

Q&A and Procurement Assistant

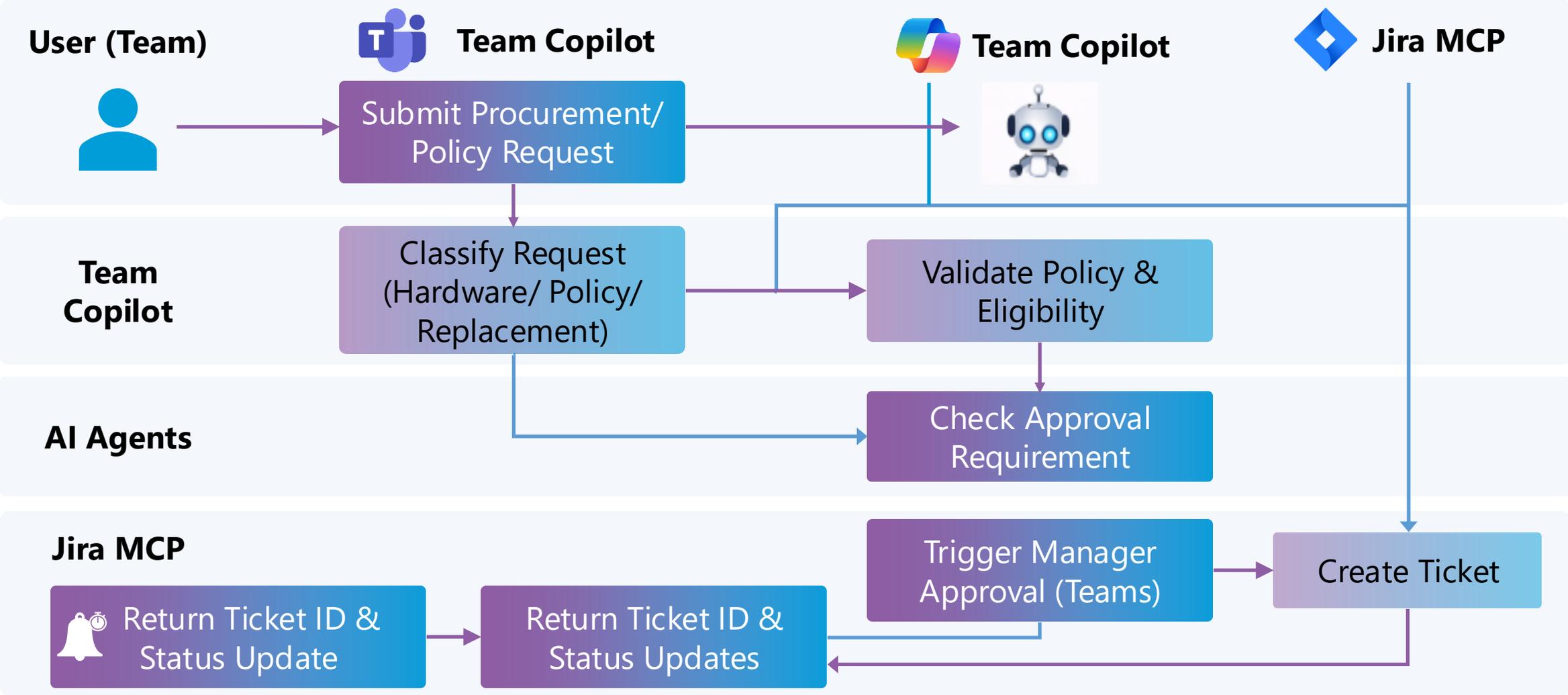
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Q&A & Procurement Assistant Flow



Outcome: End-to-end automated procurement and Q&A workflow with real-time Teams updates

User Interaction

Intent classification

Policy Validation

Approval Determination

Manager Approval

Complete

Q&A_Procurement_Copilot_Bot Chat Shared

Thursday 21:58

Hi

Q&A_Procurement_Copilot_Bot Thursday 21:58

Hello, how can I help you today?

Thursday 22:00

can you pls place an order for a headset

Q&A_Procurement_Copilot_Bot Thursday 22:00

Your support request will be created here.

Thank you for using Alltech_Copilot_Bot. Have a great day ahead!

Your support request will be created here.

Triggering Create_ticket agent to create issue.

User
Interaction

Intent
classification

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 **Classify & Extract**

① Changes will apply everywhere this prompt is used and could impact existing behavior.

 **New!** Now use your prompt to execute actions with the new Code-gen feature.

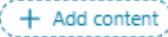
Instructions ... |  Model: GPT-4.1 mini ▼  Test

Classify the request into exactly one category:

- "hardware" (laptops, desktops, monitors, peripherals, printers, scanners, servers, accessories, storage, etc.)
- "software" (licensed tools, productivity apps, enterprise tools, development tools, security requests, AI/ML tools)
- "cloud" (Azure, AWS, GCP resources, Copilot licenses, GPU instances, cloud storage)

Extract a short canonical itemKey:

Hardware examples: laptop, desktop, monitor, keyboard, mouse, charger, dock, headset, printer, scanner, server, storage, ram-upgrade, external-drive.

Get started with Copilot (Preview) ⌵

 Describe what you want your prompt to do... 

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If the user wants to **apply, request, or order any product** (hardware, software, or cloud resources):
Do **not** process the request directly.

Instead, call the topic:  Support request prerequisites

Example trigger messages:

"I want to request a laptop." → Call  Support request prerequisites

"Need VPN access urgently." → Call  Support request prerequisites

"Requesting Copilot license." → Call  Support request prerequisites

Once the topic completes, if  Global.should_create_ticket is true, then, create the new ticket.

User Interaction

Intent classification

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Complete

Thursday 22:01

can you pls place an order for a new laptop

Q&A_Procurement_Copilot_Bot Thursday 22:01



This request requires manager approval, would like to proceed with approval?



Yes

No



Thursday 22:01

Yes

Q&A_Procurement_Copilot_Bot Thursday 22:01



Please provide detailed bussiness justification for this request



User Interaction

Intent classification

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Manager Approval

Complete

Q&A_Procurement_Copilot_Bot Thursday 22:01



Please provide detailed bussiness justification for this request



Thursday 22:01

i am new employee to the organization

Q&A_Procurement_Copilot_Bot Thursday 22:01



Your service request has been submitted for manager approval. We will notify you as soon as it is approved.



User Interaction

Intent classification

Policy Validation

Approval Determination

Manager Approval

Complete

Thursday 22:01

Yes

Q&A_Procurement_Copilot_Bot Thursday 22:01



Please provide detailed bussiness justification for this request



Thursday 22:01

i am new employee to the organization

Q&A_Procurement_Copilot_Bot Thursday 22:01



Your service request has been submitted for manager approval. We will notify you as soon as it is approved.



Your request is approved. The support request will be created here.



Your request for a new laptop has been successfully created. The ticket number is **AS-92**. Thank you for your patience. If you need any further assistance, feel free to ask!

THANK YOU

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STAY AHEAD

