



Copilot Connection to TOPdesk

Empowering IT
Service Management with
AI-Driven Conversations

| Transforming the Way IT Support Works

In today's digital workplace, IT service teams face growing pressure to respond faster, reduce ticket volumes, and deliver exceptional user experiences. Yet, traditional ticketing systems often cause delays, manual effort, and fragmented communication.

This intelligent connection empowers employees to self-serve common IT issues and allows IT teams to focus on higher-value work improving efficiency, satisfaction, and business agility.

Acuvate's Copilot Connection to TOPdesk revolutionizes this experience by integrating Microsoft Copilot Studio with TOPdesk, enabling users to create, track, and resolve tickets through natural, conversational interactions.

acuvate[®]
... where *Acumen* drives *Innovation*



Why Organizations Choose Acuvate

Moving to an AI-powered ITSM model requires both technological and operational readiness. With deep expertise in Microsoft technologies, automation, and service management platforms, Acuvate helps organizations bridge the gap between traditional IT operations and conversational AI.

Our experts work closely with your IT and operations teams to implement the Copilot–TOPdesk connection securely and effectively enhancing productivity while maintaining governance, control, and compliance.

Introducing the Prebuilt Solution: TOPdesk Copilot Connector

The TOPdesk Copilot Connector is a prebuilt integration accelerator developed by Acuvate to seamlessly connect Microsoft Copilot Studio with TOPdesk.

It enables IT, HR, and Facilities teams to:

- ✓ Create and manage incidents directly from Copilot, Teams, or web portals.
- ✓ Check real-time ticket statuses.
- ✓ Retrieve knowledge base articles through conversational search.
- ✓ Extend automation across the Microsoft Power Platform and Azure OpenAI ecosystem.



The Acuvate Advantage: Intelligent, Scalable, and Secure

- Natural-Language Ticketing – Users raise or track incidents in Teams, Outlook, or web portals using everyday language.
- Smart Troubleshooting – Copilot guides users through step-by-step resolutions using your organization's knowledge base.
- Intent-Based Search – AI-driven recognition surfaces relevant articles instantly.
- Role-Based Access Control – Ensure visibility and compliance for users and administrators.
- Enterprise-Grade Scalability – Built on secure REST APIs and tested on TOPdesk trial environments.
- Extensible & Future-Ready – Integrate easily with Power Automate, Azure OpenAI, and other enterprise systems.

How the Integration Works

Acuvate ensures a smooth, end-to-end deployment of Copilot with TOPdesk through an API-first framework:

- ✓ API Validation – Verify and authenticate TOPdesk REST APIs (/tas/api/incidents, /tas/api/knowledgeitems, etc.) for ticket creation, tracking, and knowledge retrieval.
- ✓ Connector Configuration – Set up the Copilot Studio connector using REST or OpenAPI definitions.
- ✓ Topic Design – Create conversational flows for:
 - Ticket Creation
 - Ticket Status Check
 - Knowledge Article Search
- ✓ Testing & Optimization – Validate data flow, responses, and user experience.
- ✓ Deployment – Roll out Copilot access across Microsoft Teams, Outlook, and other supported channels.

This architecture ensures real-time responses, secure data handling, and an intuitive chat-based experience.

Example



User

"Create a new ticket for laptop not booting."

"Check the status of ticket INC00045."

"Search articles about password reset."



Copilot

Captures details: Creates incident Confirms ticket ID.

Retrieves real-time update from TOPdesk "Status: In Progress."

Displays top 3 relevant knowledge base articles instantly.

Business Impact

Acuvate's Copilot Connection to TOPdesk delivers measurable value to IT and business teams:



Reduced Resolution Time: Automate routine interactions so agents can focus on complex tasks.



Improved Collaboration: Seamless integration within Microsoft 365 ensures unified workflows.



Enhanced Self-Service: Users get instant, conversational help without navigating complex forms.



Compliance & Security: Role-based access and governance protect enterprise data.



Global Accessibility: Support users across languages, time zones, and geographies.



Scalable & Extensible: Expand to additional enterprise systems as your needs evolve.

Driving Change and Adoption

Adopting AI in ITSM is more than a technology upgrade, it's a transformation in how people work.

Acuvate drives successful adoption through a structured change enablement framework:

Awareness and demo sessions for IT and end users.

Hands-on training for conversational workflows and knowledge management.



Establishing a "Copilot Champions" network to sustain engagement.

Continuous monitoring and feedback loops to optimize performance.

This people-first approach ensures long-term success and measurable impact.

Your Journey Toward AI-Powered ITSM Starts Here

With Acuvate's Copilot Connection to TOPdesk, organizations can evolve from traditional ticketing to intelligent, conversational support.

Whether your goal is faster resolutions, better employee experiences, or scalable automation, this integration redefines how IT service management operates. Let's revolutionize your IT service experience together.

Reach out to Acuvate's experts today to begin your Copilot-TOPdesk transformation.

More Information

