda can also notify users of important tasks and activities. Wanda has a skillset based on the Unit4 business solution it is connected to. The specific skills available in Wanda described in the service description for the Unit4 business solution that Wanda is connected to.

Wanda works with the following chat applications:

- Microsoft Teams
- Skype
- Slack
- Facebook Messenger

As these are 3rd party applications they each have their own terms & conditions for usage and data privacy which are outside of Unit4's control. Unit4 is not responsible or involved in the procurement, configuration, usage or support of these 3rd party solutions.

2. DATA RESIDENCY

Wanda is available as a cloud-based service operated by Unit4's Global Cloud operations team. Wanda consists of a combination of global and geopolitical zone isolated supporting services (see Appendix E on www.unit4.com/terms for more information). Given the global nature of Wanda, data is likely to be transferred outside of the customer's selected geopolitical zone. I.e. there is no guarantee that data (conversational dialog) with Wanda will be solely stored and processed within the customer's selected geopolitical zone.

ENVIRONMENTS

Wanda is connected only to one specific instance at a time (i.e. preview, production etc.). Since Wanda cannot be connected to two environments at the same time, a Customer needs to raise a service request with Unit4 every time a new environment is to be connected to Wanda. The instance that Wanda connects to needs to comply to the preconditions mentioned in paragraph 7.

3. SERVICE LEVEL AGREEMENT

The [Unit4 early adopter services policy](#) applies to Wanda when the availability status is Limited Availability or Early Adopter.

The following SLA applies when in General Availability status:

For Unit4 SaaS and Unit4 Managed Cloud customers, Wanda inherits the same SLA as is applicable to the customer's existing business solution (e.g. Unit4 Business World, Unit4 Student Management, Unit4 Prevero, Unit4 Financials, etc.).

For non-Unit4 SaaS and non-Unit4 Managed Cloud customers, the Unit4 SaaS Standard SLA is applicable to Wanda.

4. SKILLS of Unit4 Wanda

Depending on the Unit4 business solution (Unit4 Business World or others) Wanda is connected to one or more skills (effectively bots) provide assistance with various administrative tasks specific to that business solution. Please see the service description of the respective Unit4 business solution connected to Wanda for details of the skills available.

5. DEPLOYMENT

Wanda is a Unit4 Global Cloud Service. It works with designated Unit4 business solutions in the following deployment models:

- Unit4 Shared cloud
- Unit4 Dedicated cloud
- On-premises / non-Unit4 cloud

Wanda is delivered as a public cloud service only, based on Microsoft Azure technology. It is delivered with continuous non-breaking releases, which means that it will get smarter and acquire new skills on a regular basis.

6. CUSTOMISATION

There are no opportunities to Customise Wanda.

7. CUSTOMER RESPONSIBILITIES

Customers are responsible for the configuration of the Unit4 business solution (e.g. Unit4 Business World). The steps required for configuration in the business solution that Wanda connects to are available in the online implementation guide: <https://wanda-implementation-guide.u4pp.com>. Assistance with this configuration is available from Unit4 Professional Services.

8. PRECONDITIONS

- Wanda requires Unit4 Identity Services (IDS) to be configured.
- Depending on the type of skills that are used, Wanda may require several web services in the application to be publicly available in order to communicate with the business solution to perform tasks requested by the user.
- To make use of Wanda the Unit4 business solution it connects to needs to be on a current supported version. Please check the service description of your Unit4 business solution (e.g. Unit4 Business World) for version dependencies.

9. TERMS AND CONDITIONS

When talking to Wanda for the first-time, customers and their end users must agree to the overall Wanda [Digital Assistant Terms & Conditions](#). The Wanda ecosystem makes use of several Microsoft Azure services such as Microsoft Language Understanding Service and Microsoft Bot Connector. The use of these Azure services is governed by the terms and conditions of the agreement under which Unit4 obtained the services: <https://azure.microsoft.com/en-us/support/legal/>. Your interactions with Wanda are also subject to the social media chat application's applicable terms of use, privacy and data collection policies. How your personal information and other conversational content is transmitted, stored and processed by your social media service such as Microsoft Teams, Facebook Messenger, Skype or Slack is outside Unit4's control.

Schedule 1 - Unit4 Wanda the Digital Assistant services geopolitical zones and data flow

Unit4 Wanda is integrated with different non-Unit4 services:

- Microsoft Azure Platform Services
 - o Microsoft Bot Framework
 - o Microsoft Language Understanding Intelligent Service (LUIS)
 - o Microsoft QnA Service
 - o Microsoft Teams
 - o Microsoft Skype for Business
- Google
 - o GeoCode Service
- Facebook
 - o Facebook Messenger
- Slack

A conversation starts with a user sending a chat message from their chosen 3rd party chat application (Skype, Teams, etc.) to Wanda. The message is sent from the chat application the user is using to the Microsoft Bot Framework. Depending on the chat application Microsoft stores some logistical information about the conversation and forwards the message to Wanda.

All messages and Wanda's responses are stored anonymously inside the Wanda ecosystem to improve Wanda's "intelligence" (identify usage patterns, etc). This data cannot be accessed by any user. Even though stored anonymously chat messages sent to Wanda can include personal data. That's why when connecting to Wanda the first time consent of the user is asked. Provided data is solely used for the purpose of delivering Wanda, where users can always ask Unit4 Wanda to erase their personal data.

To determine the intention of the user, only the actual text of the message (no other information) will be sent to Microsoft's Language Understanding Intelligent Service (LUIS). LUIS services store all user utterances anonymously to continuously improve the intent recognition of the service. According to the intent returned by LUIS, Wanda assistant service forwards the users message to the chatbot/skill that can handle that intent.

Users have to log into their Unit4 business account to do anything useful with Wanda. After that every message is internally tagged with the users Unit4Id and TenantId. If a chatbot requires authentication the user will be asked for the company he works for. The user's response will be matched against the list of tenants that are registered in Wanda. The user is then directed to the regional Unit4 Identity Service its tenant is associated with, to log into its business account (e.g. U4BW account). Afterwards Wanda connects that Unit4 business account to the users currently used chat application. Users can connect multiple chat application accounts to their Unit4 business account.

Wanda offers different chatbots with different skills. Dependent on the chatbot (skill) used, that chatbot might utilize additional services to better understand what the user is talking about (GeoCode for geographical positioning) or to find answers to the user's request (QnA service for the questions and corresponding answers). Googles GeoCode service is used to identify locations/destinations in the user's utterance. Only the part of the user's message that is suspected to be a location (city names etc.) will be send to Google anonymously. The Microsoft QnA service is used to answer the user's questions about Wanda and general help, but also to provide information about the tenants company policies (if this is set up by the company).