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# Client FAQ

*Answers to the questions we hear most — before, during, and after your AI agent build.*

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## GETTING STARTED

### What does Vision Intel AI actually do?

We design, configure, and deploy simple AI agents built directly inside your existing Microsoft 365 environment. Our agents are purpose-built to solve one core operational problem — most commonly, missed inbound inquiries — so your business stops losing leads and time to manual follow-up.

### Who is this for?

Vision Intel AI works with small and medium-sized business owners — particularly in professional services — who are overwhelmed by manual tasks and curious about what AI can do for their operations. If you're running an appointment-based business and losing leads because no one is responding fast enough, we were built for you.

### Do I need to be technical to work with you?

Not at all. You bring the business knowledge; we handle the technical build. Our process is designed to be straightforward for non-technical founders. We guide you through every step and hand off something that works — without requiring you to understand the code behind it.

## THE BUILD

### What is the 7-Day Build?

The 7-Day Build is our delivery promise. Once your intake, discovery, proposal, contracts, and data configuration are complete, we commit to building and delivering your AI agent within seven business days. The clock starts when everything is in place — not when you first reach out.

### What does 'one primary function' mean?

Each agent we build is scoped to do one thing exceptionally well. For example: responding to inbound inquiries, routing leads, or triggering a follow-up workflow. This intentional focus is what makes the 7-Day Build possible and keeps your deployment reliable and maintainable.

### What do I need to have ready before we start?

- An active Microsoft 365 subscription (Business Basic or higher recommended)
- A clear description of the problem you want the agent to solve
- Access to relevant data sources the agent will need (we'll assess this together)



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- A point of contact who can answer questions during the build week
  - Signed contracts and deposit on file

### **What happens if my data isn't ready?**

We'll work through it together during the discovery phase. Data readiness is assessed on a case-by-case basis. If there are gaps, we'll tell you exactly what's needed and what to do before the build clock starts. We won't begin the build until the foundation is solid.

## **TECHNOLOGY & ENVIRONMENT**

### **What tools do you use to build the agent?**

We build within your Microsoft 365 environment using Copilot Studio and Power Automate. This means your agent lives inside the same trusted, secure ecosystem your team already uses — no third-party platforms, no new vendor relationships, no added security exposure.

### **Do you work with Google Workspace clients?**

Yes. While Microsoft 365 is our primary environment, we accept Google Workspace clients and migration scenarios. If you're not sure whether your setup qualifies, the discovery call is the right place to find out.

### **Will the agent have access to sensitive client data?**

Only what's required to perform its function, and only with your explicit authorization. We execute a Data Access and Processing Agreement with every client before the build begins, which clearly defines what data is accessed, how it's used, and how it's protected.

## **PRICING & CONTRACTS**

### **How much does it cost?**

Our service tiers are:

- Tier 1 — Deploy & Launch (Build + handoff): Starting at \$1,500
- Tier 2 — Deploy & Support (Build + 30 days support): Starting at \$3,500
- Tier 3 — Deploy, Learn & Scale (Build + live sessions + 60 days support): Starting at \$5,000

Pricing is straightforward with no hidden fees. A 50% deposit is required before the build begins; the remaining 50% is due at delivery before handoff.

### **What contracts will I need to sign?**

- Mutual NDA — signed after the discovery call
- Master Services Agreement — governs the overall engagement
- Statement of Work — specific scope, deliverables, and timeline for your build
- Data Access and Processing Agreement — covers how we handle your business data



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### **What if I need ongoing support after the build?**

Tier 2 and Tier 3 clients receive structured post-deployment support (30 and 60 days respectively). If you're on Tier 1 and find you need support after handoff, reach out — we can discuss a retainer arrangement on a case-by-case basis.

## **WORKING TOGETHER**

### **What does the process look like from first contact to delivery?**

- You submit an inquiry or book a discovery call
- We send you a one-pager and intake form
- We meet for a 30-minute discovery call
- We send a proposal (or a respectful decline if it's not the right fit)
- Contracts, invoice, and 50% deposit are completed
- 7-Day Build begins
- Delivery, final payment, and handoff
- Post-delivery support begins (Tiers 2 & 3)

### **What if we're not the right fit?**

We'll tell you clearly and respectfully. Not every business is at the right stage for AI implementation, and we'd rather be honest upfront than overpromise and underdeliver. If the timing isn't right, we'll say so — and you're welcome to come back when it is.

### **How do I get started?**

Book a discovery call directly at the link below. The call is 30 minutes, no pressure, and you'll leave with a clear sense of whether this is the right fit for your business.

### **Book Your Discovery Call:**

<https://outlook.office.com/book/VisionIntelAIDiscovery1@visionintelai.com/>

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*Have a question not answered here? Reach out directly — we're happy to help.*