

AI Community Support Bot for a Global Organization

Within a global company, over 3,500 members are using an internal Power Platform community, each with their own questions about specific functionalities or development issues. A solution was sought to efficiently answer these inquiries in a timely manner.



CHALLENGES

- Decrease searching time
- Increase knowledge of the Platform
- Create a collaboration and communication platform
- Create a common language to enhance consistency
- how to make the solution scalable?



BENEFITS

- Improves employee efficiency
- Enhance knowledge management
- Fosters better collaboration and communication
- Standardizing responses ensures information consistency
- Supports Scalability as no extra support is needed when queries increase

AI Solutions.

PowerBot

- **Natural Language Processing (NLP):** Understands and responds to user queries in a conversational manner.
- **Machine Learning:** Continuously improves responses based on user interactions.
- **Data Integration:** Accesses and retrieves information from multiple repositories.
- **Customization:** Aligns with the organization's needs and branding.
- **Scalability and Security:** Built on a scalable and secure platform.

Technical Implementation.

- We build a PVA (preview) bot exposed to teams as personal, group and teams bot.
- For any question, it calls a flow that uses Azure OpenAI davinci-03 model with special prompt, to define mood and company to answer any questions
- We created dedicated teams channel in Power Platform community teams (3.500+ members), so that everyone can use it

How Macaw helps customers.

Macaw has provided significant value in implementing the PowerBot on the Power Platform for the community of over 3500 members.

- **Expertise in AI and Power Platform:** Leveraged deep knowledge to design and implement the PowerBot.
- **Custom Solution Development:** Tailored the PowerBot to meet community needs.
- **Enhanced User Experience:** Created a dedicated Teams channel for easy access.
- **Scalability and Performance:** Designed to handle high query volumes efficiently.
- **Continuous Improvement:** Used prompt engineering for accurate and aligned responses.

