

Case Study:

AI-Powered IT Support Agent using Microsoft Copilot Studio

PROJECT OVERVIEW

Problem Statement

Organisations often face delays in resolving recurring IT issues due to:

- Manual ticket handling processes
- Fragmented troubleshooting resources
- Difficulty identifying the correct service category
- Heavy reliance on IT support teams
- Limited visibility into recurring support trends

These challenges impact operational efficiency and increase resolution times.

SOLUTION OVERVIEW

Implemented an AI-powered IT Support Agent using Microsoft Copilot Studio to streamline employee support operations within Microsoft Teams.

Key Features

- Employees can raise IT issues directly through Microsoft Teams using a conversational interface.
- Intelligent search across SharePoint Knowledge Base for troubleshooting articles and historical resolutions.
- Automated generation of step-by-step troubleshooting guidance and recommended solutions.
- Real-time status updates and notifications within Microsoft Teams.
- Automated escalation workflows for unresolved, high-priority, or business-critical incidents.
- Intelligent ticket routing based on issue category and severity.
- Centralised conversation logging and support tracking.

TECHNICAL ARCHITECTURE

Technologies Used

Component	Technology
AI Agent Platform	Microsoft Copilot Studio
Collaboration Platform	Microsoft Teams
Workflow Automation	Power Automate
Knowledge Base	SharePoint Online
Data Storage	Dataverse
File Storage	Azure Blob Storage
Monitoring	Application Insights
User Interface	Adaptive Cards

SERVICES IMPLEMENTED

- Copilot Studio Orchestration
- OCR-based Image Processing
- Azure Blob Storage Integration
- Power Automate API Integrations
- Dataverse Conversation Logging
- SharePoint Knowledge Base Retrieval
- Adaptive Card Response Framework
- Application Insights Monitoring

BENEFITS

Operational Benefits

- Faster IT issue resolution
- Reduced support team workload
- Improved employee self-service experience
- Consistent troubleshooting process
- Centralised support knowledge management
- Enterprise-grade security and governance

Business Benefits

- Improved support efficiency
- Reduced response and resolution times
- Better visibility into recurring IT issues
- Enhanced employee satisfaction
- Scalable support operations across departments

BUSINESS IMPACT

Before Implementation

- Manual ticket creation and assignment
- Dependency on IT support personnel
- Delayed issue resolution
- Knowledge scattered across multiple systems
- Limited reporting and trend analysis

After Implementation

- AI-assisted issue resolution
- Automated ticket routing and escalation
- Faster employee support experience
- Centralised knowledge access
- Improved visibility into support trends and performance metrics

OUTCOMES

The AI-powered IT Support Agent significantly improved IT service operations by automating support workflows, enabling employee self-service, reducing manual effort, and accelerating issue resolution across the organisation.

Key Results

- Reduced support workload
- Faster incident resolution
- Improved employee satisfaction
- Better operational visibility
- Increased scalability of IT support services

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