



Engagement
15 Days



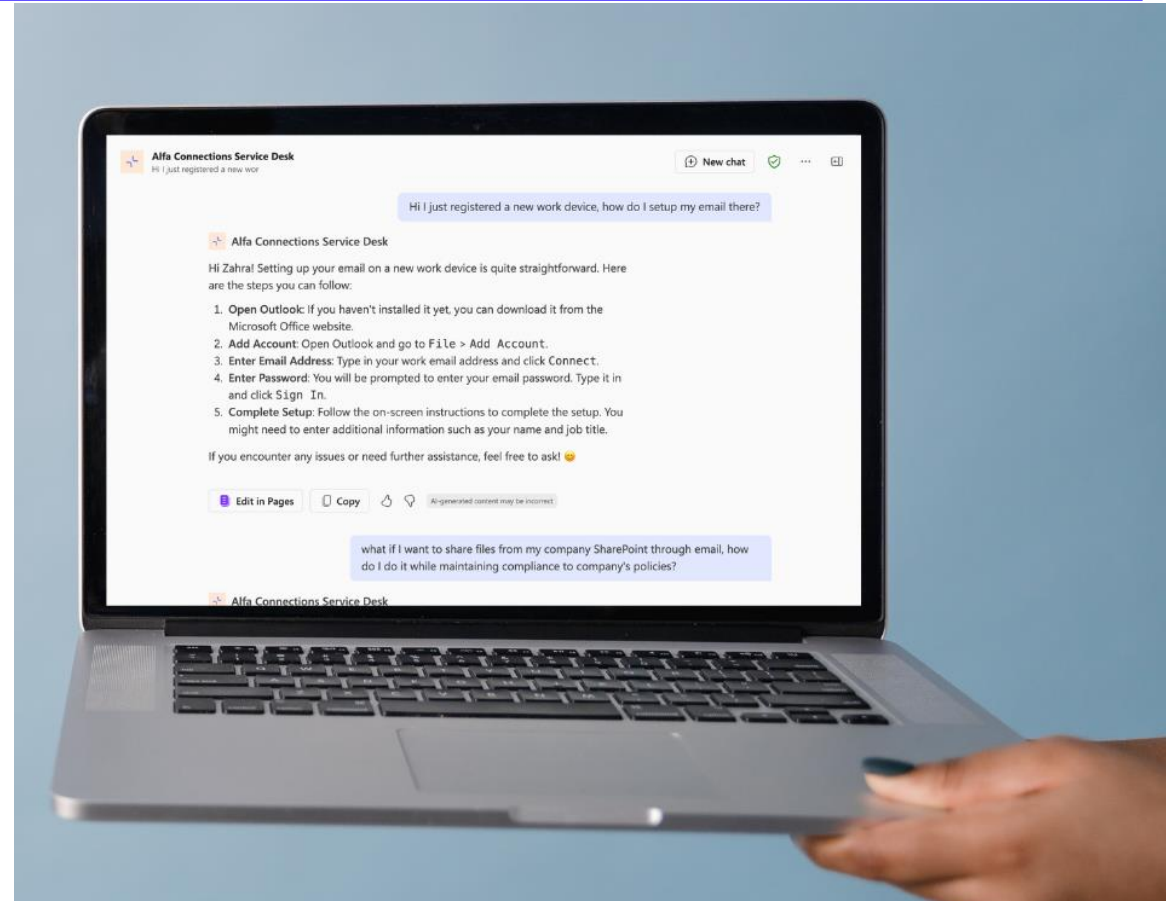
Target Audience
IT

Enhance IT Operations with Intelligent Automation

Service Desk Agents streamline IT support by automating routine tasks, allowing your IT team to focus on complex issues while improving user experience.

Key Capabilities:

- **Self-Help Troubleshooting** – Guide users through step-by-step solutions for common IT issues.
- **Incident & Ticket Management** – Automate ticket creation, tracking, and resolution for faster issue handling.
- **Password Reset & Account Management** – Enable secure, self-service account recovery and credential resets.
- **IT Assets & Equipment Requests** – Simplify hardware and software requests with automated workflows.



Scope and Phases
**Detailed scope of work to be provided and refined upon engagement*

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)

- Environment configuration
- Populating and authoring of agent topics
- Develop related Power Automate workflow
- Configure monitoring dashboard
- User Testing

Deployment

(Week 3)

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