



Enhancing Cloud Infrastructure Support with Generative AI and MS Power Platform

(A project by IntelliconnectQ Analytics)

Introduction

Welcome to the Generative AI Cloud Support Automation project!

This document showcases how to setup our integrated solution that leverages MS Co-Pilot Generative AI, MS Power Platform, and MS Teams to streamline cloud infrastructure support.

By automating the creation and management of service requests, our intelligent bot enhances efficiency, reduces response times, and allows teams to focus on higher-value tasks.

Explore the code, learn about our implementation, and see how AI is transforming cloud operations.

GitHub Repository

<https://github.com/intelliconnect/genai-cloudops-automation-bot/>

Following is a step-by-step guide to install this solution on your MS Power Platform Tenant. Please read [Disclaimer](#)

Prerequisites

- Co-pilot trial license enabled
- Power Automate Premium license
- Power Apps Per User plan
- Account that will own Co-pilot (used to import solution) should have read and write permissions for Dataverse
- Permissions to create, manage and publish co-pilots
- All the users added to one group which will help organize the task created
 - Only add user that are allowed to create tickets using the bot

Note this:

- There are 2 sample documents included in the package for test purposes
- You can add your own documents to knowledge base (refer how to section)
- Make sure to keep count of the AI Builder credits being used by your bot

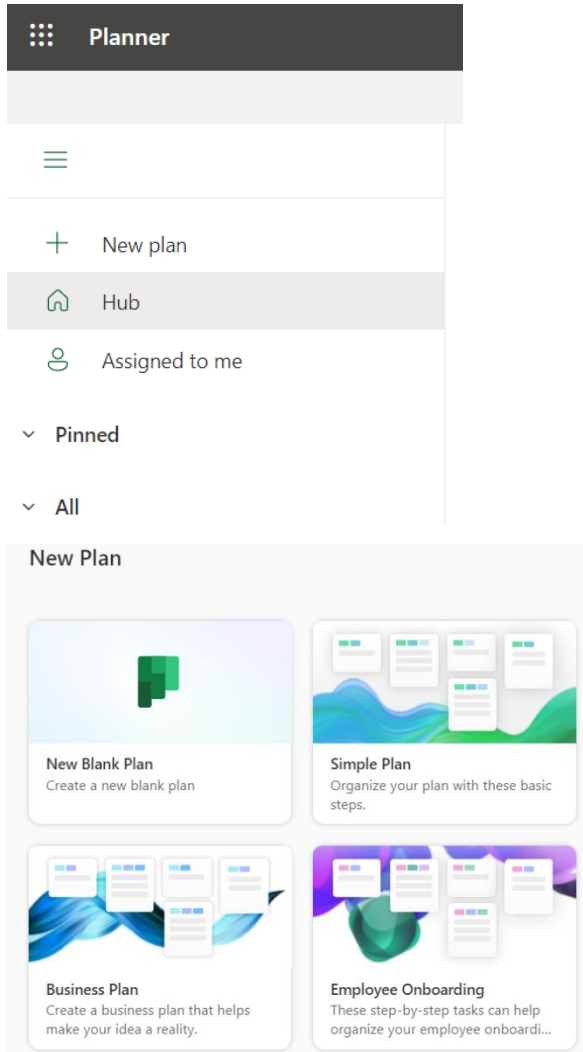


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Step 1: Create a Plan in Planner and Knowledge base in One Drive

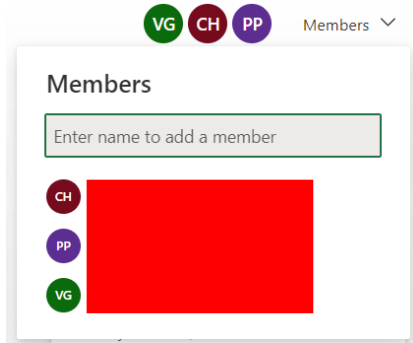
Go to <https://tasks.office.com/> >> New Plan >> Name your Plan 'Tasks by Virtual Bot' >> After plan is created add team members to Plan



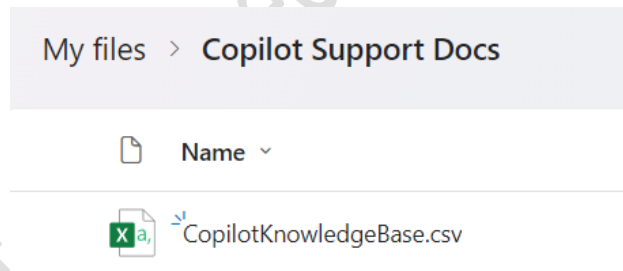
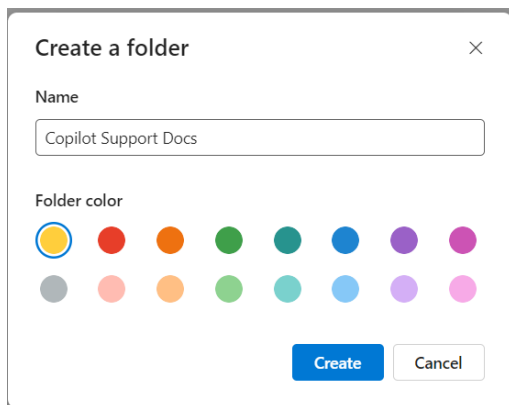


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Go to <https://www.office.com/onedrive> >> Create a folder >> Upload **CopilotKnowledgeBase** to folder created.



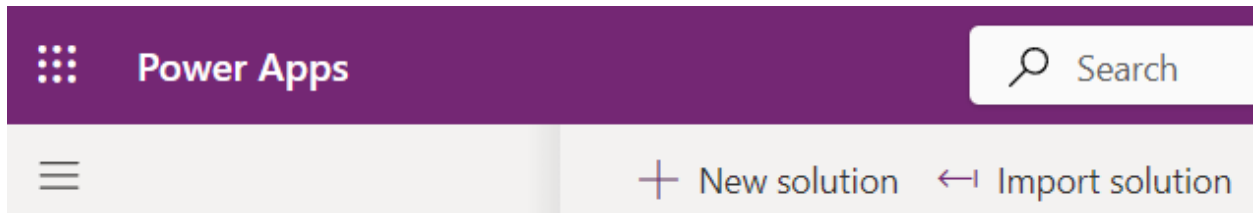


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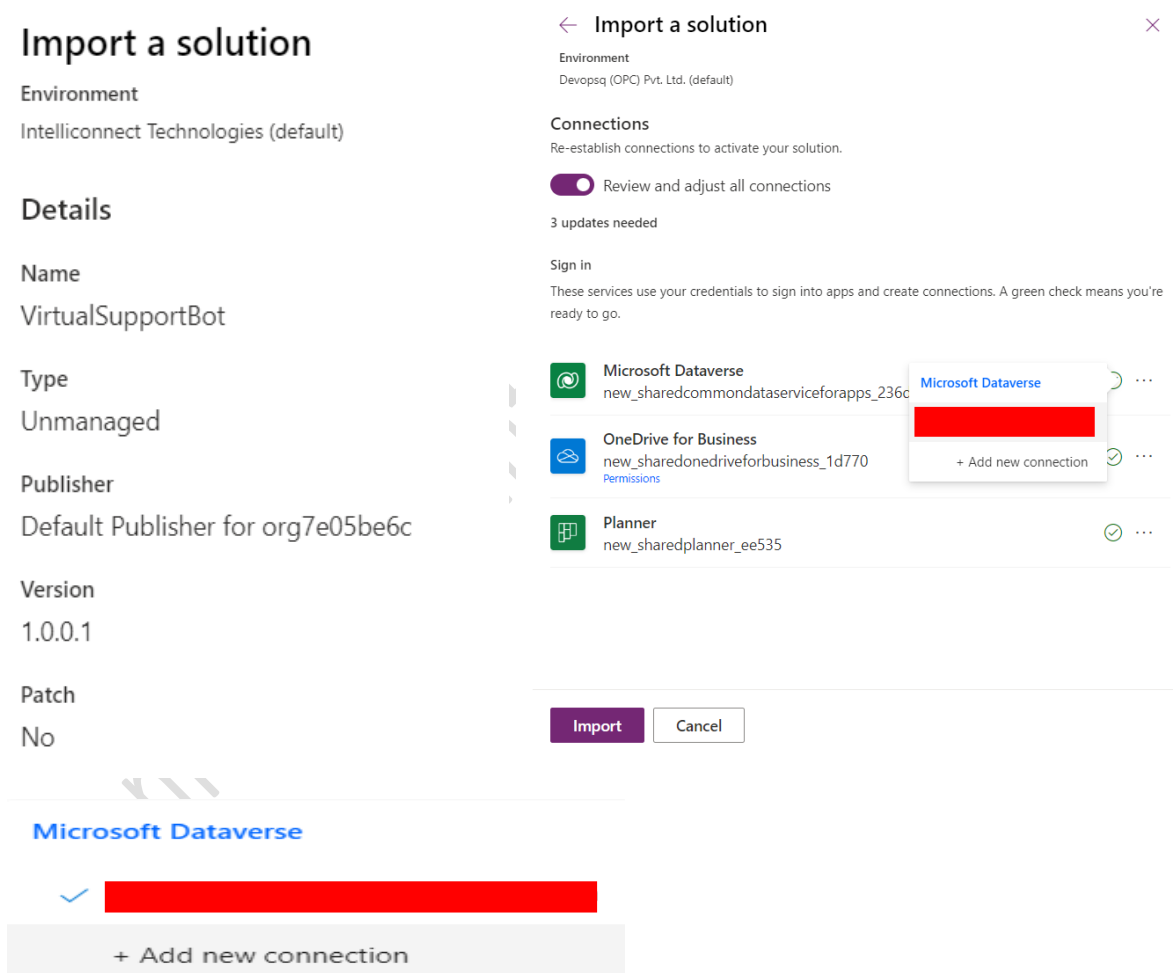
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Step 2: Import Solution

Go to <https://make.powerapps.com> >> Import solution



Once solution is ready import click on Next >> Make sure you add your connection references >> Click on Import



You will see the following message

[IntelliconnectQ Analytics Inc.](#)


Version 0.01Draft 03-Sept-2024

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For Private Circulation Only



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 Currently importing solution "Virtual Support Bot".

After a while, you'll see a successful message that your import is done. You will also find 'Virtual Support Bot' solution listed

 Solution "Virtual Support Bot" imported successfully.

Solutions

 Unmanaged

 Managed

 All

Display name ▾	Name ▾	Created ↓ ▾	Version ▾	Publisher ▾	Solution check
Virtual Support Bot	VirtualSupportBot	1 minute ago	1.0.0.1	Default Publisher...	Hasn't been run



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Step 3: Change Plan ID in Automate

Go to <https://make.powerautomate.com> >> Click on Edit for 'CreateATask' flow >> Change folder for One Drive to we have created in the start.

The screenshot displays the Microsoft Power Automate flow editor. The flow is named 'CreateATask' and consists of the following steps:

- Get file content** (Cloud icon): A step to retrieve file content, with a red box highlighting the file path.
- Initialize variable - Data** (Variable icon): A step to initialize a variable named 'Data'.
- Create text with GPT using a prompt** (AI icon): A step to generate text using GPT.
- Initialize variable - Result** (Variable icon): A step to initialize a variable named 'Result'.
- Create a task** (Task icon): The final step, highlighted in green, to create a task.

On the right side, the 'Connection references' panel is visible, showing 'OneDrive for Business' as the selected connection, with a red box highlighting the connection ID.

Change Group to the one we created in the start >> Change Plan ID and Bucket ID

The screenshot shows the configuration for the 'Create a task' step. The fields are as follows:

- Group Id**: Tasks by Virtual Bot
- Plan Id**: Tasks by Virtual Bot
- Title**: [AskedBy x] - Title x
- Bucket Id**: Up next

Change Assigned User Ids to someone from your organization >> Click on Save >> Once flow is saved check Status is On. And similarly change the Plan and Assignee for 'Run a flow from Copilot'



← Run a flow from Copilot ↶ Undo ↷ Redo 💬 Comments 💾 Save ↻ Refresh

Details		Edit
Flow	Status	
Run a flow from Copilot	On	



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Step 4: Turn on Teams in Copilot Channels & Get sharing link

Go to <https://web.powervs.microsoft.com/> >> You will see 'Virtual Support Bot' listed as one of the Copilots

Recent

Name	Type	Last modified
Virtual Support Bot	Copilot	# Microsoft Copilot Studio

Open the Copilot >> Click on Channels >> Click on Turn on Teams >>

Virtual Support Bot

OverviewKnowledgeTopicsActionsAnalyticsChannels

Create a Task

Copilot Comments Variables Topic checker Details More

Save

Virtual Support Bot

Microsoft Teams

Nothing can stop a team, and now your copilot can help you achieve more together. To open the lines of communication, select **Turn on Teams**. After a quick installation, your users and copilot can start chatting. [Learn more](#)

Note that certain copilot content may not appear the same on Microsoft Teams as it was authored in Microsoft Copilot Studio. For details, refer to our article on [supported channel content](#).

Published copilot status
Verify or modify the availability of y

Published by Vrutika Gaikwad

Channels
Configure your copilot channels to

Microsoft Teams

Turn on Teams

Cancel

Click on Availability Options >> Click on Manage sharing >> Select User – can use the copilot



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Microsoft Teams

Excited to make your copilot available for others to use in Microsoft Teams? Review how your copilot will appear. Select **Edit details** to modify. Once you are ready, select **Availability options** to continue. [Learn more](#)

Copilot preview



Virtual Support Bot
Built using Microsoft Copilot Studio.



Edit details



Open copilot



Settings (coming soon)

[Disconnect from Teams](#)

[Availability options](#)

← Microsoft Teams

Make your copilot available to users in Microsoft Teams so they can find and use it. [Learn more](#)

Share link

Shared users can open the copilot in Microsoft Teams with this link. [Manage sharing](#)

[Copy link](#)

Show in Teams app store

Make your copilot appear in the Teams app store.

Show to my teammates and shared users

Appear under the Copilot extensions section.

Show to everyone in my org

Submit to your admin for approval to appear under Built by your org section.

← Everyone in TechnoClusters IT Services

Copilot permissions

The user's permissions for this copilot.



User - can use the copilot



None

Data permissions ⓘ

Make sure your users have access to the data used in Power Automate flows included in the copilot. [Learn more](#)

Go back and Copy link to share with your teammates



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Step 5: Installing in Teams and Test Run

After click on shared link the dialog box shown in image below will be shown >> Click on Add

Virtual Support Bot

Powered by Power Virtual Agents

Add

Overview Permissions

Built by Power Virtual Agents. Create your own at aka.ms/pvaforteams.

Help employees stay informed, productive, and connected. Create bots and add important topics for your organization using an intuitive, graphical interface. No code required.

App features

Bots
Chat with the app to ask questions and find info

Copilot extension Preview
Use with Copilot or add to a chat or meeting. Some plugins will be turned on automatically.

Created by: [Powered by Power Virtual Agents](#)
Version 1.0.0

Permissions

This app will have permission to:

- Receive messages and data that I provide to it.
- Send me messages and notifications.
- Access my profile information such as my name, email address, company name and preferred language.

By using Virtual Support Bot, you agree to the [privacy policy](#), [terms of use](#), and [permissions](#).

After adding Type in trigger phrase in chat ‘Create a support bot’



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Create a support ticket

Last read

Virtual Support Bot 3:56 PM

Please choose a task title:

Custom

Build Failure Cases

Appsmith docker installation

3:57 PM

Appsmith docker installation

Virtual Support Bot 3:57 PM

Please type any notes or additional information, if you would like to add:

3:57 PM

Please notify when done installing

Virtual Support Bot 3:57 PM

Additional permissions are required to run this action. To proceed, please select 'Connect', and review any missing connections.
Once you have made these updates, please select 'Retry'. You can also ask me anything else to go to a different topic.

Connect

Retry

① Your response was sent to the app

Task has been created for Support team

Please use any one of the following trigger phrases again to create a task :

- Create a support task
- Create a support ticket

If you did not receive a successful acknowledgement message. Please escalate the issue with the Developer

Type a message

You will see a message to ask you to connect for permissions to create a task on your behalf
Click on Connect >> You will be redirected to a web page to connect >> Click on Connect >>
Click on Submit



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Virtual Support Bot

Manage connections

Refresh

All

Connected

Expired

Not Connected

Stale

	Name	Actions	Status
<input type="checkbox"/>	CreateATask	1 action	Not Connected Connect
<input type="checkbox"/>	Run a flow from Copilot Run a flow from Copilot and send back a response.	1 action	Not Connected Connect

Virtual Support Bot

Manage connections

Refresh

All

Connected

Expired

Not Connected

Stale

	Name	Actions	Status
<input type="checkbox"/>	CreateATask	1 action	Connected Manage
<input type="checkbox"/>	Run a flow from Copilot Run a flow from Copilot and send back a response.	1 action	Connected Manage

Once connected go back to chat and click on Retry >> You can find your task created in ‘Tasks by Virtual Bot’

Task title & description will include requestors name



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Tasks by Virtual Bot

- Appsmith docker installation

Add label

Bucket

Backlog

Progress

Not started

Priority

Medium

Start date

Start anytime

Due date

Due anytime

Repeat

Does not repeat

Notes

Show on card

Title: Appsmith docker installation

Summary: Steps for Appsmith docker installation

Additional Notes: Notes:Please notify when done installing

Gen AI Answer:Sure, please provide the notes or additional information you would like to add for the "Appsmith docker installation" task.

Asked By:

Checklist

Add an item



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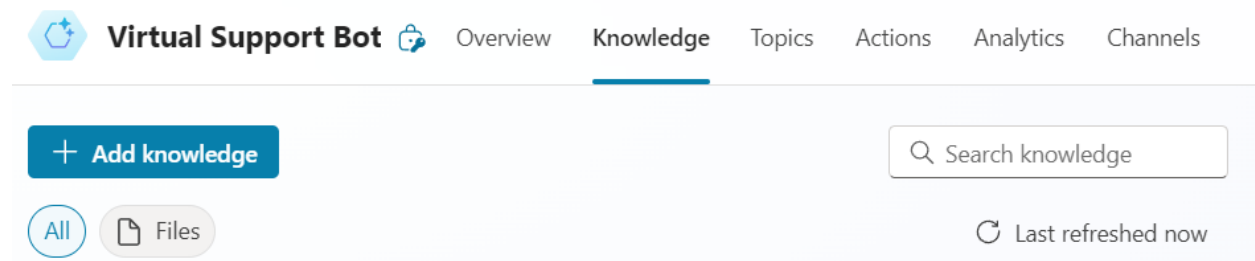
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How to

Add documents to the copilot knowledge base

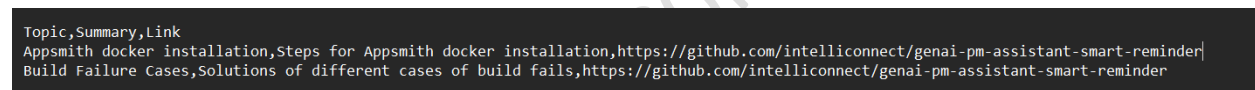
Open your Copilot >> Click on Add Knowledge >> Upload your document

Wait for indexing to be finished or else your copilot may not be able to give proper answers



Add Links to CopilotKnowledgeBase.csv

Go to One Drive folder where the CSV is stored and add your line of document there. Make sure to maintain .csv format



Add a title to Quick Reply

Open Virtual Support Bot Copilot Studio >> Topics >> Create a task >> Question node >> Type your title and press enter >> You have added a new quick reply to you copilot

Make sure that task title has a clickable link in the **CopilotKnowlegdeBase.csv**



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Virtual Support Bot

Overview

Knowledge

Topics

Actions

Analytics

Channels

Create a Task ▾



Copilot



Comments



Variables



Topic checker



Details



More

Save



Question

Text ▾



+ Add ▾

Message variations

Please choose a task title:

Quick replies

Custom ×

Build Failure Cases ×

Appsmith docker installation ×

Add Quick reply text and press enter

Identify



User's entire response >

Save user response as



{x} TaskTitle string >





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Disclaimer:

This project and its accompanying installation documentation are provided "as is" without any warranties or guarantees of any kind, either express or implied. While we have made every effort to ensure the accuracy and functionality of the code and instructions provided, we cannot guarantee that this solution will work in all environments or configurations.

Use of this project is at your own risk.

We are not responsible for any issues, damages, or data loss that may occur as a result of using this project or following the installation instructions. It is strongly recommended that you thoroughly test the solution in a non-production environment before deploying it to your production systems. Additionally, ensure that your environment meets all prerequisites and that you have the appropriate expertise to manage and troubleshoot any issues that may arise.

By using this project, you acknowledge and agree to the terms of this disclaimer.