Hackathon Results : Skilling and Enablement Goals/Objectives

Immediate need:
- Establish training and enablement program that empowers core group of users to create their own copilots to serve as automated and intelligent chatbots that field questions and retrieve data/documents for audience.
- Alleviate strain on staff who field hundreds of inquiries each week from students for redundant requests such as document retrieval for admission and enrollment purposes.
- Modernize outdated time-consuming manual tasks with automate processes.

Solution(s)
- A guided Copilot Studio Hackathon with Pragmatic Works , equal parts solution development and skilling / training, where participants developed a custom copilot to act as an intelligent chat bot that queries and returns information and documents from the institutions repository of knowledge base articles.

Outcome / Value Realized
- Hackathon participants learn applicable skills and expertise specific to Copilot Studio Development allowing them to form a core group of subject matter experts for further Copilot creation, publishing and administration.
- "Make it real!" Created their own generative AI solution with Copilot Studio and Power Automate based on their Knowledge Base Article Chatbot use case with documented steps on publishing and managing.
- Eliminated backlog of document retrieval requests to administrative staff freeing up hours of time each week, while allowing students making the requests to self serve for almost immediate results.
- Gained the confidence and skills to sustain development and deployment of modern Ai solutions

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