

Intelligent Support Agent

AI-powered automation for email-based ticket creation, prioritisation, and P1 accelerated resolution.



The Intelligent Support Agent is designed to streamline support operations by transforming email-based requests into structured, prioritised tickets. With AI-driven analysis and automated responses, it helps organisations reduce manual workload, improve accuracy, and accelerate the handling of critical issues.

Built on Microsoft Ecosystem:

-  Copilot Studio
-  Dataverse
-  Agent flows
-  Dynamics 365 F&O - MCP
-  AI builder



Email Intake

Captures support requests directly from incoming emails.



Automatic Ticket Creation

Creates CRM tickets instantly and sends confirmation with the Ticket ID.



Priority Detection

Identifies P1-P3 priority from email content and applies changes on request.



P1 Intelligence

Finds similar historical P1 cases and alerts teams for rapid escalation.



Status Updates

Provides real-time ticket status when users email for an update.

How It Works?

A user sends an email → The agent analyses it → Creates the ticket → Assigns priority → Sends confirmation → Manages updates and escalations automatically.

Mazik Global is a Microsoft Solutions Partner specialising in Dynamics 365, Power Platform and Azure-led business transformation. We design and deliver intelligent, enterprise-ready solutions that improve operational efficiency and governance.

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