Information Solutions - UI/UX Design Team - Digital Innovation Analyst May 2024 - August 2024

Project #1: Maple Leaf Foods Knowledge Bot/Virtual Assistant PoC(Powered by Copilot Studio)

- Created a custom chatbot PoC with integrated feedback response system for general internal information deployed to Microsoft Teams, for department-wide testing
- Leveraging Natural Language Processing with programmed/directed topics and conversation flows for internal usage
- Implementing Knowledge scoping through custom Copilot NLU with various information sources from documentation to SharePoint sites in M365 and external sites
- Handled error processing and unknown intent with the use of Generative AI and Azure Open AI services with responses
- Independent Gross Market Value: $500,000 in company resource allocations

Project #2: Microsoft Software License Request Automation Workflow(via Power Automate and Microsoft Graph)

- Created a power automate workflow that processed individual users' license requests, Organization-wide license availabilities and the urgency state of users' license request
- Handled user authentication and license group availability through Microsoft Graph HTTP requests in power platform
- Automated creation of items in a license request Sharepoint list to store and manage user requests based on the time of user input
- Automated the process of granting users software access through the workflow

Project #3: BMC ITSM Helix REST API's Integration to Power Platform

- Learnt Oauth 2.0 and API key authentication with JWT token generation handling and refresh
- Learnt GET/POST HTTP requests to BMC Rest API's for work order info retrieval and creation
- Created 2 workflows that handles Oauth authentication, token generation, Work Order information retrieval and Work Order Ticket creation through Power automate
- Used boolean logic and built in Fx functions to deliver end-user choice between searching for work order information by recent date or by ID

Project #4: Maple Leaf Foods Service Bot/Virtual Assistant (Powered by Copilot Studio)

- Created custom chatbot via copilot studio that is integrated with power automate workflows for license requests, work order information requests, and work order creation requests with Microsoft Graph and BMC ITSM HELIX
- Handles various user request prompts with generative AI features and NLP in custom copilots

Project #5: Power BI Analytical Reports on Internal Microsoft Application Usage
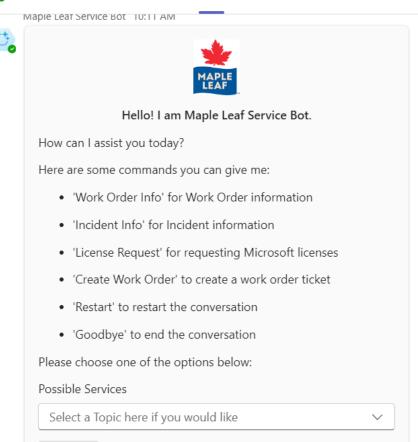
- Supported topics such as internal policies, operations learning and news, Microsoft application support, and FSQA policies
- Learnt prompt engineering with generative AI to maximize efficiency

- Conditional logic and appending information through dataverse tables to return to Sharepoint list user's request status of 'assigned', 'already licensed', and 'pending' relative to license availability and user's status in the license group
- Learnt the software testing development and deployment process through the UI/UX team

- Testing and development through POSTMAN client before integration
- Learnt HTTP requests and JSON parsing with schemas for handling ticket fields through power automate
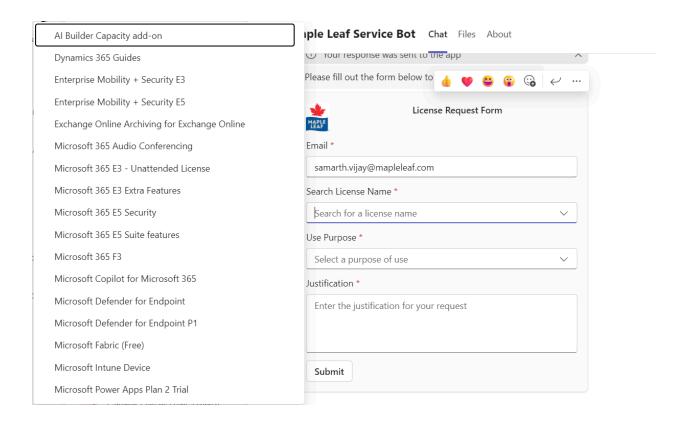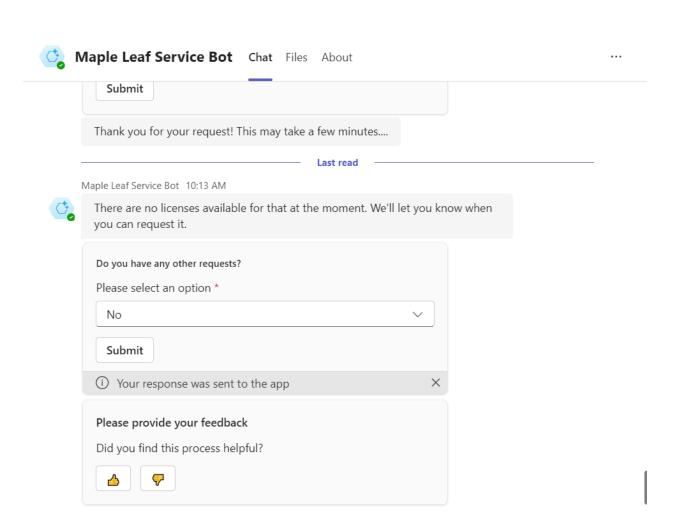
Maple Leaf Service Bot   Chat   Files   About

Hello! I am Maple Leaf Service Bot.

How can I assist you today?

Here are some commands you can give me:

- 'Work Order Info' for Work Order information

- 'Incident Info' for Incident information

- 'License Request' for requesting Microsoft licenses

- 'Create Work Order' to create a work order ticket

- 'Restart' to restart the conversation

- 'Goodbye' to end the conversation

Please choose one of the options below:

Possible Services

| Select a Topic here if you would like   ∨ |

Submit

Type a message

AI Builder Capacity add-on

Dynamics 365 Guides

Enterprise Mobility + Security E3

Enterprise Mobility + Security E5

Exchange Online Archiving for Exchange Online

Microsoft 365 Audio Conferencing

Microsoft 365 E3 - Unattended License

Microsoft 365 E3 Extra Features

Microsoft 365 E5 Security

Microsoft 365 E5 Suite features

Microsoft 365 F3

Microsoft Copilot for Microsoft 365

Microsoft Defender for Endpoint

Microsoft Defender for Endpoint P1

Microsoft Fabric (Free)

Microsoft Intune Device

Microsoft Power Apps Plan 2 Trial

Your response was sent to the app

Please fill out the form below to

👍 ❤️ 😆 😲 😊 | ↩ ⋯

License Request Form

Email *

samarth.vijay@mapleleaf.com

Search License Name *

Search for a license name   ⌄

Use Purpose *

Select a purpose of use   ⌄

Justification *

Enter the justification for your request

Submit

Submit

Thank you for your request! This may take a few minutes....

Last read

Maple Leaf Service Bot 10:13 AM

There are no licenses available for that at the moment. We'll let you know when you can request it.

Do you have any other requests?

Please select an option *

No ⌄

Submit

ⓘ Your response was sent to the app   ✕

Please provide your feedback

Did you find this process helpful?

👍 👎

Type a message

Title ⌄	Created ⌄	Created By ⌄	Status ⌄
Need for WINDOWS_STORE	6 days ago	Vijay, Sam	Assigned
Need for WINDOWS_STORE	6 days ago	Vijay, Sam	Assigned
Need for WINDOWS_STORE	5 days ago	Vijay, Sam	Assigned
Need for m365 copilot	Monday at 15:22	Vijay, Sam	Pending
Need for WINDOWS_STORE	Monday at 15:24	Vijay, Sam	Assigned
Need for Microsoft_365_Copilot	Monday at 15:35	Vijay, Sam	Already Licensed
Need for Microsoft_365_Copilot	About a minute ago	Vijay, Sam	Pending
Copilot Feedback response	thumbs_up	Good job Copilot, no complaints	August 7
Copilot Feedback response	thumbs_down	It sucks	August 8
Copilot Feedback response	thumbs_up	Good job Copilot, no complaints	August 8
Copilot Feedback response	thumbs_down	You didn't even return to me a response	August 13
Copilot Feedback response	thumbs_up	Good job Copilot, no complaints	August 14
Copilot Feedback response	thumbs_down	It kept on making me repeat my prompt over and over	August 14
Copilot Feedback response	thumbs_down	I think it was a bit	6 days ago

You can choose to look for a specific work order by ID or any assigned work orders after the date you choose.

☐ Search by Work Order ID

Work Order ID:

Enter work order ID

☐ Search by Date

Date Input

Enter a date

Submit

give email(JUST FOR TEST)

Thursday 4:24 PM

andrew.geddes@mapleleaf.com

👍 ❤️ 😆 😮 😊 ↩ ⋯

Maple Leaf Service Bot Thursday 4:24 PM

Here is the information on all your currently assigned work orders since the requested
date!Status:Assigned_____
_____
_____
Request ID:WO0000000133700|WO0000000133700

Modified last on:2022-06-17

Description Given:Business Case: It will let me do my design things Computer Name: (a computer name here) Comments (if any):
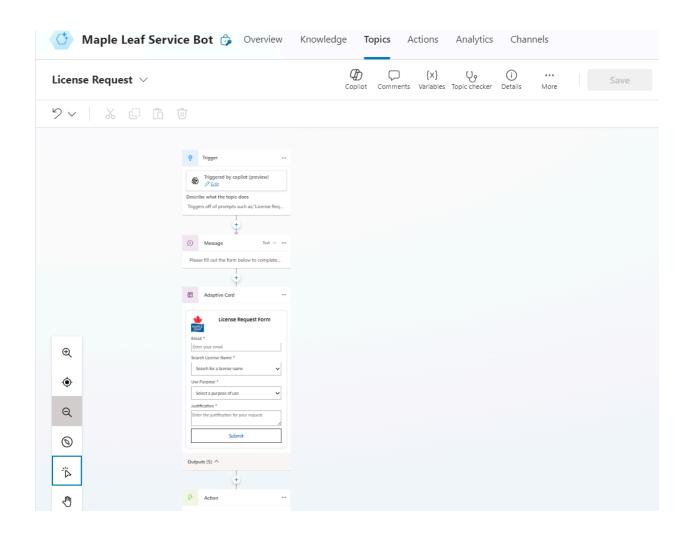
Your status is Assigned. It was last modified on 2024-07-12 . To confirm, the email used to create this ticket was joan.rondonuwu@mapleleaf.com .

You can choose to look for a specific incident by ID or any assigned created incidents including and after the date you choose.

☑ Search by Incident ID

Incident ID:

INC000000094637

☐ Search by Date

Date Input

Enter a date 🔲

Submit

ⓘ Your response was sent to the app ✕

Overview   Knowledge   **Topics**   Actions   Analytics   Channels

BMCIncidentInfo ⌄

Copilot   Comments   Variables   Topic checker   Details   More   Save

Adaptive Card   ⋯   ✓

You can choose to look for a specific Incident by ID or any assigned created Incidents including and after the date you choose.

☐ Search by Incident ID

Incident ID:

Enter Incident ID

☐ Search by Date

Date Input

mm/dd/yyyy   📅

Submit

Outputs (5) ⌄

{x} actionSubmitId   string   =

{x} actionSubmitId   string   >

{x} date   date   =

{x} date   date   >

{x} IncidentId   string   =

{x} IncidentId   string   >

{x} toggleDate   string   =

{x} toggleDate   string   >

{x} toggleID   string   =

{x} toggleID   string   >

⊕

Question   Text ⌄   ⋯   ✓

give email(JUST FOR TEST)

Identify

User's entire response   >

Save user response as

{x} Var1   string   >

⊕

Condition

{x} date | date | >

is Blank

And ⌄

{x} IncidentId | string | >

is Blank

+ New condition

Adaptive Card

You can choose to look for a specific incident by ID or any assigned created incidents including and after the date you choose.

☐ Search by Incident ID

Incident ID:

`Enter Incident ID`

☐ Search by Date

Date Input

`mm/dd/yyyy` 📅

Please ensure at least one of the above inputs is filled before submitting.

Submit

Outputs (5) ⌃

Condition

{x} boolIncidentID | boolean | >

is equal to ⌄

true | >

+ New condition

Action

Power Automate inputs (1)

{x} Incident (String) =

{x} IncidentId | string | >

BMCIncident from Copilot
View flow details

Outputs (3) ⌄

{x} status | string | =

{x} Status | string | >

{x} modified by | string | =

{x} Modifiedby | string | >

{x} email | string | =

{x} Email | string | >

Message   Text ⌄

Your status is {x} Status | string | . It was...

Condition

{x} boolDate | boolean | >

is equal to ⌄

true | >

+ New condition

All other conditions

Message   Text ⌄

You did not select a type for how to retrieve...

Adaptive Card

Adaptive Card

Do you have any other requests?
Please select an option *

[dropdown ▼]

Submit

Outputs (2) ⌄
(x) actionSubmitId   string =
(x) actionSubmitId   string   >
(x) requestAnotherLic...   string =
(x) requestAnotherLic...   string   >

Condition

(x) requestAnotherLic...   string   >
is equal to
yes
+ New condition

All other conditions

Redirect

Feedback Topic
View topic

Adaptive Card

License Request ⌄

Copilot   Comments   Variables   Topic checker   Details   More | Save

↺ ⌄ | ✂ ▢ ▢ 🗑

💡 Trigger ...

⊛ Triggered by copilot (preview)
✎ Edit

Describe what the topic does
Triggers off of prompts such as;"License Req...

⊕

💬 Message   Text ⌄ ...

Please fill out the form below to complete...

⊕

▦ Adaptive Card ...

🍁 **License Request Form**
MAPLE
LEAF

Email *
Enter your email

Search License Name *
Search for a license name ⌄

Use Purpose *
Select a purpose of use ⌄

Justification *
Enter the justification for your request

Submit

Outputs (5) ⌃

⊕

Action ...

Action ...

Power Automate inputs (4)

* {x} Email (String) =

{x} Email | string | >

* {x} Required license (String) =

{x} searchLicense | string | >

* {x} UseCase (String) =

{x} usePurpose | string | >

* {x} Justification (String) =

{x} justification | string | >

∞ Service Request Flow
View flow details

Outputs (1) ∨

{x} output | string | =

{x} output | string | >

⊕

Message   Text ∨ ...

{x} output | string

⊕

Adaptive Card ...

Do you have any other requests?

Please select an option *

[∨]

Submit

Outputs (2) ∨

{x} actionSubmitId | string | =

{x} actionSubmitId | string | >

Conversation Start ⌄

Copilot   Comments   Variables   Topic checker   Details   More | Save

↺ ⌄ | ✂ ⧉ 📋 🗑

- questions and information
- 'Corporate Policies' for MLF policies for things like vacation days and hybrid work
- 'Microsoft Support' for requesting general support for Microsoft applications
- 'Operations Learning' for news of Six Sigma operations and company involvement
- 'Restart' to restart the conversation
- 'Goodbye' to end the conversation

Please choose one of the options below:

Possible Services

| Select a Topic here if you would like ⌄ |

| **Submit** |

Outputs (2) ⌄

{x}	actionSubmitId	string	=
{x}	actionSubmitId	string	>
{x}	Possible Services	string	=
{x}	Var1	string	>

➕

⋔ Condition ⋯	⋔ Condition ⋯	⋔ Condition ⋯	⋔ Condition ⋯	⋔ All other conditions
{x} Var1 string >	{x} Var1 string >	{x} Var1 string >	{x} Var1 string >	
is equal to ⌄	is equal to ⌄	is equal to ⌄	is equal to ⌄	
fx Text("FSQA") >	fx Text("CorpPol") >	fx Text("Support") >	fx Text("Operations") >	
+ New condition	+ New condition	+ New condition	+ New condition	

➕   ➕   ➕   ➕   ➕

↗ Redirect ⋯	↗ Redirect ⋯	↗ Redirect ⋯	↗ Redirect ⋯
💬 FSQA	💬 Corporate Policies	💬 Microsoft Support	💬 Operations Learning
View topic	View topic	View topic	View topic

➕   ➕   ➕   ➕

You might have already specified this, but...

Identify

User's entire response

Save user response as

(x) Var1 string

Create generative answers

Input

(x) Var1 string

Data sources
Edit

Question   Text

Do you have any other questions?

Identify

Boolean

Save user response as

(x) Var2 boolean

Condition   All other conditions

(x) Var2 boolean   Redirect

is equal to   Feedback Topic
                               View topic
true

New condition

properties

Search for content or provide your own context, use OpenAI to create a summarized response using the provided data.

Learn more

Knowledge sources

Get search results from the knowledge sources using selected mode.

Search only selected sources

☑	Name
☐	https://myservicedesk-dwp.on 🌐
☑	https://www.mapleleaffoods.c 🌐
☐	https://support.microsoft.com 🌐
☐	FSQA 📗
☑	CorpPolicies 📗
☑	LeadershipValues 📗
☑	mymlf 📗

Skills

	Email	Please enter your email	
AA			...
AA	Required license	Please enter the license you would like	...
AA	UseCase	What would you need this license for?	...
AA	Justification	What is your justification?	...

+ Add an input

{x} Initialize variable 2

Create item

* Site Address
Microsoft Teams - M365 Sandbox -
https://mymlf.sharepoint.com/sites/MicrosoftTeamsUXSandbox

* List Name
Copilot Licensing list

Title
Need for 🔷 Required license ✕

Request Reason Value
🔷 UseCase ✕

Jusitifcation
🔷 Justification ✕

Status Value

Completed at:

Requestor's First Name
Describes the first name of the person who created the ticket

License Name
🔷 Required license ✕

Show advanced options ⌄

Get Token

*Method	POST ▾
*URI	https://login.microsoftonline.com/9a159892-5bf8-43ff-9476-c3abb9cca801/oauth2/v2.0/token
Headers	Content-Type — application/x-www-form-urlencoded ✕ 🗑
	Enter key — Enter value
Queries	Enter key — Enter value 🗑
Body	client_id=ENTERYOURIDHERE&scope=https%3A%2F%2Fgraph.microsoft.com%2F.default&client_secret=ENTERCLIENTSECRETHERE&grant_type=client_credentials
Cookie	Enter HTTP cookie

Show advanced options ⌄

'Parse Token' (code view)

```
1  {
2      "inputs": {
3          "content": "@body('Get_Token')",
4          "schema": {
5              "type": "object",
6              "properties": {
7                  "token_type": {
8                      "type": "string"
9                  },
10                 "expires_in": {
11                     "type": "integer"
12                 },
13                 "ext_expires_in": {
14                     "type": "integer"
15                 },
16                 "access_token": {
17                     "type": "string"
18                 }
19             }
20         }
21     },
```

Done

Compose Token

Get Graph info

* Method	GET
* URI	https://graph.microsoft.com/v1.0/subscribedSkus?$select=skuPartNumber,consumedUnits,prepaidUnits
Headers	Authorization / Bearer [fx] Outputs ✕
	Enter key / Enter value
Queries	Enter key / Enter value
Body	Enter request content
Cookie	Enter HTTP cookie

Show advanced options ∨

Get Graph User liscence Info

* Method	GET
* URI	https://graph.microsoft.com/v1.0/users/ [fx] trim(...) ✕ /licenseDetails?$select=skuPartNumber
Headers	Authorization / Bearer [fx] Outputs ✕
	Enter key / Enter value
Queries	Enter key / Enter value
Body	Enter request content
Cookie	Enter HTTP cookie

Show advanced options ∨

Parse Graph info

* Content: Body ✕

* Schema:

```
{
    "type": "object",
    "properties": {
        "@@odata.context": {
            "type": "string"
        },
        "value": {
            "type": "array",
```

For each 1

Select an output from previous steps

body.value ✕

{x} Append user liscences ⑦ ⋯

⊥ Add an action

{x} Initialize names ⑦ ⋯

{x} Initialize correct Name ⑦ ⋯

⊕

{x} Initialize wanted license ⑦ ⋯

*Name	wanted license
*Type	String ⌄
Value	*fx* trim(...) ✕

⊕

{x} Initialize Count ⑦ ⋯

{x} Initialize result ⑦ ⋯

{x} Initialize consumed units ⑦ ⋯

{x} Initialize correct consumed units ⑦ ⋯

For each

* Select an output from previous steps

`body.value` ✕

{x} Append to names ⑦ ...

{x} Append to Consumed units ⑦ ...

{x} Append to enabled units ⑦ ...

{x} Set variable ⑦ ...

{↗} Compose ⑦ ...

Condition ...

And ⌄

☐ {x} Dummy ✕ | is equal to ⌄ | {x} wanted li... ✕ ...

＋ Add ⌄

✓ If yes

{x} Append to array variable 1 ⑦ ...

{x} Append to array variable 2 ⑦ ...

{x} Append to array variable 3 ⑦ ...

✕ If no

⊤ Add an action

{x} Append to array variable 3 ⑦ ···

{x} Set result ⑦ ···

⊥ Add an action

{x} Increment variable ⑦ ···

⊥ Add an action

{x} Initialize name ⑦ ···

{x} Initialize consumed ⑦ ···

{x} Initialize enabled ⑦ ···

{x} Initialize final copilot output ⑦ ···

{∅} Compose 2 ⑦ ···

⊓ Condition 1 ···

And ▾

☐ [Outputs ×] [is greater than ▾] [0]

＋ Add ▾

✓ If yes | ✕ If no

⊓ Condition 2 ··· | {x} Set response2 ⑦ ···
And ▾ |
☐ [user lisc... ×] [contains ▾] [{x} wanted li... ×] ··· | S⧉ Update item 2 ⑦ ···
＋ Add ▾ | * Site Address Microsoft Teams - M365 Sandbox -
 | https://mymif.sharepoint.com/sites/MicrosoftTeamsUXSandbox ▾
✓ If yes | ✕ If no | * List Name Copilot Licensing list ▾
{x} Set response ⑦ ··· | {x} Set response1 ⑦ ··· | * Id S⧉ ID ×
S⧉ Update item ⑦ ··· | S⧉ Update item 1 ⑦ ··· | Title
* Site Address Microsoft Teams - M365 Sandbox - | * Site Address Microsoft Teams - M365 Sandbox - | Request Reason Value ▾
https://mymif.sharepoint.com/sites/MicrosoftTeamsUXSandbox ▾ | https://mymif.sharepoint.com/sites/MicrosoftTeamsUXSandbox ▾ | Justifcation
* List Name Copilot Licensing list ▾ | * List Name Copilot Licensing list ▾ | Status Value Pending ▾
* Id S⧉ ID × | * Id S⧉ ID × | Completed at:
Title | Title | Requestor's First Name Describes the first name of the person who created the ticket
Request Reason Value ▾ | Request Reason Value ▾ | License Name Describes required license
Justifcation | Justifcation | Show advanced options ▾
Status Value Already Licensed ▾ | Status Value Assigned ▾ | ⊥ Add an action

Skills

AA	Thumbs up or thumbs down	Please enter your feedback response
AA	Justification	Please enter your justification

+ Add an input

Create item

*Site Address	Microsoft Teams - M365 Sandbox - https://mymlf.sharepoint.com/sites/MicrosoftTeamsUXSandbox
*List Name	Feedback
Title	Copilot Feedback response
Feedback Response Value	Thumbs up or ... ✕
Feedback justification	Justification ✕

Show advanced options ⌄

getToken

*Method	POST
*URI	https://myservicedesk-dev-restapi.onbmc.com/api/jwt/login
Headers	Content-Type — application/x-www-form-urlencoded
	Enter key — Enter value
Queries	Enter key — Enter value
Body	username=YOURUSERNAME&password=YOURPASSWORD
Cookie	Enter HTTP cookie

Show advanced options ⌄

ComposeToken

Initialize date

GetWorkOrderInfo

*Method	GET
*URI	https://myservicedesk-dev-restapi.onbmc.com/api/arsys/v1/entry/WOI:WorkOrderInterface?q=%27Internet%20E-mail%27%3D%22 *fx* trim(...) ✕ %22%20AND%20%27Status%27%3D%22Assigned%22%20AND%20%27Detailed%20Description%27!%3Dnull%20AND%20%27Submit%20Date%27%20%3E%20%22 {x} Date ✕ %22

Add dynamic content ⊞

Headers	Authorization — AR-JWT {/} Outputs ✕
	Enter key — Enter value
Queries	Enter key — Enter value
Body	Enter request content
Cookie	Enter HTTP cookie

Dynamic content   Expression

fx `trim(USEREMAIL INPUT HERE)`

Update

Format your data

🅰 Format data by examples

{·} Compose

{·} Parse JSON

*Content | Body ✕

*Schema
```
{
    "type": "object",
    "properties": {
        "entries": {
            "type": "array",
            "items": {
                "type": "object",
                "properties": {
                    "values": {
                        "type": "object",
```

Generate from sample

{·} Compose 1

Condition

And ⌄

☐ | ƒx empty(...) ✕ | is equal to ⌄ | ƒx true ✕ | ...

＋ Add ⌄

✓ If yes

Respond to Copilot

↓

⊠ Terminate

Add an action

✕ If no

Add an action

{x} Initialize Status

{x} Initialize Request ID

{x} Initialize lastModified

{x} Initialize Description

{x} Initialize outputs

{x} Initialize Count

For each

Send an email (V2)

* To   S sam.vijay@mapleleaf.com ✕

* Subject   TEST

* Body   Font ▼   12 ▼ **B** *I* U̲ ✎ ☰ ☷ ☶ ☴ 🔗 🔗 </>

Here is the information on all your currently assigned work orders!

fx join(...) ✕

Show advanced options ⌄

Respond to Copilot 1

+ New step   Save

For each   · · ·

*Select an output from previous steps

> (e) body.entries ✕

{x}   Append to outputs   ⑦   · · ·

*Name
> Final outputs   ⌄

*Value
> Status: (e) values.Status ✕
> _____
> _____
> _____
>
> Request ID: (e) values.Request... ✕
> _____
> _____
> _____
>
> Modified last on: fx split(...) ✕
> _____
> _____
> _____
>
> Description Given: fx split(...) ✕

               ⊤ Add an action

For each   ...

*Select an output from previous steps

`(◦) body.entries ✕`

{∂} Compose   ⑦   ...

*Inputs   `(◦) values.Status ✕`

{x} Set variable   ⑦   ...

For each 1   ...

*Select an output from previous steps

`(◦) body.entries ✕`

{∂} Compose 1   ⑦   ...

{x} Set variable 1   ⑦   ...

⤓ Add an action

For each 2   ...

*Select an output from previous steps

`(◦) body.entries ✕`

{∂} Compose 2   ⑦   ...

*Inputs   `(◦) values.Internet ... ✕`

{x} Set variable 2   ⑦   ...

GetIncidentInfo

Parameters   Settings   Code View   About

URI *

https://myservicedesk-dev-
restapi.onbmc.com/api/arsys/v1/entry/HPD:IncidentInterface?
q=%27Incident%20Number%27%20=%22 *fx* trim(...) %22&fields=values(Internet E-
mail, Status, Incident Number, Last Modified Date)

Method *

GET

Headers

| Authorization | AR-JWT Outputs |

Queries

| Enter key | Enter value |

Body

Enter request content

Cookie

Enter HTTP cookie

SERVICE BOT UI:

```json
{
  "$schema": "http://adaptivecards.io/schemas/adaptive-card.json",
  "type": "AdaptiveCard",
  "version": "1.0",
  "body": [
    {
      "type": "Image",
```

```json
      "url":
"https://encrypted-tbn0.gstatic.com/images?q=tbn:ANd9GcQEiwAYJSHSuZY-Ue-hv
WnKmx04KYduvU56IQ&s",
      "size": "Medium",
      "horizontalAlignment": "Center"
    },
    {
      "type": "TextBlock",
      "text": "Hello! I am Maple Leaf Service Bot.",
      "weight": "Bolder",
      "size": "Medium",
      "wrap": "true",
      "horizontalAlignment": "Center"
    },
    {
      "type": "TextBlock",
      "text": "How can I assist you today?",
      "wrap": true
    },
    {
      "type": "TextBlock",
      "text": "Here are some commands you can give me:",
      "wrap": true
    },
    {
      "type": "TextBlock",
      "text": "- 'Work Order Info' for Work Order information",
      "wrap": true
    },
    {
      "type": "TextBlock",
      "text": "- 'Incident Info' for Incident information",
      "wrap": true
    },
    {
      "type": "TextBlock",
      "text": "- 'License Request' for requesting Microsoft licenses",
      "wrap": true
    },
    {
```

```
      "type": "TextBlock",
      "text": "- 'Create Work Order' to create a work order ticket",
      "wrap": true
    },
    {
      "type": "TextBlock",
      "text": "- 'Restart' to restart the conversation",
      "wrap": true
    },
    {
      "type": "TextBlock",
      "text": "- 'Goodbye' to end the conversation",
      "wrap": true
    },
    {
      "type": "TextBlock",
      "text": "Please choose one of the options below:",
      "wrap": true
    },
    {
      "type": "Input.ChoiceSet",
      "id": "Possible Services",
      "placeholder": "Select a Topic here if you would like",
      "label": "Possible Services",
      "choices": [
        { "title": "License Requests", "value": "License Requests" },
        { "title": "Work Order Information", "value": "Work Order
Information" },
        { "title": "Work Order/Ticket Creation", "value": "Work
Order/Ticket Creation" },
        { "title": "Incident Information", "value": "Incident Information"
}
      ],
      "isSearchable": true
    }
  ],
  "actions": [
    {
      "type": "Action.Submit",
      "title": "Submit"
```

```
      }
    ]
}

WORK ORDER/INCIDENT RETRIEVAL UI:
{
    "$schema": "http://adaptivecards.io/schemas/adaptive-card.json",
    "type": "AdaptiveCard",
    "version": "1.0",
    "body": [
      {
        "type": "ColumnSet",
        "columns": [
          {
            "type": "Column",
            "width": "auto",
            "items": [
              {
                "type": "Image",
                "url":
"https://encrypted-tbn0.gstatic.com/images?q=tbn:ANd9GcQEiwAYJSHSuZY-Ue-hv
WnKmx04KYduvU56IQ&s",
                "size": "Small"
              }
            ]
          },
          {
            "type": "Column",
            "width": "stretch",
            "items": [
              {
                "type": "TextBlock",
                "text": "You can choose to look for a specific work order by
ID or any assigned work orders after the date you choose.",
                "wrap": true
              }
            ]
          }
        ]
      },
```

```json
      {
        "type": "Input.Toggle",
        "id": "toggleID",
        "title": "Search by Work Order Request ID",
        "value": "false"
      },
      {
        "type": "Input.Text",
        "id": "workOrderId",
        "placeholder": "Enter Work Order Request ID",
        "label": "Work Order Request ID:",
        "isRequired": false
      },
      {
        "type": "Input.Toggle",
        "id": "toggleDate",
        "title": "Search by Date",
        "value": "false"
      },
      {
        "type": "TextBlock",
        "text": "Date Input"
      },
      {
        "type": "Input.Date",
        "id": "date",
        "placeholder": "Enter a date",
        "value": "",
        "separator": true,
        "isRequired": false
      }
    ],
    "actions": [
      {
        "type": "Action.Submit",
        "title": "Submit"
      }
    ]
  }
```

FEEDBACK RESPONSE UI:

```json
{
  "$schema": "http://adaptivecards.io/schemas/adaptive-card.json",
  "type": "AdaptiveCard",
  "version": "1.0",
  "body": [
    {
      "type": "TextBlock",
      "text": "Please provide your feedback",
      "weight": "Bolder",
      "size": "Medium"
    },
    {
      "type": "TextBlock",
      "text": "Did you find this process helpful?",
      "wrap": true
    },
    {
      "type": "ColumnSet",
      "columns": [
        {
          "type": "Column",
          "width": "auto",
          "items": [
            {
              "type": "ActionSet",
              "actions": [
                {
                  "type": "Action.Submit",
                  "title": "👍",
                  "data": {
                    "feedback": "thumbs_up"
                  }
                }
              ]
            }
          ]
        },
        {
          "type": "Column",
```

```
              "width": "auto",
              "items": [
                {
                  "type": "ActionSet",
                  "actions": [
                    {
                      "type": "Action.Submit",
                      "title": "👎",
                      "data": {
                        "feedback": "thumbs_down"
                      }
                    }
                  ]
                }
              ]
            }
          ]
        }
      ]
    }
  ]
}

LICENSE REQUEST UI:
{
  "$schema": "http://adaptivecards.io/schemas/adaptive-card.json",
  "type": "AdaptiveCard",
  "version": "1.0",
  "body": [
    {
      "type": "ColumnSet",
      "columns": [
        {
          "type": "Column",
          "width": "auto",
          "items": [
            {
              "type": "Image",
              "url":
"https://encrypted-tbn0.gstatic.com/images?q=tbn:ANd9GcQEiwAYJSHSuZY-Ue-hv
WnKmx04KYduvU56IQ&s",
              "size": "Small"
```

```json
        }
      ]
    },
    {
      "type": "Column",
      "width": "stretch",
      "items": [
        {
          "type": "TextBlock",
          "text": "License Request Form",
          "weight": "Bolder",
          "size": "Medium",
          "horizontalAlignment": "Center"
        }
      ]
    }
  ]
},
{
  "type": "Input.Text",
  "id": "Email",
  "placeholder": "Enter your email",
  "label": "Email",
  "isRequired": true,
  "errorMessage": "Email is required"
},
{
  "type": "Input.ChoiceSet",
  "id": "searchLicense",
  "placeholder": "Search for a license name",
  "label": "Search License Name",
  "choices": [
    { "title": "AI Builder Capacity add-on", "value": "CDSAICAPACITY" },
    { "title": "Dynamics 365 Guides", "value": "GUIDES_USER" },
    { "title": "Enterprise Mobility + Security E3", "value": "EMS" },
    { "title": "Enterprise Mobility + Security E5", "value": "EMSPREMIUM" },
    { "title": "Exchange Online Archiving for Exchange Online", "value": "EXCHANGEARCHIVE_ADDON" },
```

```json
        { "title": "Microsoft 365 Audio Conferencing", "value":
"MCOMEETADV" },
        { "title": "Microsoft 365 E3 - Unattended License", "value":
"SPE_E3_RPA1" },
        { "title": "Microsoft 365 E3 Extra Features", "value":
"Microsoft_365_E3_Extra_Features" },
        { "title": "Microsoft 365 E5 Security", "value":
"IDENTITY_THREAT_PROTECTION" },
        { "title": "Microsoft 365 E5 Suite features", "value":
"M365_E5_SUITE_COMPONENTS" },
        { "title": "Microsoft 365 F3", "value": "SPE_F1" },
        { "title": "Microsoft Copilot for Microsoft 365", "value":
"Microsoft_365_Copilot" },
        { "title": "Microsoft Defender for Endpoint", "value":
"WIN_DEF_ATP" },
        { "title": "Microsoft Defender for Endpoint P1", "value":
"DEFENDER_ENDPOINT_P1" },
        { "title": "Microsoft Fabric (Free)", "value": "POWER_BI_STANDARD"
},
        { "title": "Microsoft Intune Device", "value": "INTUNE_A_D" },
        { "title": "Microsoft Power Apps Plan 2 Trial", "value":
"POWERAPPS_VIRAL" },
        { "title": "Microsoft Power Automate Free", "value": "FLOW_FREE"
},
        { "title": "Microsoft Teams Phone Resource Account", "value":
"PHONESYSTEM_VIRTUALUSER" },
        { "title": "Microsoft Teams Phone Standard", "value": "MCOEV" },
        { "title": "Microsoft Teams Premium Introductory Pricing",
"value": "Microsoft_Teams_Premium" },
        { "title": "Microsoft Teams Rooms Pro", "value":
"Microsoft_Teams_Rooms_Pro" },
        { "title": "Office 365 E3", "value": "ENTERPRISEPACK" },
        { "title": "Office 365 E5", "value": "ENTERPRISEPREMIUM" },
        { "title": "Power Apps per app plan", "value": "POWERAPPS_PER_APP"
},
        { "title": "Power Apps per user plan", "value":
"POWERAPPS_PER_USER" },
        { "title": "Power Automate Premium", "value":
"POWERAUTOMATE_ATTENDED_RPA" },
```

```json
        { "title": "Power Automate unattended RPA add-on", "value":
"POWERAUTOMATE_UNATTENDED_RPA" },
        { "title": "Power BI Premium P1", "value": "PBI_PREMIUM_P1_ADDON"
},
        { "title": "Power BI Pro", "value": "POWER_BI_PRO" },
        { "title": "Power Virtual Agent User License", "value":
"Power_Virtual_Agents" },
        { "title": "Project Plan 3", "value": "PROJECTPROFESSIONAL" },
        { "title": "Skype for Business PSTN Domestic and International
Calling", "value": "MCOPSTN2" },
        { "title": "Teams Premium (for Departments)", "value":
"Teams_Premium_(for_Departments)" },
        { "title": "Teams Rooms Premium", "value": "MTR_PREM" },
        { "title": "Virtual Agents USL", "value": "VIRTUAL_AGENT_USL" },
        { "title": "Visio Online Plan 1", "value": "VISIOONLINE_PLAN1" },
        { "title": "Viva Goals User-led", "value": "Viva_Goals_User_led"
},
        { "title": "Viva Workplace Anyltics and Feedback", "value":
"Microsoft_Viva_Workplace_Analytics_and_Employee_Feedback" },
        { "title": "Windows 10/11 Enterprise E5", "value": "WIN10_VDA_E5"
},
        { "title": "Windows 10/11 Enterprise E5", "value": "Win10_VDA_E3"
},
        { "title": "Windows Store for Business", "value": "WINDOWS_STORE"
}
      ],
      "isSearchable": true,
      "isRequired": true,
      "errorMessage": "Search Name is required"
    },
    {
      "type": "Input.ChoiceSet",
      "id": "usePurpose",
      "placeholder": "Select a purpose of use",
      "label": "Use Purpose",
      "choices": [
        { "title": "Development", "value": "Development" },
        { "title": "Testing", "value": "Testing" },
        { "title": "Productivity", "value": "Productivity" }
      ],
```

```json
        "isSearchable": true,
        "isRequired": true,
        "errorMessage": "Use Purpose is required"
      },
      {
        "type": "Input.Text",
        "id": "justification",
        "placeholder": "Enter the justification for your request",
        "label": "Justification",
        "isMultiline": true,
        "isRequired": true,
        "errorMessage": "Justification is required"
      }
    ],
    "actions": [
      {
        "type": "Action.Submit",
        "title": "Submit"
      }
    ]
  }
```