



Hackathon 2025

Service Desk alerts checker

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- 1 Introduction
- 2 Solution Approach
- 3 Challenges
- 4 Demo
- 5 Questions

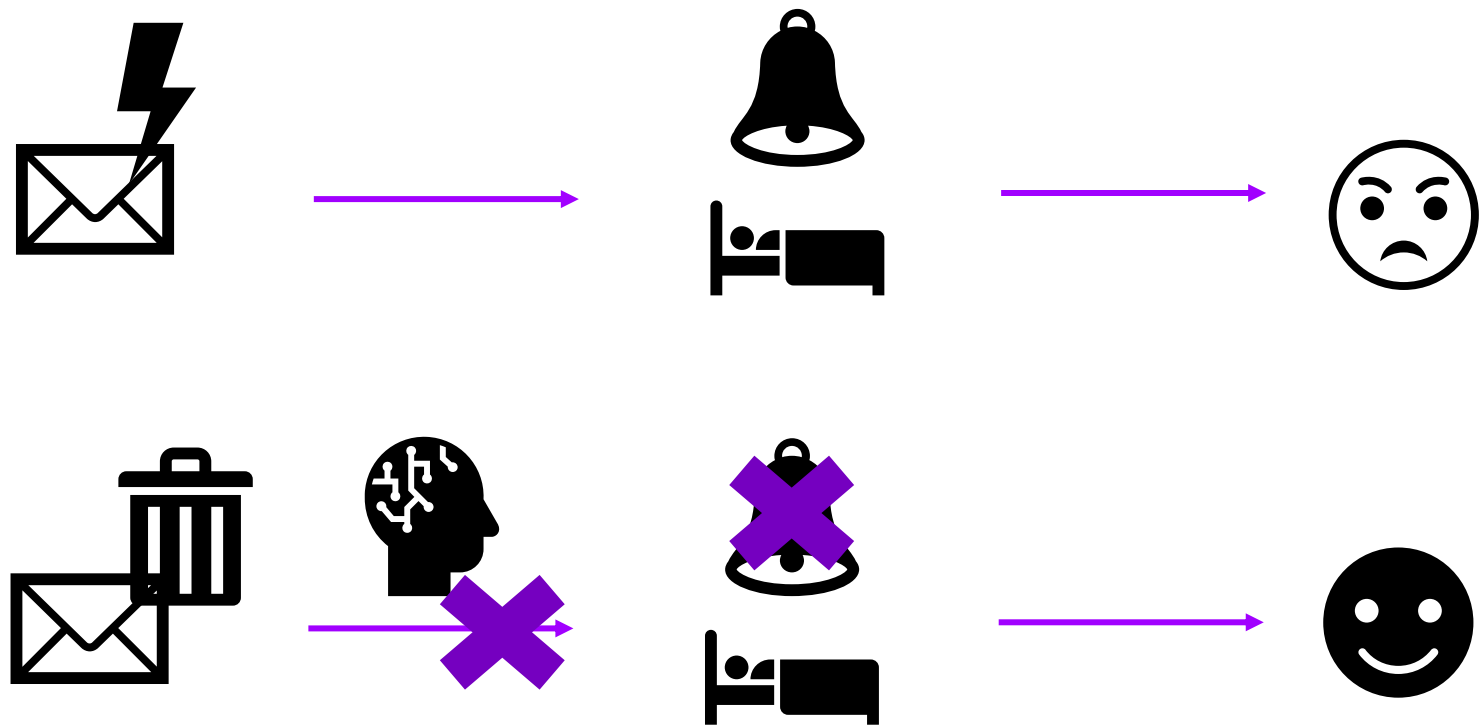


Introduction

Participants are tasked with developing an AI solution to filter incoming tasks/emails of SD alerts and route them to the appropriate recipient.

The solution should minimize unnecessary disturbances to SD consultants by categorizing incoming emails from the SD Outlook inbox and sending a response with the categorized information back to Outlook.

Introduction



Hackathon 2025

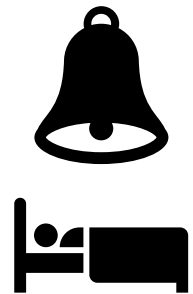
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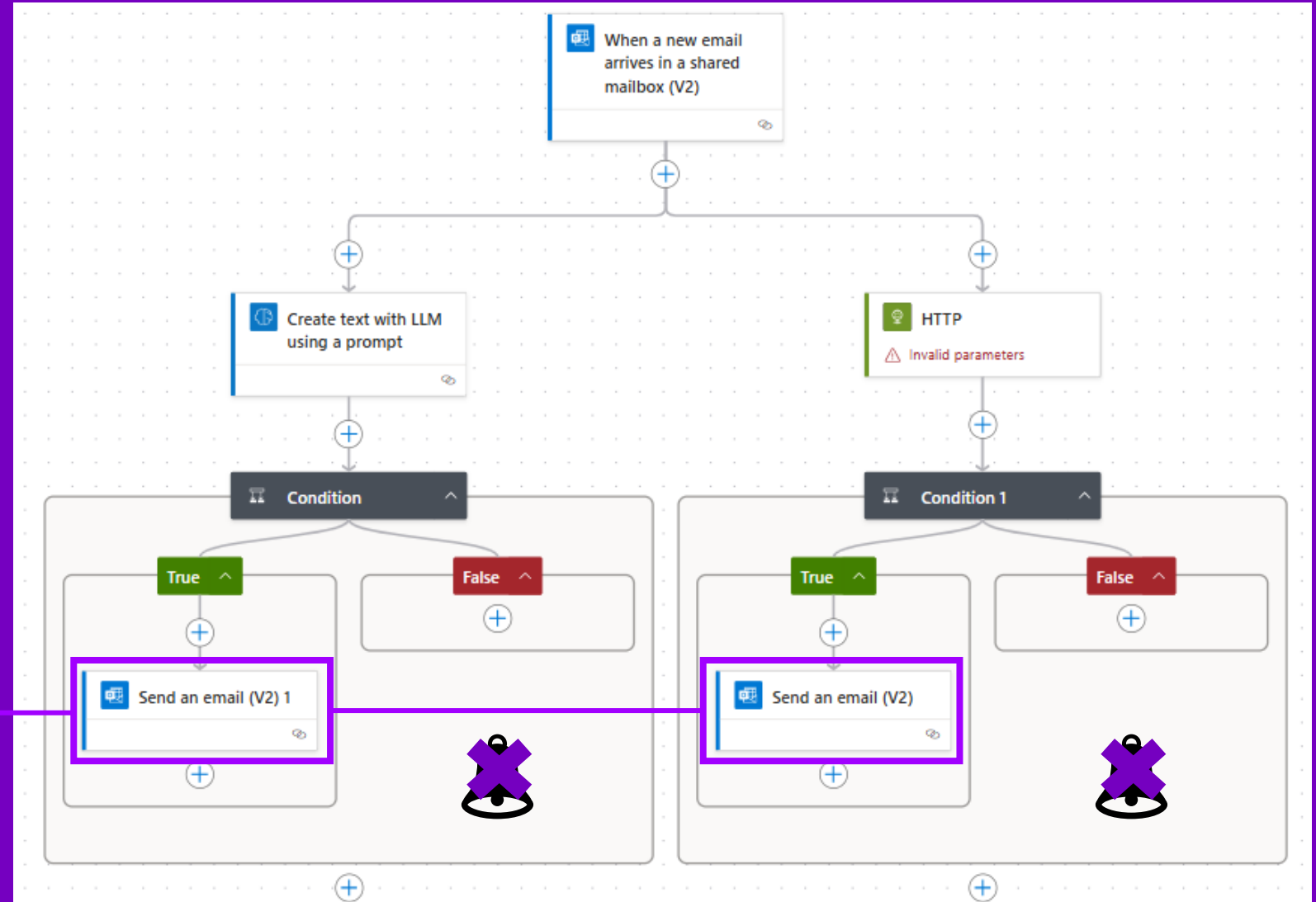


Solution approach

Outlook Mailbox
(ISG_IX_PO_HACK4)



Power Automate Flow



ⓘ You need to test your prompt before saving to refresh the JSON format.

Prompt

+ Add ...

You are a helper for an SAP Consultant and need to categorize incoming Emails to a service Desk Outlook Mailbox. You need to distinguish the emails due to the following aspects:

- urgency
- importance of the mail
- priority
- productive system or test system

According to this aspects you have to decide whether the mail should be forwarded to the service desk consultant.

Return a JSON as response including the value for 'forward to service desk' with either the value 'true' or 'false' and include the reason in the response.

This is the mail body  Mail Body ✕ .

this is the subject  Subject ✕

 Test prompt


All inputs and knowledge are automatically used to answer. + Insert to fine tune the prompt.

Prompt response




```
{  
  "forward_to_service_desk": false,  
  "reason": "The email indicates that the issue has been resolved and the ticket can be closed, suggesting no further action is required."  
}
```

AI-generated content may be incorrect. Make sure it's accurate and appropriate before using it. [Read terms](#)

 Save custom prompt

Cancel

Local LLM



Mail:	Hallo SD-Team, Palette 4711 steht am I-Punkt und fährt nicht weiter. <u>SM Werk</u> Viele Grüße Horst
Response:	important

Classify

Add to Train

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Challenges



- **Connect incoming mail to Power Automate for trigger**



- **API Call from Power Automate to LLM**
 - **Approach a: Azure OpenAI GPT4: maybe compliant but not licensed**
→ reasoning included
 - **Approach b: HTTP Call to local LLM: compliant, but requires approval**
→ reasoning not included
 - **Workaround for Demo: both approaches sketched and presented with manual input to local LLM**

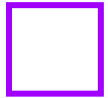
Challenges



- Initial training of local LLM with test data and expected classification



- Ongoing training on incorrect classifications



- Risk assessment for incorrect classifications → missed important alerts

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DEMO

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QUESTIONS