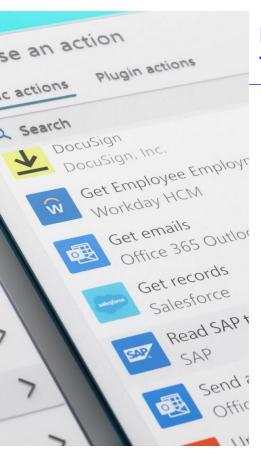


Implementation of Custom Copilot Agent



Develop your Copilot Agents with experts from Alfa Connections!

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

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



Engagement

6 Weeks



Target Audience

Human Resource, IT & Infra, Procurement, Customer Support

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.

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