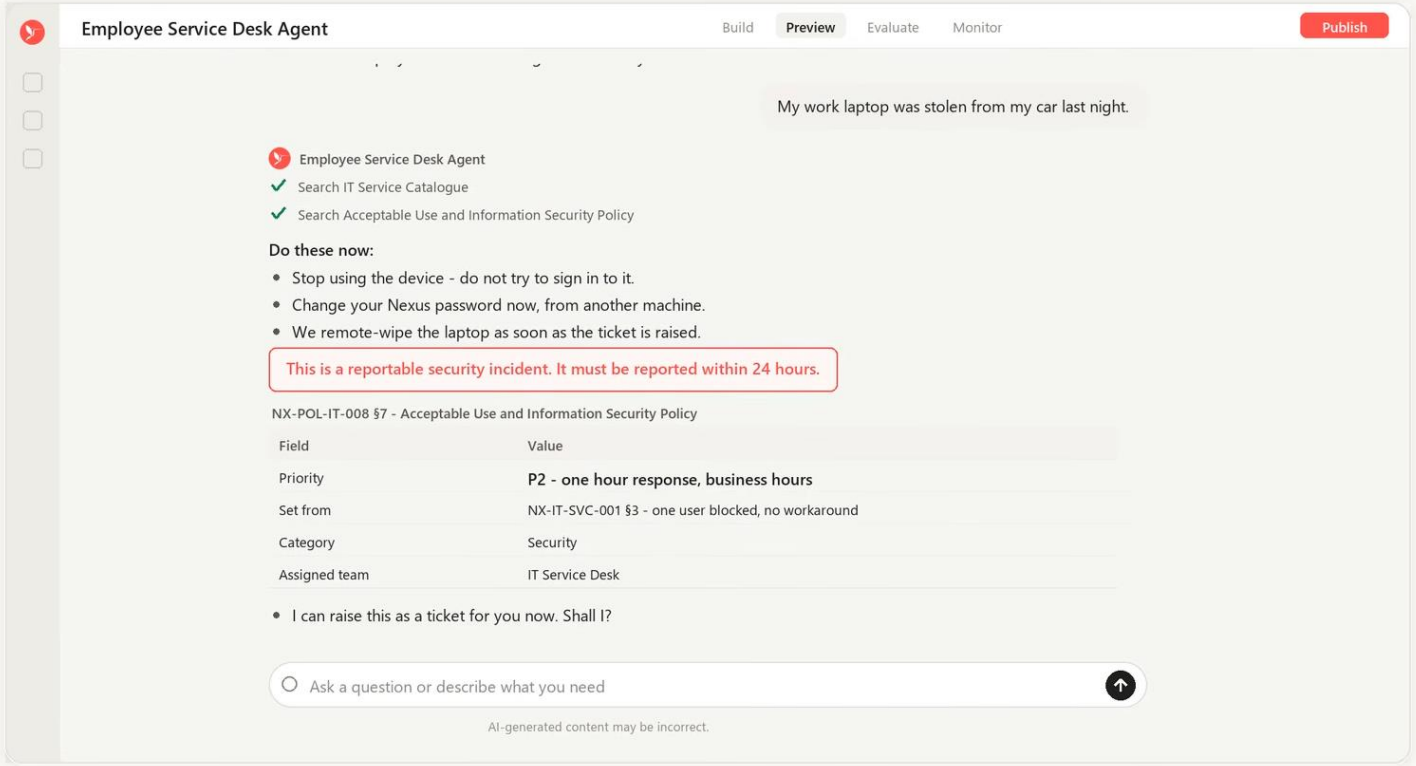
GENERATIVE AI | ACCELERATOR

Employee Service Desk

Copilot Studio
Build low-code agents

Power Platform
Dataverse · Power Automate

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



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

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Solution architecture

01 EXPERIENCE

One front door

Ask anything
HR, IT, finance, facilities, onboarding

Submit a request
Leave, IT ticket, expense pre-approval

Get a confirmation
Emailed, with the rule that was applied

02 APPLICATION

Route, then complete

Six question types, one router
The agent classifies and prioritises; the employee never has to.

Answer
Cited from HR POLICY and SERVICE DESK

Complete
Leave · IT ticket · Expense pre-approval

Escalate
Named owner, question summarised

Standard Copilot Studio harness.

03 INTELLIGENCE

Policy is the authority

Every answer cites the document and its reference code — NX-POL-LV-001, NX-IT-SVC-001.

Cites the code | **Never guesses**

Delegation respected
Pre-approvals route to the correct delegate under NX-FIN-PUR-001.

Out-of-scope questions are named, not answered.

HR POLICY
Policies manual, enterprise agreement, SOPs, handbook

SERVICE DESK
IT catalogue, security, purchasing, facilities, privacy

Power Automate
Three request flows with emailed confirmations

Microsoft Entra ID
Group-membership access control on the agent; authenticated users only