



Copilot plugin for ITSM by Embee Software

Work smarter, not harder, with personalized insights and automation with Embee and Microsoft

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Background

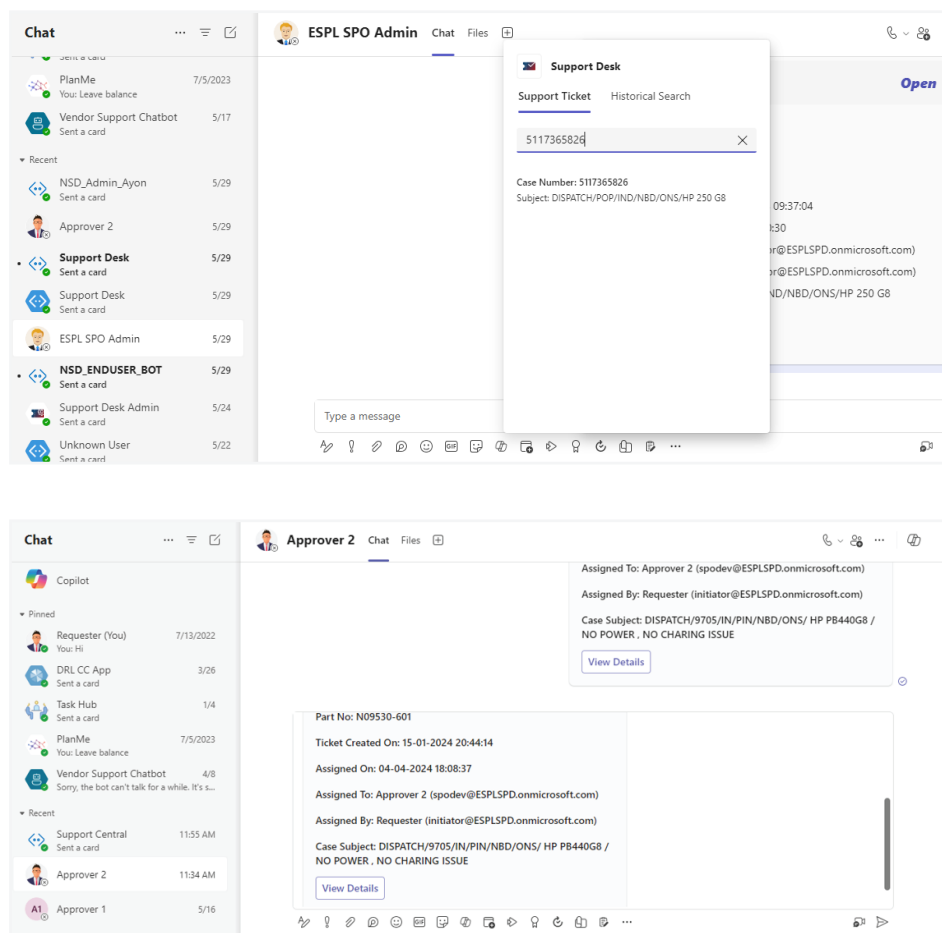
At Embee, we have developed an application on Microsoft Teams for the ITSM department to access and manage support tickets. It allows admins to assign and manage tickets sourced manually or from csv/mail directly through Microsoft Teams. Once assigned, engineers receive notifications and can view and act on tickets within Teams, streamlining the process.

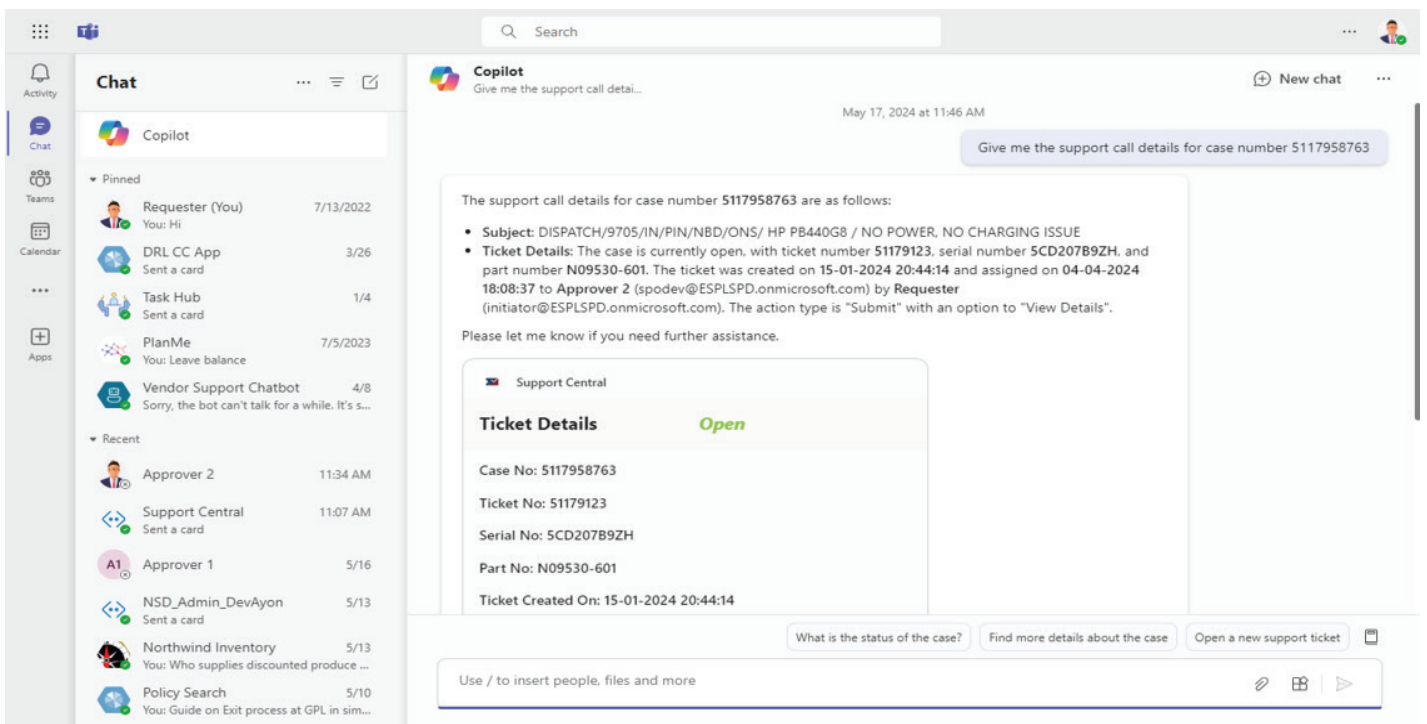
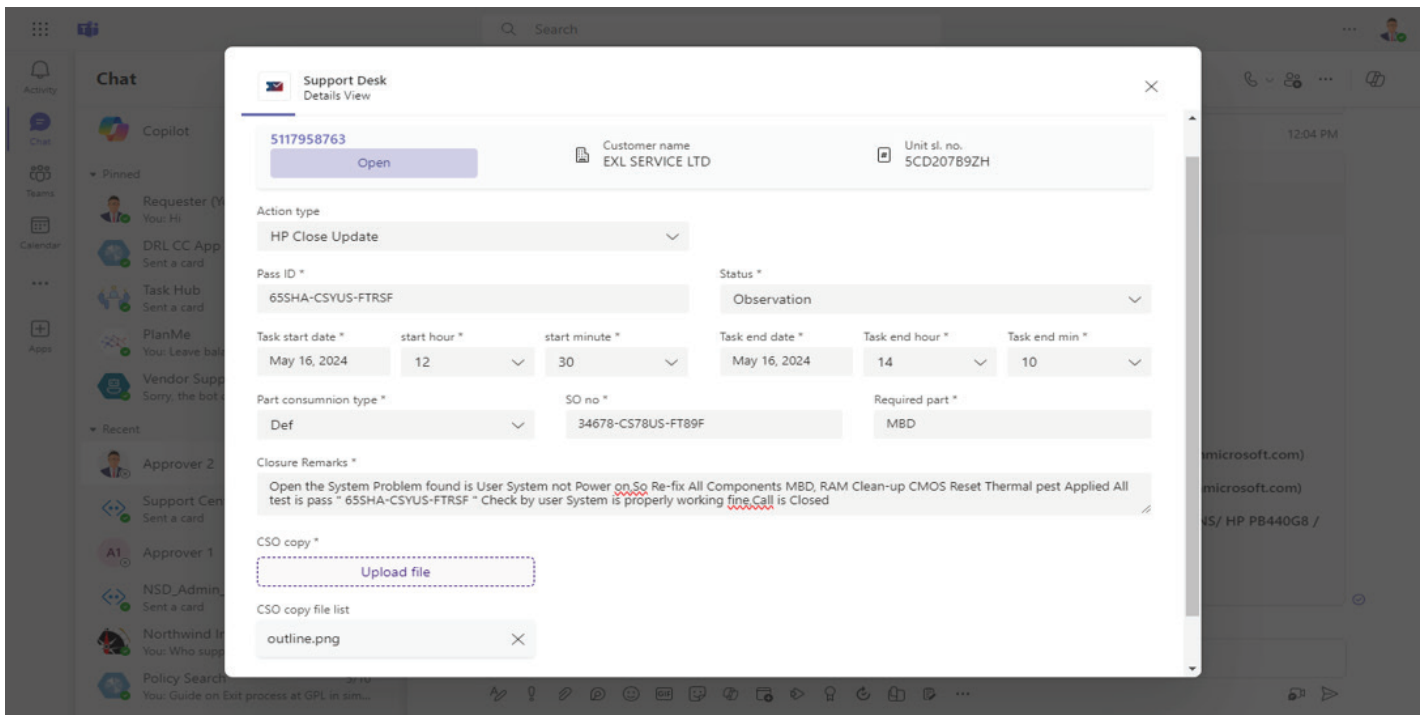
Before: Challenges and Opportunities

- Providing real-time updates on ticket status can be challenging, especially if there are delays in data processing or system integration.
- Automate the process of updating ticket status based on user interactions, reducing manual effort, and improving efficiency.
- Capability of handling exceptions such as invalid ticket numbers, ambiguous requests, or system errors, to prevent confusion and frustration among users.
- Empower users to check the status of their tickets autonomously enhancing user satisfaction and reducing support overhead.

The Solution

- ✔ Built using Co-Pilot Plugins, which extends the capabilities of by connecting the other line of business application data to Microsoft Copilot to perform a wider range of actions.
- ✔ Assists admins and engineers to get details about a particular service ticket with just a single chat input and get the details in the form of adaptive card notification.
- ✔ Use of MS Teams capabilities to extend the co-pilot extensibility in the form of messaging extension to search, share and take the required action / updates on the ticket.





After: Value-Driven Results

- By providing real-time updates, Co-Pilot improves the overall user experience, leading to higher satisfaction levels among the users.
- Enabling of ticket status updates reduces manual effort and streamlines processes thus focus on higher-value tasks and improving operational efficiency.
- Enables users to check the status of their tickets autonomously, reducing dependency on support staff.

Why Embee as your M365 Copilot Implementation Partner?

At Embee, we are committed to ensuring a smooth and successful integration of CoPilot into your business. Our approach begins with a hands-on demo, allowing you to experience firsthand the capabilities and benefits of CoPilot. This is coupled with a comprehensive technical readiness assessment, ensuring your infrastructure is primed for optimal use of the platform.

Our team specializes in creating industry-specific use cases, demonstrating how CoPilot can be effectively applied within your unique business context. This tailored approach is designed to not only familiarize you with CoPilot but also to enable a deep understanding of its potential impact on your operations.

Furthermore, Embee Software's dedicated support extends to increasing the consumption and adoption of CoPilot within your organization. We employ strategies and provide resources aimed at maximizing utilization, ensuring that CoPilot becomes an integral part of your business processes, driving efficiency and innovation.

Partner with Embee Software for a transformative CoPilot experience and propel your business towards a future of enhanced productivity and advanced technological integration.

Microsoft Advanced Specializations



**Microsoft
Accredited
Solutions Partner**

 **Microsoft**
Solutions Partner
Modern Work Enterprise

 **Microsoft**
Solutions Partner
Infrastructure

 **Microsoft**
Solutions Partner
Digital & App Innovation

 **Microsoft**
Solutions Partner
Cloud Security

 **Microsoft**
Solutions Partner
Data & AI

Embee + Microsoft

A Glimpse into Our Track Record and Expertise in Implementing Microsoft Solutions

200+

Number of organization
onboarded

3.5L+

Number of users
empowered

5+

Microsoft Solutions
Partner

8+

Microsoft Advanced
Specialization

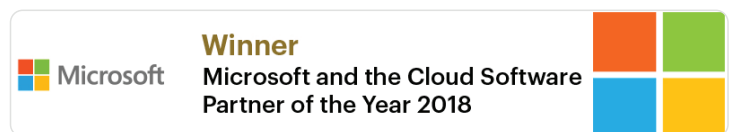
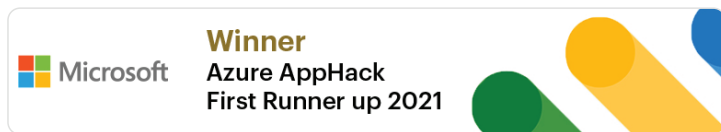
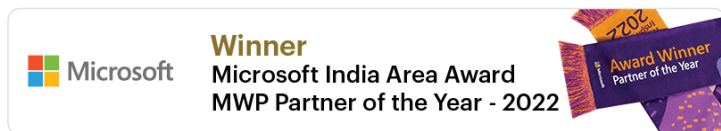
1000+

Microsoft
Implementations

150+

Microsoft Certified
Resources

Awards and Accreditations



Transforming 2500+ Organization

