Microsoft

PEAKUP

# PEAKUP AI Agent talking with Jira

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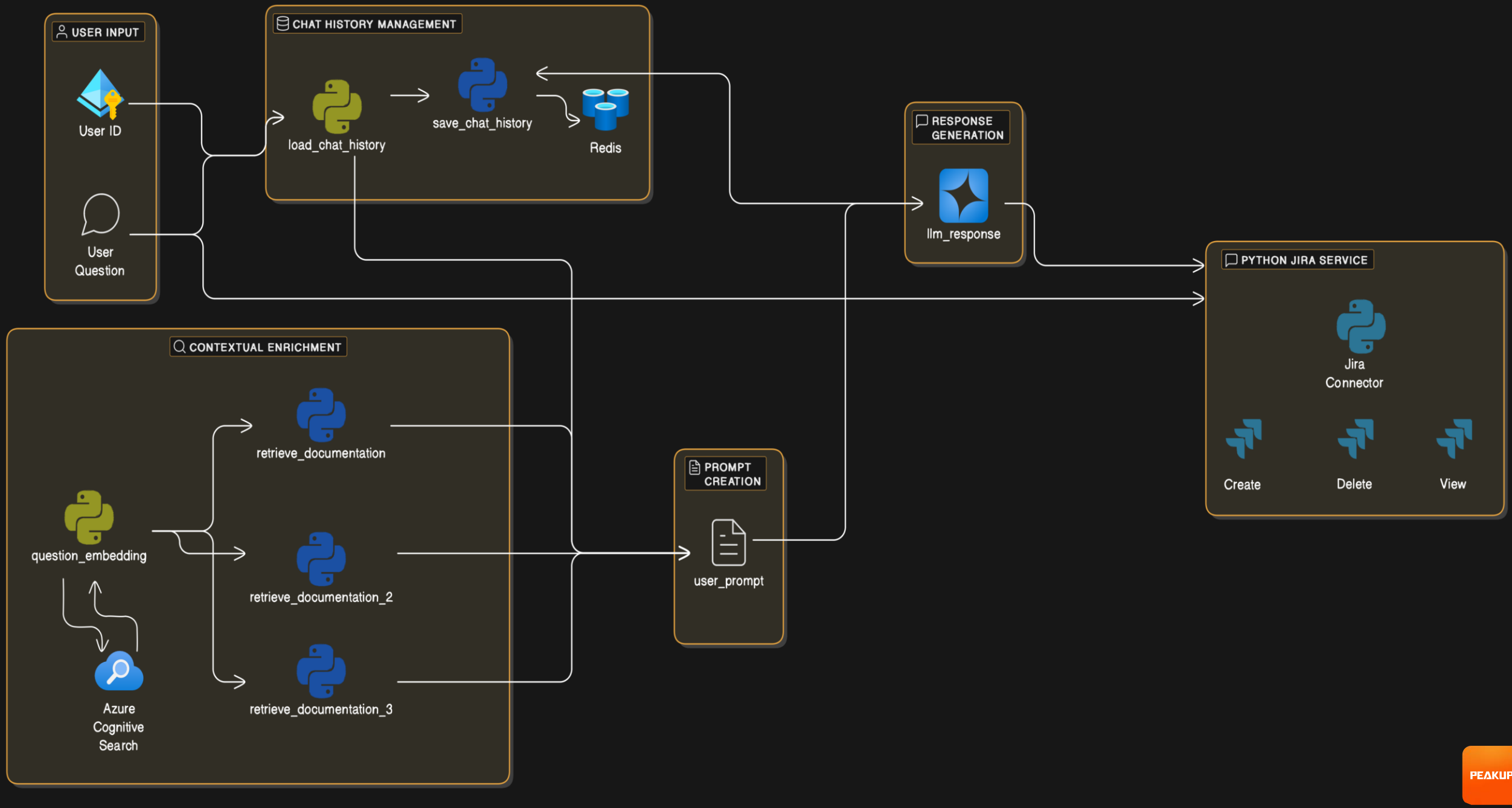
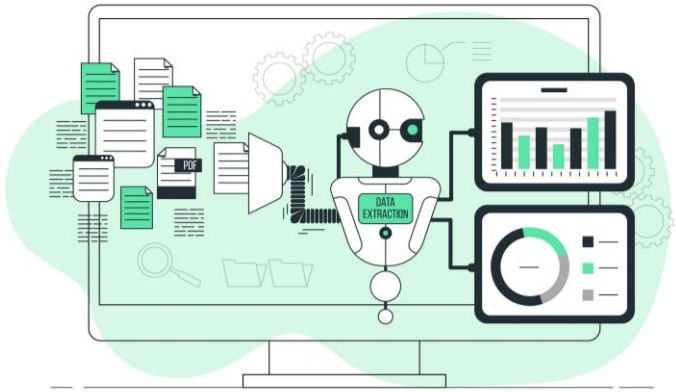
# Multi-User RAG Chat Flow Architecture



# Microsoft Azure Estimate

| Your Estimate | | | | | | |
|---|---|---|---|---|---|---|
| Service category | Service type | Custom name | Region | Description | Estimated monthly cost | Estimated upfront cost |
| Storage | Storage Accounts | | West Europe | Block Blob Storage, General Purpose V2, Flat Namespace, LRS Redundancy, Hot Access Tier, 100 GB Capacity - Pay as you go, 100 x 10,000 Write operations, 10 x 10,000 List and Create Container Operations, 100 x 10,000 Read operations, 10 x 10,000 Other operations. 100 GB Data Retrieval, 1,000 GB Data Write, SFTP disabled | $8,37 | $0,00 |
| Web | Azure AI Search | | West Europe | Standard S3, 10 Unit(s), 1 Hours, 100K semantic queries | $125,88 | $0,00 |
| AI + machine learning | Azure OpenAI Service | | East US | Language Models, Standard (On-Demand), GPT-4o-Global-Deployment-128K, 10,000 x 1,000 input tokens, 20,000 x 1,000 output tokens | $350,00 | $0,00 |
| Analytics | Azure Machine Learning | | West Europe | 1 F4s v2 (4 Core(s), 8 GB RAM) x 31 Days, Pay as you go | $144,34 | $0,00 |
| AI + machine learning | Azure OpenAI Service | | East US | Embedding Models, Text-Embedding-3-Large, 100,000 x 1,000 Tokens | $13,00 | $0,00 |
| Support | | | Support | | $0,00 | $0,00 |
| | | | Licensing Program | Microsoft Customer Agreement (MCA) | | |
| | | | Billing Account | | | |
| | | | Billing Profile | | | |
| | | | Total | | $641,59 | $0,00 |




# AI Agent Using On-Prem Jira Data with Generative Artificial Intelligence

## Highlights

In this project a  Smart Bot with Generative Artificial Intelligence has been developed. A dataset was created from scratch using on-premises Jira data, consisting solely of SD ticket descriptions and comments. Trained with this data, the bot was developed as an intelligent assistant to optimize business processes.

## Challenges

- Ensuring the AI model produces accurate results without relying on previously learned data.
- Addressing the challenges of capturing and interpreting on-premises data.
- Categorizing data and creating a list of frequently asked questions.

## Solution

•Data extracted from on-premises using **Azure services** was indexed, categorized, and used to create frequently asked questions.
•All **Jira** tickets produced so far were analyzed to generate meaningful outputs, and the bot was trained with possible questions and answers.
•Custom code was developed on **Azure App Services**, and the project was fully integrated into customer's operations.

# LLM Based Smart Agent Project

## Highlights

- An LLM-based smart assistant integrated with the Jira platform, enabling instant responses to job tracking, status updates, and assignments while making Jira ticket solutions more accessible.
- Enhanced efficiency, speed, and accuracy through the use of Azure OpenAI GPT-4o models.
- Optimized API integrations for seamless data retrieval and updates.
- Strengthened security measures, including rigorous testing, authorization, and authentication mechanisms, ensuring compliance with corporate security standards.

## Challenges

The data structure in Jira is dynamic and complex, encompassing elements such as issues, projects, and sprints. Key considerations include:

- Optimizing API calls and managing performance during integration.
- Conducting security testing and ensuring robust authentication, particularly focusing on authorization layers.
- Creating customized queries to meet the diverse needs of different users, such as managers and team members.

## Solution

Preparing system instructions for the **Azure GPT-4** based "Jira Assistant" model.
Creating a data pool using **Jira Graph Connector**, **Copilot Studio Knowledge**, and **Atlassian Workflow Jira data**, and transferring the information.
Designing API services to ensure speed and scalability in data retrieval and update processes.
Eliminating potential vulnerabilities through comprehensive testing of authorization and authentication procedures.

## Results

- Enhancing speed and efficiency in work tracking and project management processes using Jira.
- Making Jira information accessible to the public, preserving knowledge, and enabling data evaluation.
- Improving user and admin experience by reducing errors and support requests.
- Facilitating better internal audits and analysis through comprehensive recording and reporting of all changes.

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