

# Snapshot Document

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## 1 Start Snapshot 1 - Sprints 1-4

Our start objective covers what we want to accomplish in the first 4 months of our project. So far we have decided what base dependencies we need.

With 5 members we will split up the work evenly among the features we want to add. At the end of this snapshot we hope to have our base features working, which include the chatbot up/running and integration with Microsoft Teams To do this we will need to:

- Create a Copilot agent in Copilot Studio
- Create a backend using Microsoft PowerApps
- Be able to store data in SharePoint Lists and Smartsheet
- Integrate our Copilot agent with Microsoft Teams

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## 2 Snapshot 2 - Sprints 5-7

Snapshot 2 focused on implementing core ticketing functionality, stabilizing data flows, and ensuring that Anya could reliably communicate with PDHelpDesk, SharePoint, and Teams.

### Major Accomplishments

#### Intergration with PDHelpDesk

We fully integrated Anya with the PDHelpDesk APT, allowing IT support tickets to be automatically created and stored. This established a foundational workflow between Copilot Studio and backend ticketing system.

#### SharePoint Ticket Storage Implementation

We completed the initial SharePoint List schema design and connected PowerApps so tickets could be saved directly into SharePoint. Early issues where tickets were not saving correctly were identified and resolved.

#### Fixes to Ticket Creation Reliability

We resolved several issues involving:

- Tickets not being created properly.
- Tickets not being saved.

#### Initial Ticket Tracking Setup

We laid the groundwork for Anya to retrieve and display ticket information through adaptive cards. This prepared the system for full status tracking in later sprints.

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## 3 Snapshot 3 - Sprints 8-10

Snapshot 3 introduced new system capabilities beyond ticket creation, including ticket update retrieval, feedback submission, and administrative workflows such as time-off requests.

### Major Accomplishments

#### Ticket Feedback with Adaptive Cards

We created an interactive feedback system where users can rate IT ticket handling. A major issue preventing feedback submissions was diagnosed and fixed.

#### Ticket Update Notifications

We added functionality to:

- Retrieve current ticket status.
- Display update history.
- Notify users when changes occur.

#### Time-Off Request Automation

We implemented a workflow where Anya can:

- Submit time-off requests.
- Route requests through PDGo.
- Store them in SharePoint and Smartsheet.

Several bugs involving time-off requests not saving or showing incorrect information were resolved.

#### Multi-Platform Integration

The assistant now communicated across multiple systems, expanding functionality into administrative and HR workflows.

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## 4 Final Snapshot 4 - Sprints 11-12

Snapshot 4 implemented advanced system features involving logging, search tools, and user tracking. These additions increase reliability, maintainability, and the intelligence of Anya.

### Major Accomplishments

#### MCLE Logging System

We implemented a full logging pipeline that:

- Submits MCLE logs automatically.
- Stores logs in SharePoint or Smartsheet.
- Validates and verifies logged data.

#### File and Document Search System

A major feature addition allows Anya to:

- Search SharePoint and Smartsheet.
- Filter results by permissions.
- Return the correct file and summary.

#### User Tracking and Session Management

Anya now logs:

- User identification.
- Timestamps.
- Types of actions taken.

#### Accurate User Linking

We implemented user association mapping via LDAP and Teams profile data. This ensured tickets and requests are tied to the correct user.

#### Enhanced Error Handling

We improved conversational robustness so Anya can properly respond to:

- Unknown commands.
- Incorrectly formatted requests.
- Out-ofscope queries.