**Use Case: Automated Employee Account Termination Ticket Closure**

**Overview**

This use case outlines an automated workflow using a Microsoft Copilot Studio agent to monitor and process employee account termination requests in a ServiceNow queue. The agent scans the "Security" queue for relevant tickets, integrates with SailPoint to verify user status, and either closes the ticket if termination is confirmed or notifies the requester if it's invalid.

**Flow**

1. The Microsoft Copilot Studio agent triggers periodically (e.g., every 60 minutes) to query the ServiceNow "Security" queue via API.
2. The agent filters tickets where the Description field exactly matches or contains "Terminate Account."
3. For each matching ticket:
   * Validate that the End Date field is not null. If null, skip to Exception Flow (Invalid End Date).
   * Extract the "Requested For" field value (e.g., employee ID or username).
   * Make an API call to SailPoint to retrieve the user's account information using the "Requested For" identifier.
   * Validate the user's lifecycle state from the SailPoint response.
4. If the lifecycle state is "Terminated":
   * Update the ServiceNow ticket by closing it (set status to "Closed" with a resolution note like "Account termination verified and processed").
5. If the lifecycle state is "Active":
   * Send an email notification to the "Opened By" user with the message: "Employee termination should be initiated from HR processes. This request cannot be processed directly."
   * Add a comment to the ServiceNow ticket with the same message for visibility.
6. Log the entire process, including ticket ID, validation results, and actions taken, for auditing.