

GENERATIVE AI ACCELERATOR



Employee Service Desk

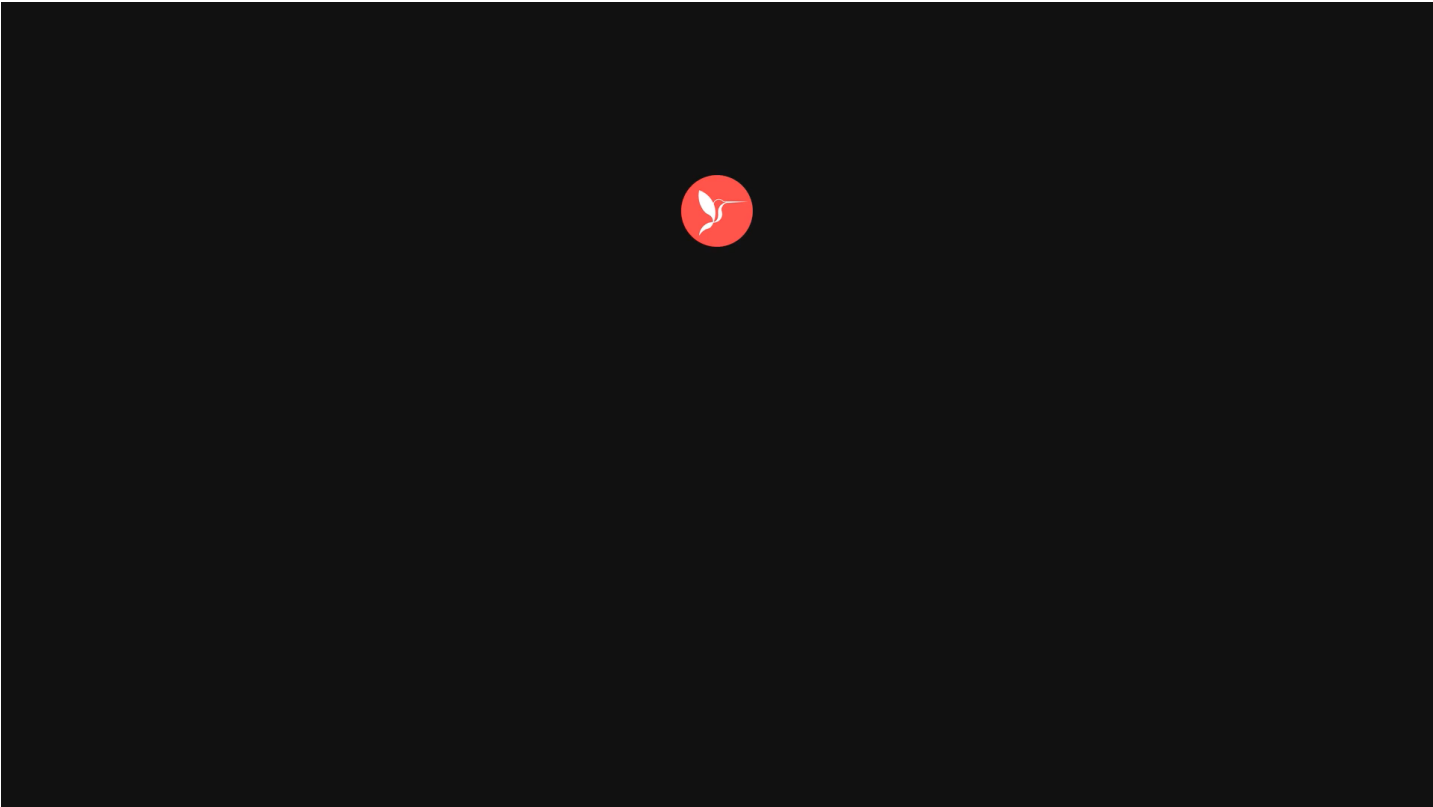
One front door in Teams for HR, IT, finance and facilities - answers from policy, completes the request, and records the rule it applied.



Copilot Studio
Build low-code agents



Power Platform
Dataverse · Power Automate



PURPOSE

One front door for every employee question - HR, IT, finance, facilities, onboarding - answered from curated policy documents with citations, and common requests completed end to end without leaving the chat.

PROBLEM

Employees don't know which team owns their question, so requests bounce between inboxes and portals. Service teams re-answer the same policy questions, and what does arrive is unclassified and unprioritised.

IMPACT

The agent asks one plain question, then classifies, prioritises and routes the request itself - employees never categorise their own problem. Every request lands in one queue with the policy rule it applied on the row.

PLATFORM

Copilot Studio Standard agent - cost-efficient employee harness · Microsoft Teams · SharePoint knowledge · Dataverse queue · Power Automate · Outlook

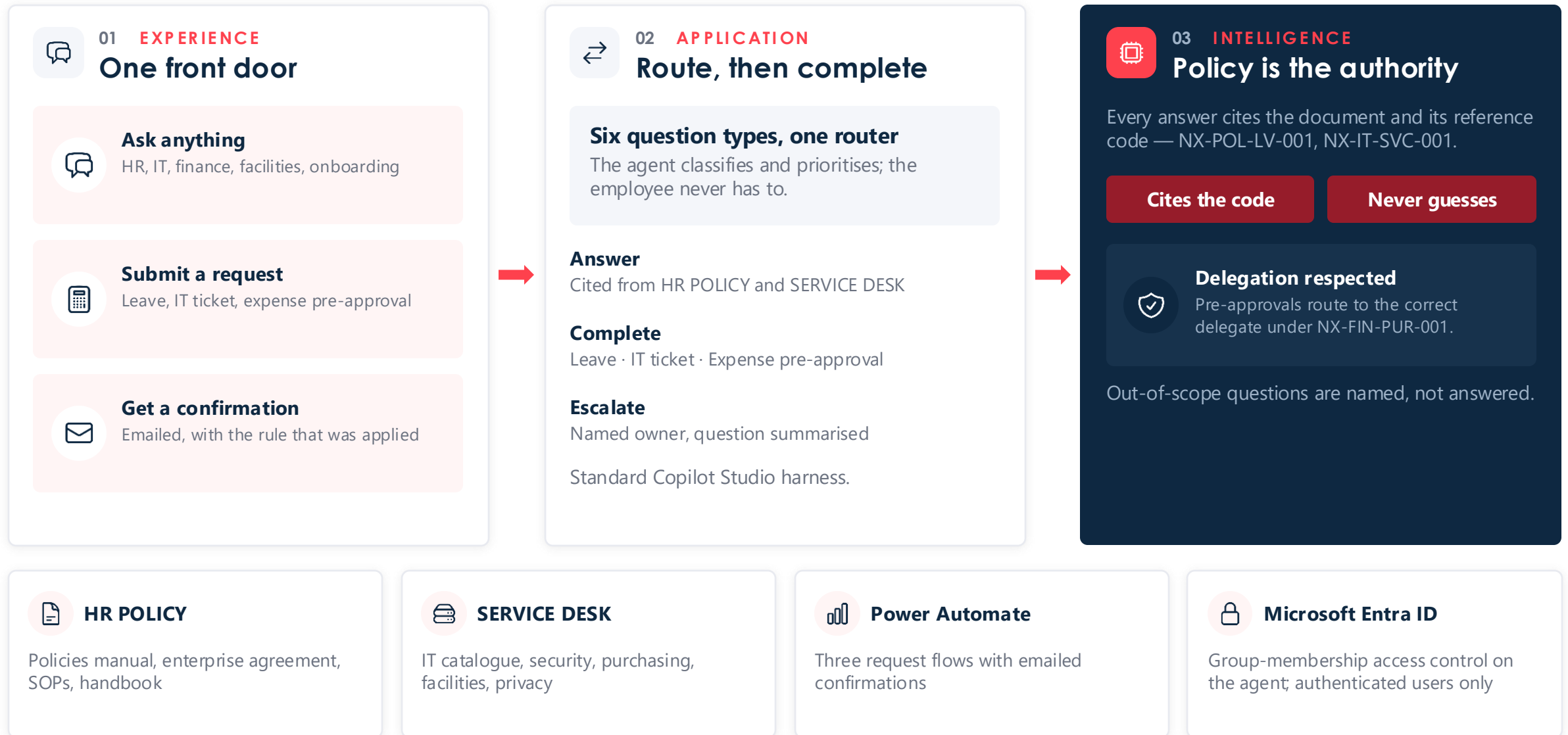
CAPABILITIES

- Cited Policy Answers
- Leave Requests
- IT Support Tickets
- Expense Pre-Approvals
- Auto-Triage & Priority
- Approval Guardrails

INDUSTRIES

- Professional Services
- Financial Services
- Government
- Healthcare
- Retail & Hospitality
- Manufacturing

Solution architecture



Investment & running costs

PLATFORM RUN COST

Estimated monthly cost

Standard Copilot Studio harness — runs inside existing licensing

Agent runtime — standard harness Classic orchestration with generative answers	Included
Knowledge grounding HR POLICY and SERVICE DESK libraries	Included
Request flows & email Power Automate · Office 365 Outlook	Included
Message consumption Copilot Studio messages, usage-based	Variable

Incremental platform cost	Message packs
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BUILD INVESTMENT

Estimated investment to build

\$35,000 – \$55,000

AUD, indicative — rough order of magnitude

Phase 0 — Discovery & catalogue mapping	\$5K–9K
Core build — routing, three request flows	\$20K–32K
Integration, security, QA & handover	\$10K–14K

Rough order of magnitude. Confirmed scope and fixed price follow Hummingbird's standard Phase 0 discovery.

Assumptions: the customer already holds Microsoft 365 and Copilot Studio licensing, and the source documents exist in a usable form. Standard-harness runtime sits inside that entitlement; Copilot Studio message consumption is the only usage-based cost and is sized during Phase 0.