Develop your Copilot Agents with experts from Alfa Connections!

Engagement
6 Weeks

Target Audience
Human Resource, IT & Infra, Procurement, Customer Support

We specialize in optimizing interactions, boosting employee engagement, and delivering immediate customer support through custom agent solutions. Powered by Copilot Studio, you can harness the latest Generative AI capabilities to accelerate agent development and expand knowledge coverage.

Workflow Integration
Our agent solution seamlessly integrates with your workflows to deliver comprehensive resolutions for your end users.

Agent Performance Insights
Leverage our Power BI expertise to create custom reports that monitor and enhance your agent performance.

Generative AI
Make use of OpenAI to surface answers from your own knowledge base

Security and Compliance
Leverage on the security and compliance features of Microsoft 365 and our expertise in security

Use Case Examples

HR Agent
Agents can act as virtual HR assistants, enabling employees to access information and perform self-service tasks on top of answer HR FAQs

Service Desk Agent
Agents can be highly beneficial in various IT (Information Technology) use cases, improving efficiency, providing quick support, and enhancing the overall IT experience.

Finance Agent
Empowering users with self-service capabilities while enabling procurement teams to focus on strategic initiatives and supplier relationship management.

Customer Service Agent
Enhance response times, reduce wait times, provide self-service options, and free up human agents to handle more complex inquiries, resulting in improved customer satisfaction and loyalty.

Assessment
(Week 1)

- Requirements Gathering
- Understanding current workflow relating to use case of agent
- Determine knowledge source
- Determine workflow automation needed
- Understand end user behavior

Development
(Week 2 – 5)

- Environment configuration
- Populating and authoring of agent topics
- Develop related Power Automate workflow
- Development of Ticketing System using Power App
- Configure monitoring dashboard
- User Testing

Deployment
(Week 6)

- Deploy agent in channels
- Sharing adoption & change management materials
- Documentation & Knowledge Transfer

Detailed scope of work to be provided and refined upon engagement