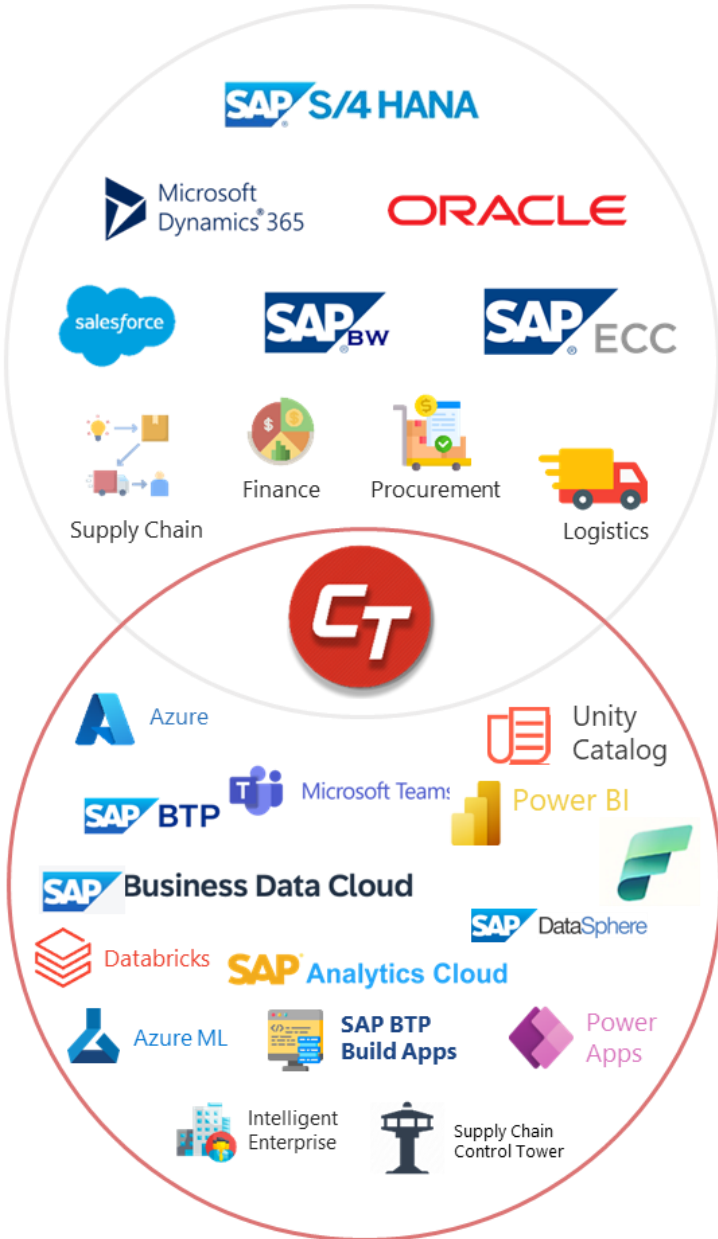


Automate Employee Onboarding with Microsoft Copilot Studio: 10-Week Implementation

Traditional Enterprise Meets Modern Cloud Solutions



Microsoft AI
Partner of the Year - Global

Microsoft Rising Star
Partner of the Year - APAC

Microsoft Country
Partner of the Year - India

Microsoft AI
Partner of the Year - India

Azure Data AI
Partner of the Year - Malaysia



Databricks
Partner of the
Year - APJ

Partnerships



 **3000+**
Employees

 **1550+**
Azure
Certifications

 **500+**
Data Scientist
Certifications

 **1000+**
Databricks
Certifications

 **Advanced
Specialization**

- AI & Machine Learning
- Advanced Analytics
- Infra Migration to Microsoft Azure
- Kubernetes
- Cloud Security
- SQL server and Windows Migration server and Windows Migration

**Industries
We Serve**


Manufacturing


Retail & CPG


Financial
Services


Energy &
Sustainability


Healthcare &
Life Sciences


Media &
Entertainment

















Education

Global Presence

Americas | Europe | Middle East | APAC (India, SEA, Australia, Japan)















Data, AI, Apps & Infra

 Big Data (ADX, Cosmos)	 Fabric	 Open AI
 Cognitive Vision	 Databricks	 AI/ML
 Azure VM	 Azure	 DC Migration
 VPN Gateway	 Load Balancer	 SQL Database
 Application Modernization	 Azure DevOps	 Super Apps

Reduced Cost, Faster Development, Insightful Data













Security

 Identity Governance	 Microsoft Entra ID	 Multi-Factor Authentication
 Endpoint Management	 Azure Sentinel	 Zero Trust
 Defender for Cloud	 Defender for Cloud Apps	 Defender for Endpoint
 Microsoft Purview	 Azure Policy	 Defender XDR

Secure your Data and your business



Modern Workplace & Business Apps

 Microsoft Viva	 CoPilot	
 SharePoint	 Microsoft Teams	
 Power Apps	 Power Platform	 Power Automate RPA
 Power BI		 Microsoft Dynamics 365

Enhanced productivity, ease of business

Previous Landscape



Process – Traditional onboarding processes rely on manual HR/IT workflows, scattered communication, and inconsistent manager involvement, leading to disengagement and early attrition.



Business Challenges

- Delayed device/system readiness causing Day 1 frustrations
- Manual HR documentation and compliance tracking increasing workload
- Low manager accountability in first 90 days, reducing clarity on goals/KRAs
- Limited visibility on belonging, wellbeing, and onboarding progress
- High dependency on email/meetings for updates, creating bottlenecks

Celebal's Solution



Solution – Implemented a Copilot Studio Multi-Agent system integrated with internal systems and collaboration tools to automate and orchestrate the end-to-end 90-day onboarding journey.



Business Impact

- Automated HR & IT workflows ensure Day 1 readiness and faster ramp-up
- Manager Copilot prompts ensure timely 1:1s, goal-setting, and accountability
- Connection Copilot builds belonging through buddy assignment and social nudges
- Growth Copilot personalizes learning playlists for continuous upskilling
- Control Tower Copilot improves transparency, SLA monitoring, and governance



Personas

- New Hire
- IT Support
- HR Manager
- Line Manager



Integrations

- HRMS(Mock)
- Microsoft Teams
- MS Outlook
- Dataverse



Industry

- Cross Industry(Enterprise HR & IT)

Employee Onboarding Journey



User Experience Layer

Power Apps Dashboard
Read-only view: Onboarding %, SLA breaches, employee status, drill-downs

Teams/Chat Interface
End-user conversations routed via Concierge only

Observability
Audit trail • Metrics • Alerts • Error handling

Outlook
End-user notification & Alerts

Control Tower Agent

Operational Control

- Queue and pipeline supervision
- Orchestration log tracking
- Event routing & fan-in/fan-out validation
- SLA breach auto-reminders
- Reconciliation of missing events

Business Observability

- SLA breach detection
- SLA duration tracking (breach age)
- Timely escalations to responsible copilots
- Risk scoring (At Risk / Delayed / Critical)
- Stage progression validation (Stage-Gate checks)
- Dependency validation across agents

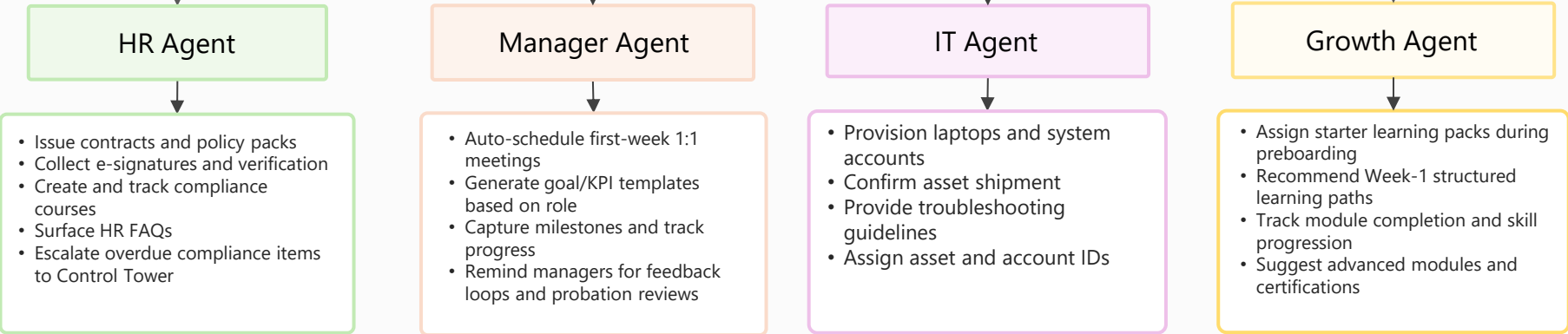
Functional Observability

- Agent health check
- Agent runtime tracking
- Idle time monitoring
- Retry & failure handling
- Workflow latency monitoring

Concierge Agent

- Create and maintain onboarding case
 - Display progress dashboards and readiness status
- Assign onboarding tasks to employees and copilots
 - Route user queries to respective copilots via Control Tower

Concurrent Orchestration (Domain Copilot Agents)



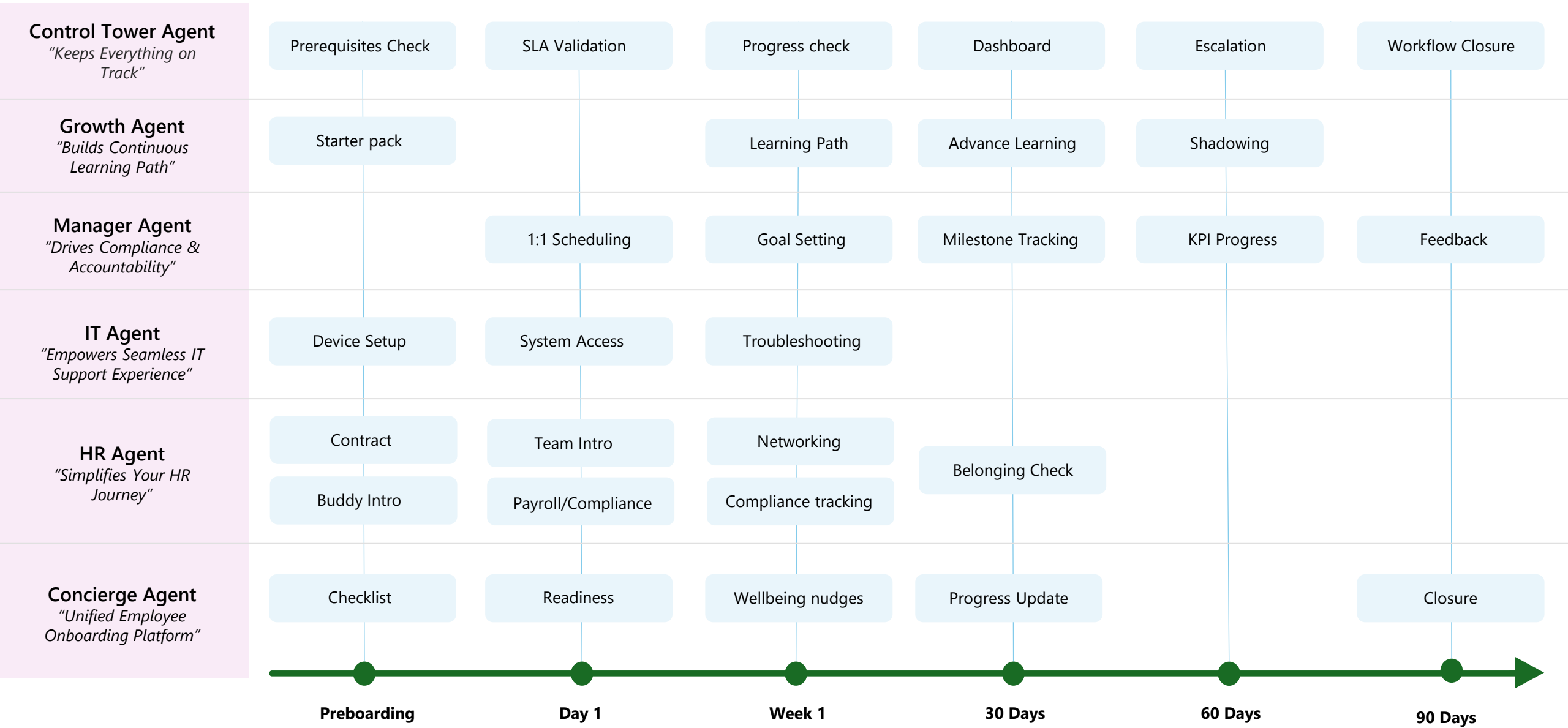
Data

- Data Storage
- SLA Tracking Data
- Event Store
- Master Data Management
- Data Validation

Governance

- Authentication Logs
- Analytics & Insights
- Security & Privacy
- Compliance logs

Multi-Agent Copilot Ecosystem: From New Hire to 90-Day Success



Each agent plays a defined role to automate, engage, and deliver measurable impact across every onboarding stage.



Control Tower Agent

Role

Global orchestrator of all copilots; ensures dependencies and SLAs are met.

What it does

- Runs dependency checks across HR, IT, Growth, and Manager.
- Monitors SLAs and readiness checkpoints of tasks for all Agents.
- Issues escalations to relevant copilots.
- Track Onboarding Status for employees.

Impact

- ↑ Unified visibility across all copilots and onboarding stages
- ↑ Proactive SLA monitoring and dependency tracking
- ↑ Predictable onboarding experience with fewer blockers
- ↓ Reduced manual follow-ups through automated escalations

Stages

All stages (Preboarding → Day 1 → Week 1 → 30/60/90 → Closure).



Concierge Agent

Role

Conversational UX for new hire; acts as central point of engagement.

What it does

- Creates and maintains the onboarding case.
- Displays progress dashboards and readiness status.
- Assign onboarding tasks to employees and copilots.
- Routes user queries to respective copilots via Control Tower.

Impact

- ↑ Faster time-to-productivity for new hires
- ↓ Reduced confusion and manual follow-ups
- ↑ Improved transparency through real-time dashboards
- ↑ Better engagement with guided onboarding flow

Stages

Preboarding → Day 1 → Week 1 → 30/60/90 Days.



HR Agent

Role

Manages HR processes including documentation, payroll, and compliance.

What it does

- Issues contract & policy packs, collects e-signature/verification.
- Creates and tracks compliance courses with deadlines.
- Surfaces HR FAQs for quick answers.
- Escalates overdue compliance items to Control Tower.

Impact

- ↑ Faster documentation and policy completion cycles
- ↑ Improved audit readiness by Day-7
- ↓ Reduced manual HR workload and dependencies
- ↑ Enhanced compliance tracking and visibility

Stages

- Preboarding (contracts) → Day 1 (payroll) → Week 1 (compliance).



Collaborative AI agents that simplify, coordinate, and accelerate the 90-day onboarding journey



Manager Agent

Role

Ensures managers stay accountable for onboarding and growth.

What it does

- Auto-schedules first-week 1:1 meetings.
- Generates goal/KPI templates based on role.
- Captures milestones and tracks progress.
- Reminds managers for feedback loops and probation reviews.

Impact

- ↑ Clearer expectations and performance alignment
- ↑ Stronger accountability and goal visibility
- ↑ Improved feedback culture and coaching effectiveness
- ↓ Reduced first-90-day attrition through structured check-ins

Stages

Day 1 (1:1) → Week 1 (goals) → 30/60/90 (tracking/feedback).



IT Agent

Role

Ensures IT readiness (devices, accounts, access).

What it does

- Provisions laptop and system accounts for Day-0 readiness.
- Confirm Asset Shipment
- Provide logging and trouble shooting guidelines.
- Assign Asset ID and account IDs.

Impact

- ↑ Higher % of devices ready on Day-1
- ↓ Lower onboarding downtime and IT bottlenecks effectiveness
- ↑ Consistent setup and faster issue resolution
- ↑ Improved SLA adherence for IT readiness

Stages

Preboarding (device & access) → Day 1 (system access) → Week 1 (triage).



Growth Agent

Role

Manages the learning journey and skill progression.

What it does

- Assigns starter learning packs during preboarding.
- Recommends Week-1 structured learning paths.
- Tracks module completion and skill progression.
- Suggests advanced modules and certifications.

Impact

- ↑ Faster employee ramp-up and skill readiness
- ↑ Measurable progress aligned with KPIs
- ↑ Improved engagement through personalized learning paths
- ↓ Reduced manual tracking of learning completion

Stages

Preboarding (starter pack) → Week 1 (path) → 30/60 (advanced learning).

Operational Analytics Dashboard (1 of 3)



Functional Operations KPIs

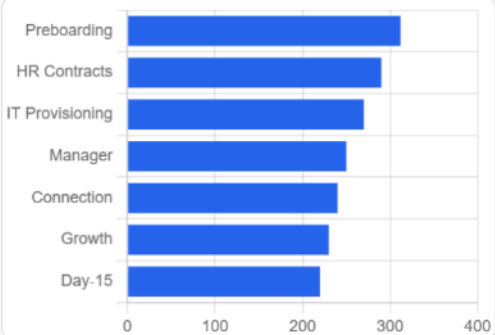
Operational view focused on flow efficiency, SLAs, capacity, and risk across onboarding.



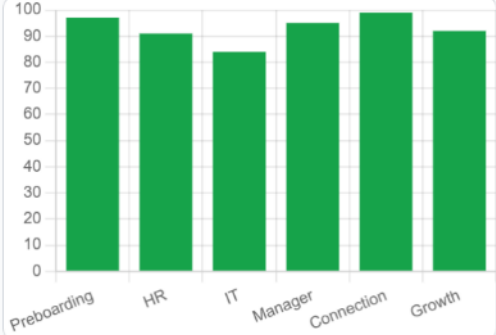
Top KPI's

- Represents **real-time operational health** of the onboarding ecosystem.
- Tracks **efficiency, SLA adherence**, accuracy, and collaboration latency across copilots.
- Ensures **visibility across HR, IT, Manager, and Growth** copilots through Control Tower monitoring.

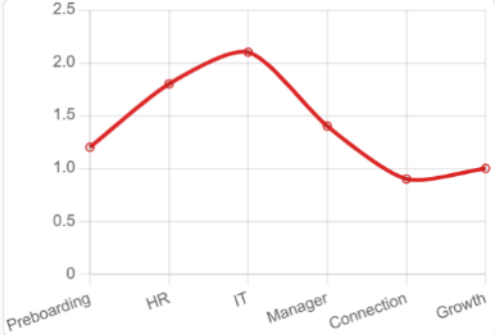
Process Funnel (hire count by stage)



Stage SLA Compliance (%)



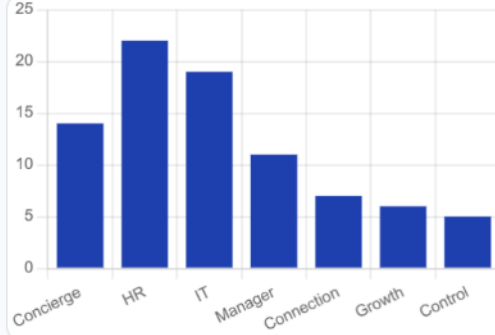
Bottleneck Detector (avg days in stage)



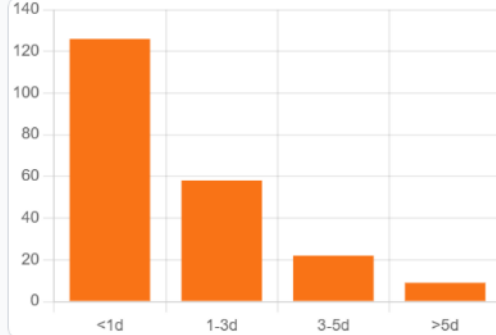
Graph Insights & Interpretation

- Process Funnel:** Visualizes new-hire flow across stages; drop-offs indicate friction points.
- Stage SLA Compliance:** Measures stage-wise adherence to defined SLAs, showing maturity of automation.
- Bottleneck Detector:** Identifies where onboarding gets delayed (e.g., IT provisioning), helping target improvements.

Queue Depth by Agent (today)



Ticket Aging Buckets



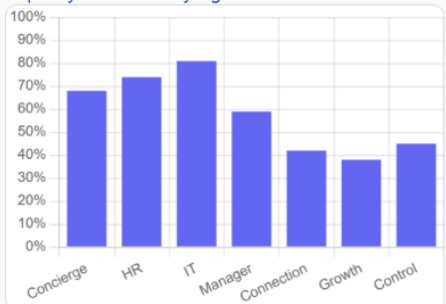
Rework vs First-Time-Right



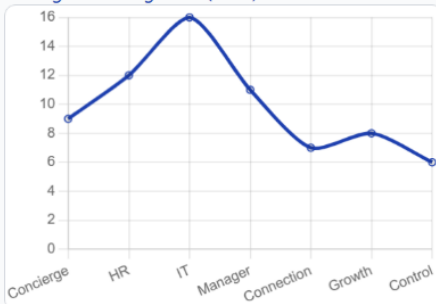
Graph Insights & Interpretation

- Queue Depth by Agent:** Highlights load distribution among copilots, useful for dynamic resource balancing.
- Ticket Aging Buckets:** Reflects task backlog by time window (<1d, 1-3d, etc.), showing process responsiveness.
- Rework vs First-Time-Right:** Tracks execution quality — higher FTR% means more accuracy, fewer manual corrections.

Capacity Utilization by Agent



Average Handling Time (mins)



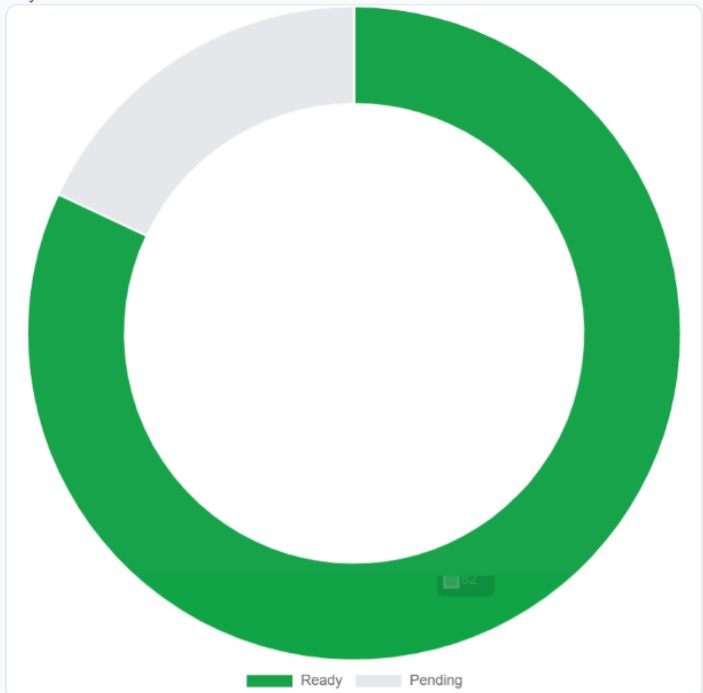
Throughput (completed per day)



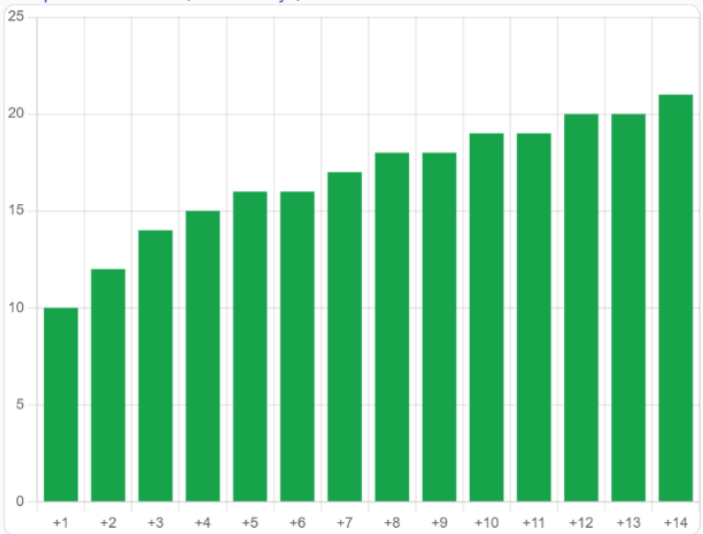
Visual Insights & Observations

- Tracks agent productivity and efficiency across all copilots.
- Capacity Utilization shows workload balance; IT and HR operate near optimal range.
- Average Handling Time reveals efficiency per agent — higher time may indicate complexity or dependency delays.
- Throughput (Completed per Day) visualizes steady improvement in overall process velocity, indicating scaling efficiency of the automation flow.

Day-1 Readiness Index



Completion Forecast (next 14 days)



About Graph

- **Day-1 Readiness Index** represents how many new hires are fully system-ready on Day-1 — a key HR/IT success measure.
- **Completion Forecast (Next 14 Days)** uses historical trend data to predict upcoming completions, helping plan resource allocation.
- Together, these graphs demonstrate **predictive analytics and real-time monitoring** enabled by the Copilot Control Tower.

Exception Summary (top categories)



Exception Analytics & Insights

- Highlights **exception categories** impacting onboarding flow.
- Top issues like Missing ID Proof and Device Backlog indicate dependency gaps.
- Enables Control Tower Copilot to **auto-escalate or trigger resolution actions** in real time.
- Offers early visibility into process risks to ensure SLA adherence.

Stage-wise Operational KPIs

Stage	WIP	Avg Days	SLA %	First-Time-Right %	Escalations
Preboarding	68	1.2	97	93	1
HR Contracts	54	1.8	96	91	2
IT Provisioning	43	2.1	94	90	3
Manager Onboarding	38	1.4	97	92	1
Connection/Buddy	31	0.9	99	95	0
Learning/Growth	26	1.0	98	94	0

Stage-Wise Operational Insights

- Displays **stage-wise operational KPIs** — Work-In-Progress (WIP), SLA%, First-Time-Right%, and escalations.
- Helps analyze **which onboarding stages are efficient** (e.g., Connection/Buddy, Learning/Growth) versus **where delays occur** (e.g., IT Provisioning).
- Supports data-driven optimization by linking process health with automation outcomes.
- Empowers leadership to **track throughput, quality, and escalation patterns** across copilots.



Thank You