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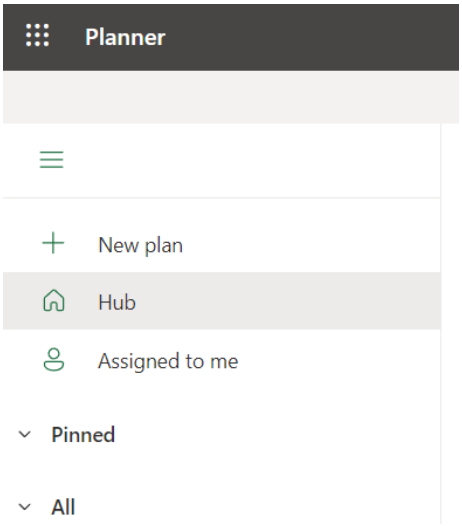
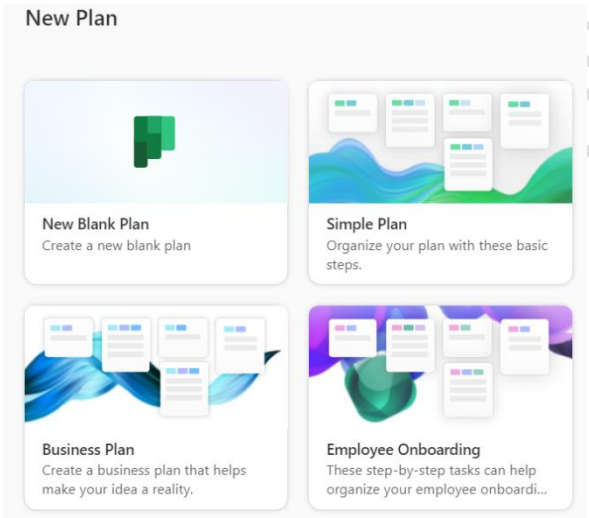
Step 1: Create a Plan in Planner and Knowledge base in One Drive

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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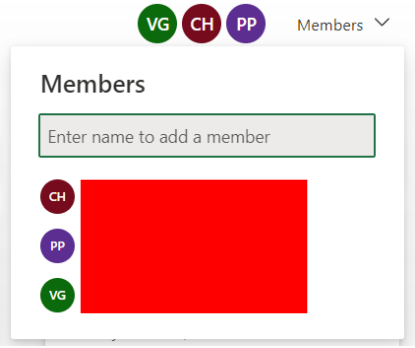
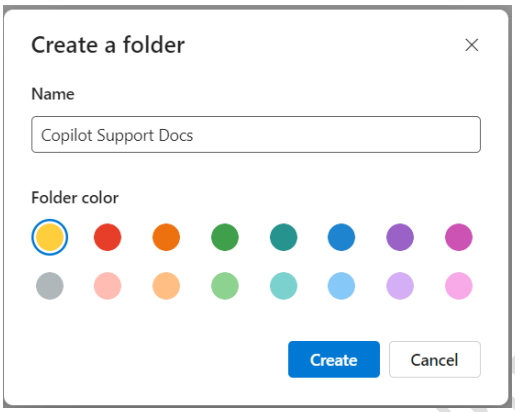
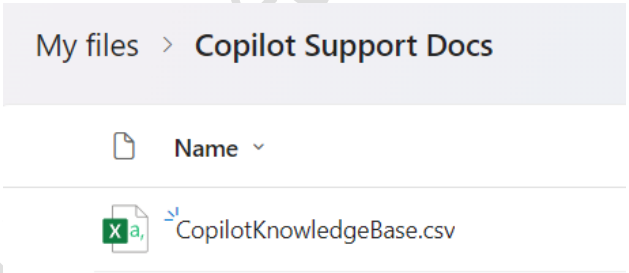


Go to https://www.office.com/onedrive >> Create a folder >> Upload **CopilotKnowledgeBase** to folder created.





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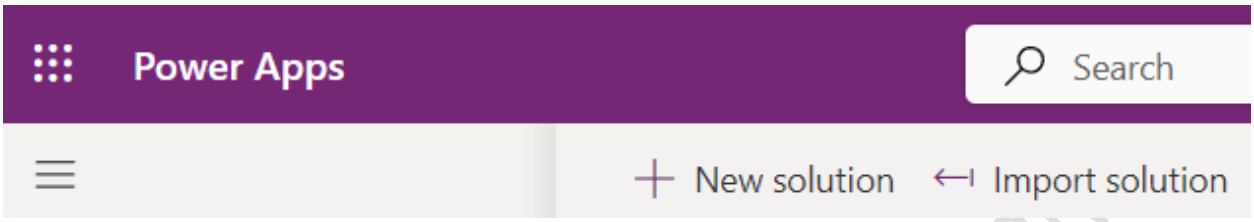
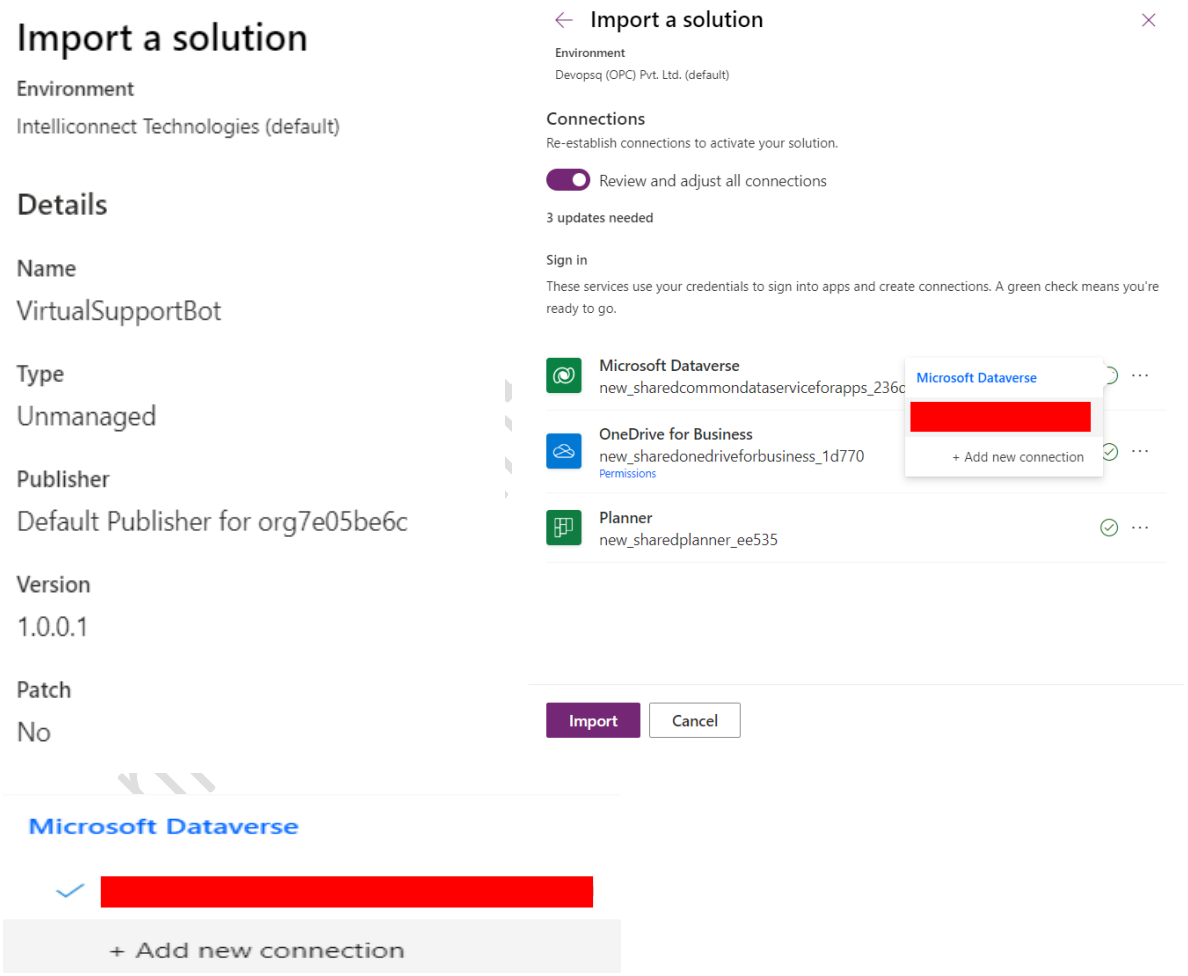
Step 2: Import Solution

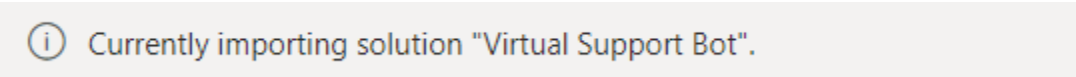
Go to https://make.powerapps.com >> Import solution



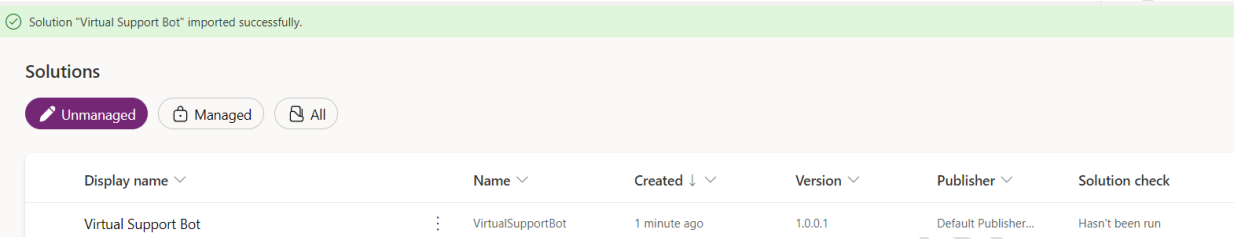
Once solution is ready import click on Next >> Make sure you add your connection references >> Click on Import



You will see the following message



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



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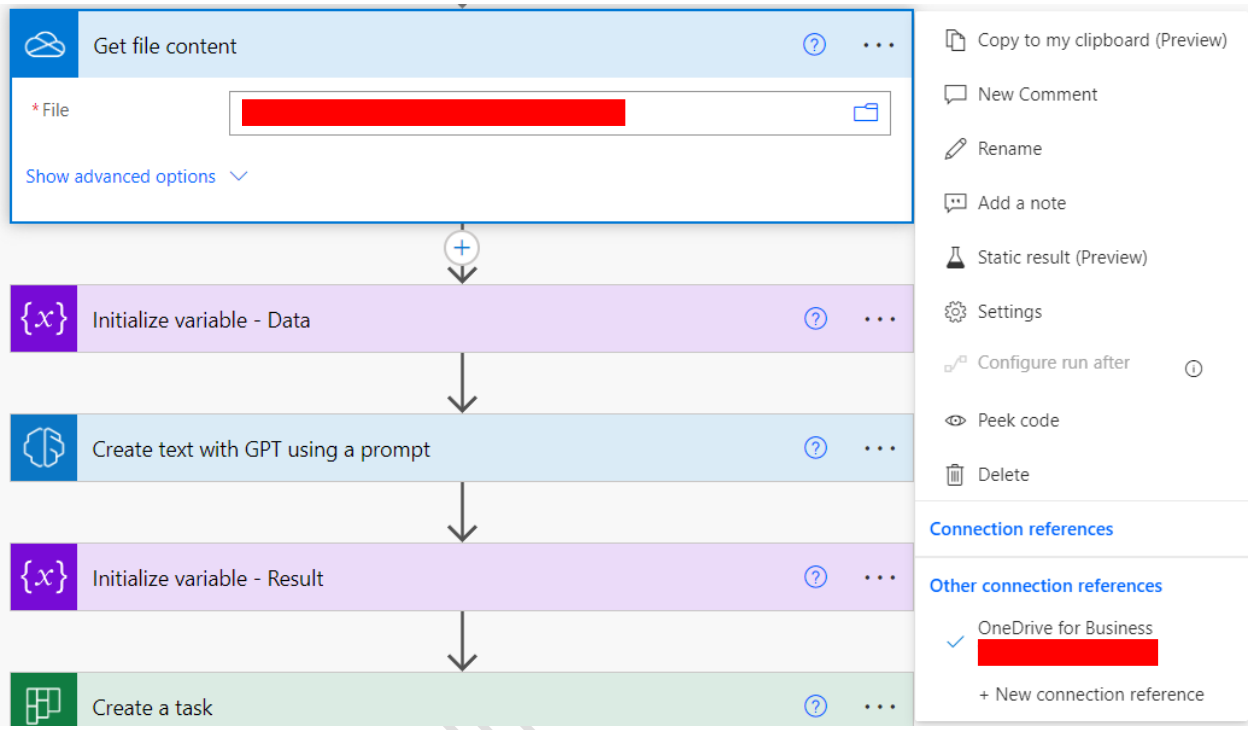
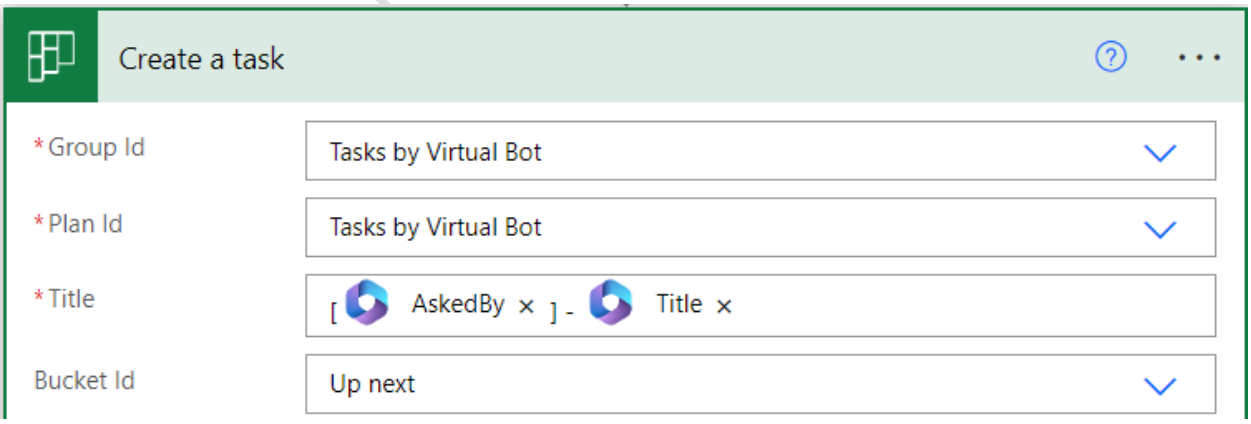
Step 3: Change Plan ID in Automate

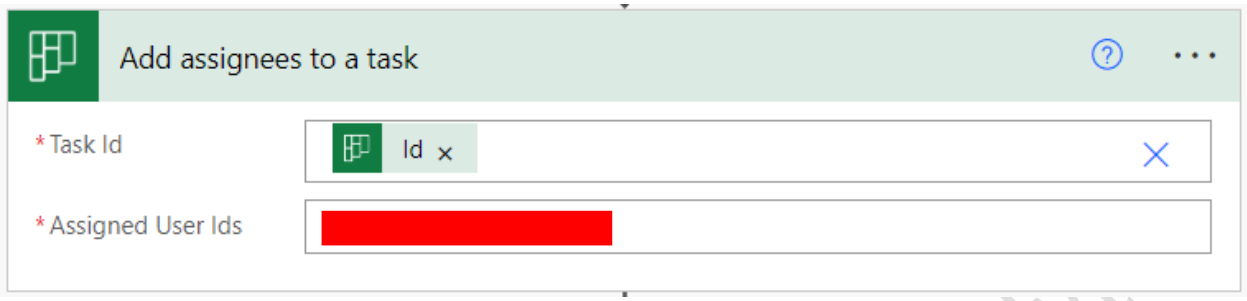
Go to https://make.powerautomate.com >> Click on Edit for **'CreateATask'** flow >> Change folder for One Drive to we have created in the start.

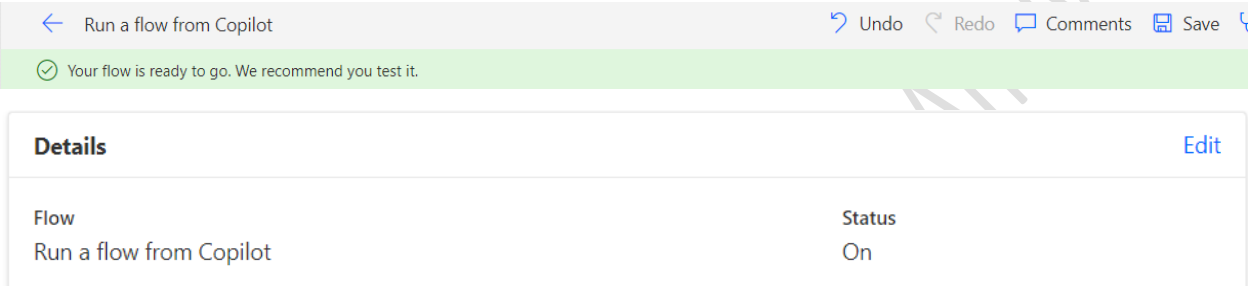


Change Group to the one we created in the start >> Change Plan ID and Bucket ID



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'**





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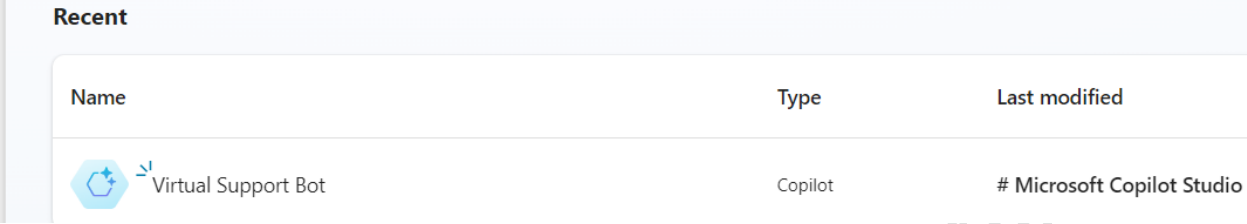
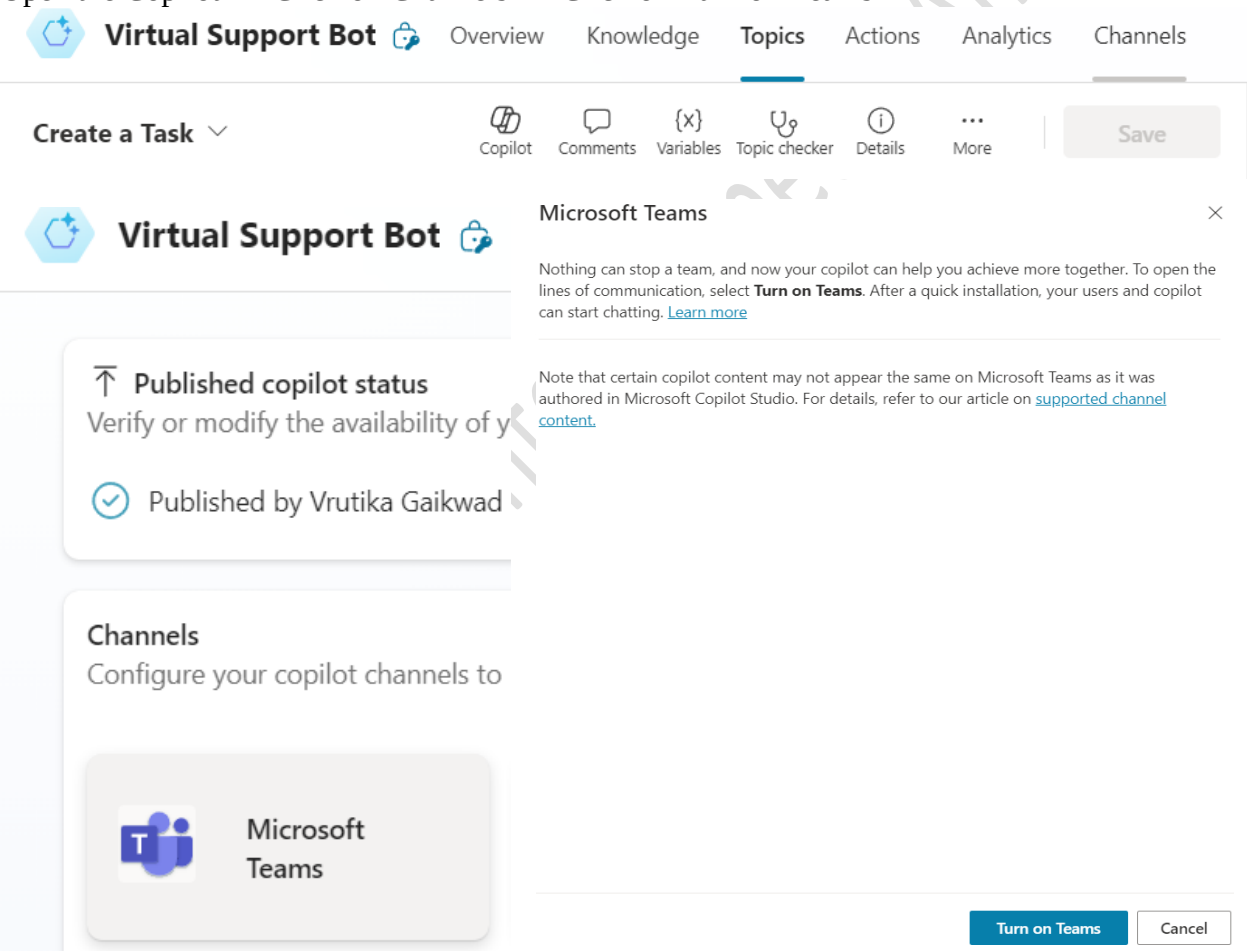
Step 4: Turn on Teams in Copilot Channels & Get sharing link

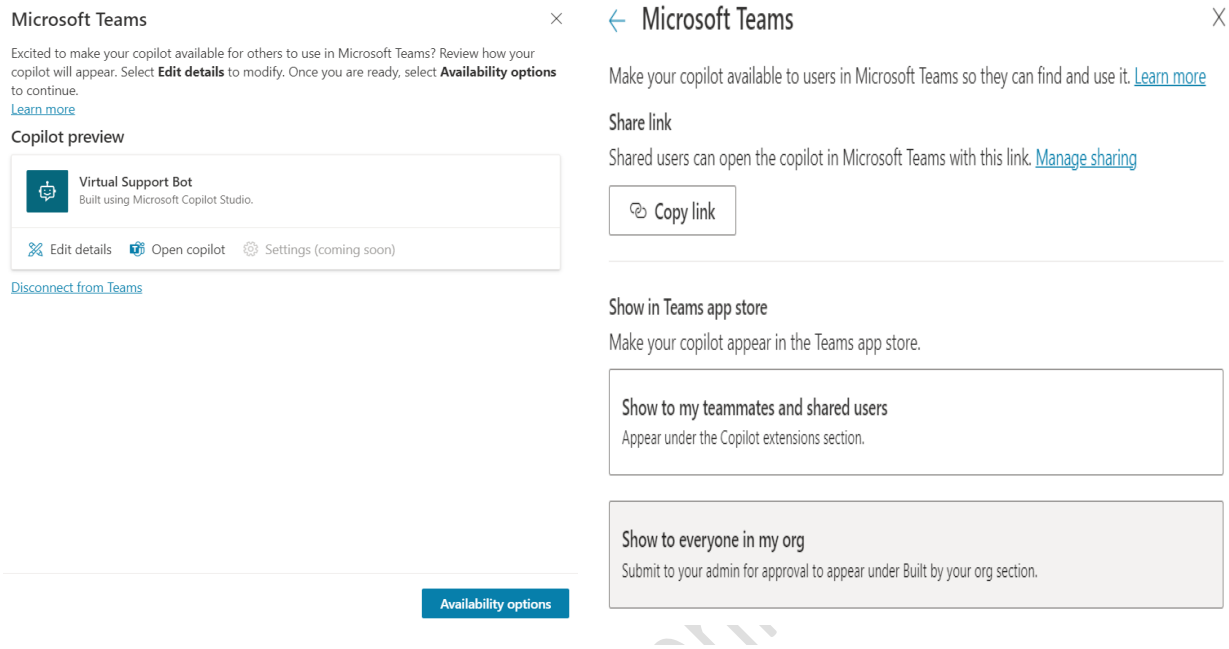
Go to https://web.powerva.microsoft.com/ >> You will see 'Virtual Support Bot' listed as one of the Copilots

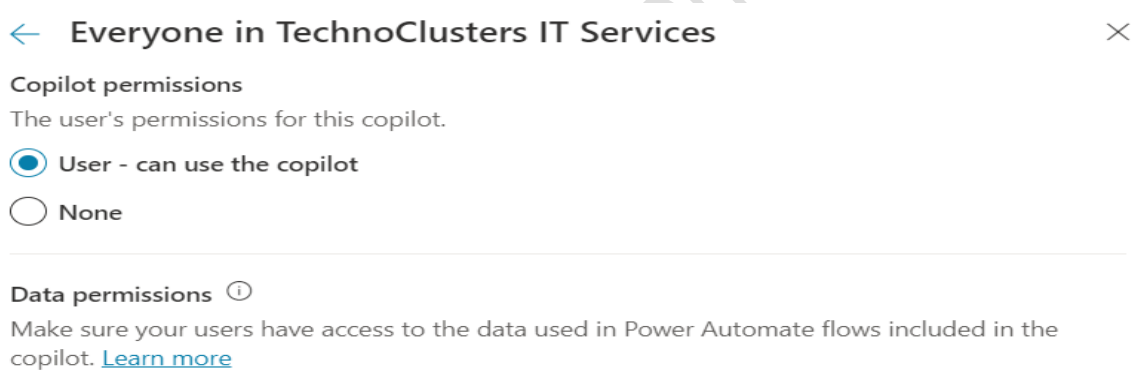


Open the Copilot >> Click on Channels >> Click on Turn on Teams >>



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





Go back and Copy link to share with your teammates

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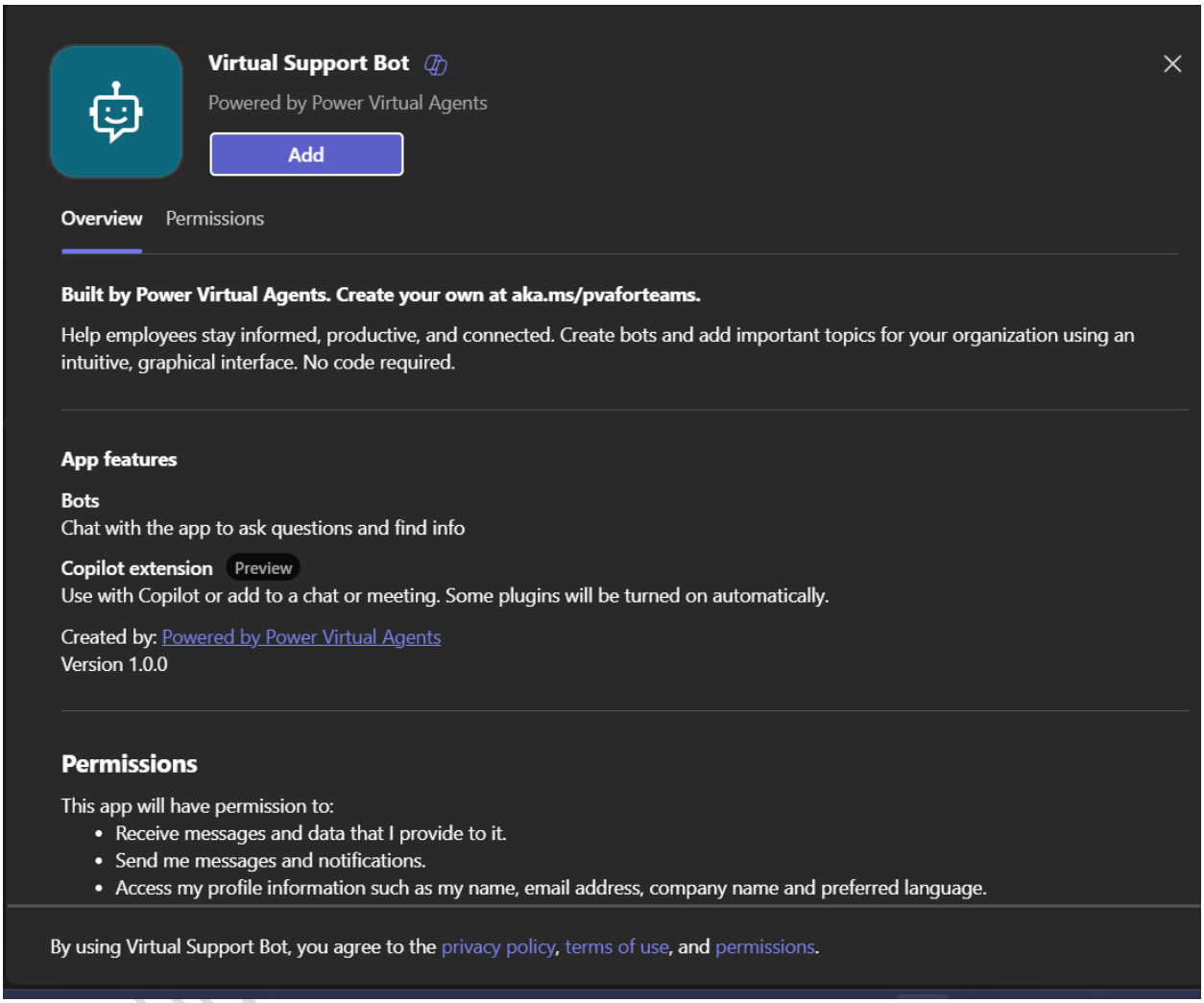
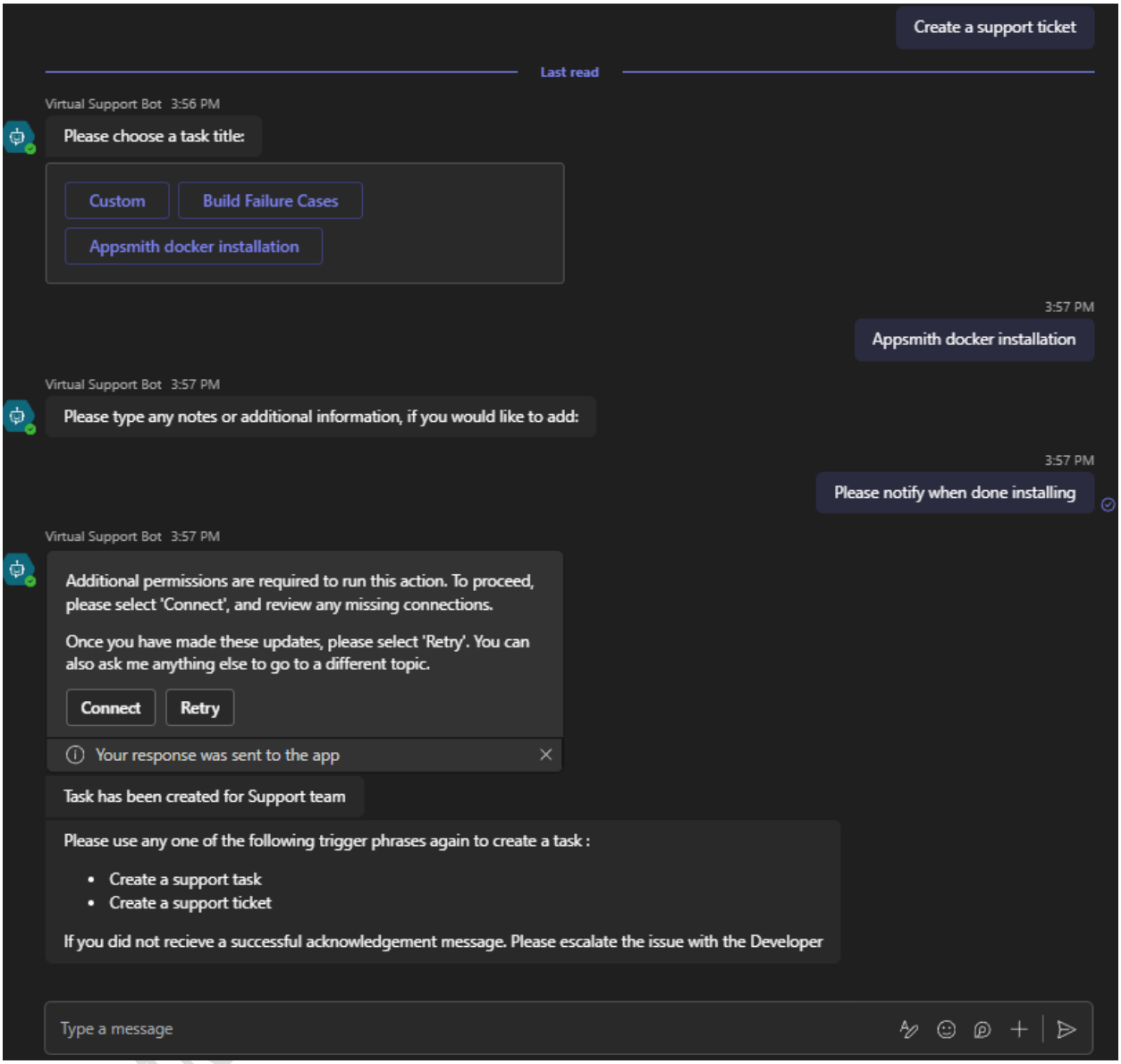
Step 5: Installing in Teams and Test Run

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

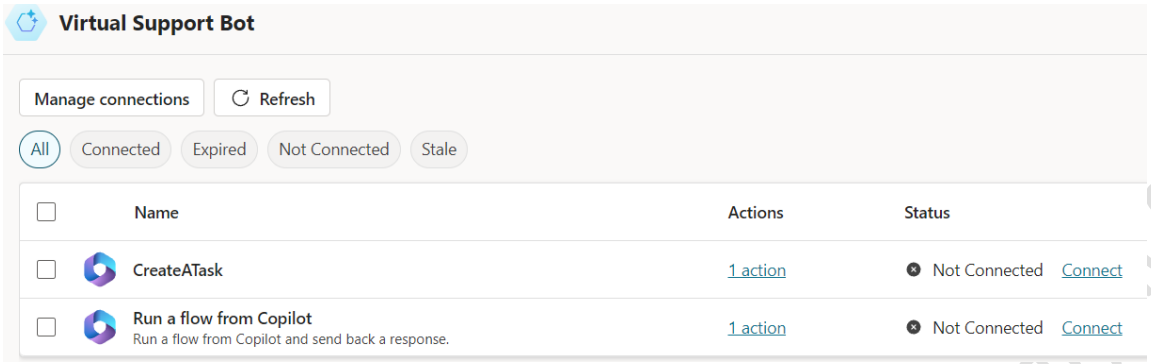


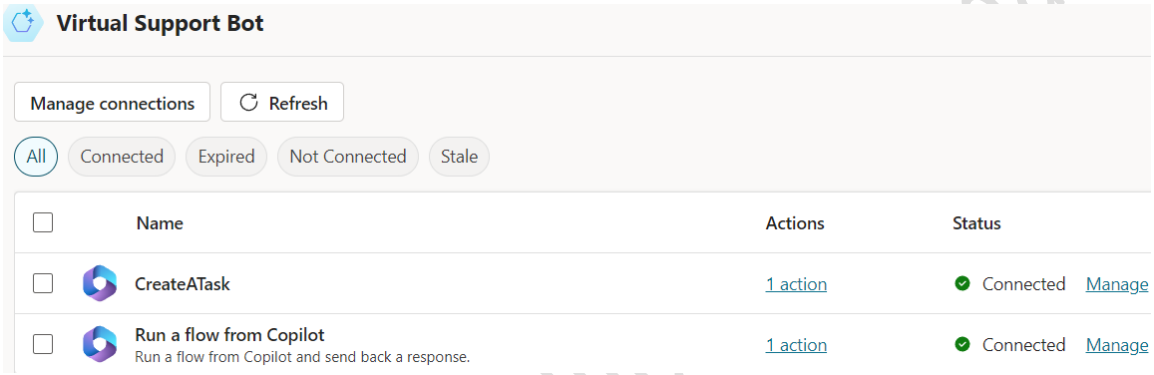
After adding Type in trigger phrase in chat **'Create a support bot'**



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





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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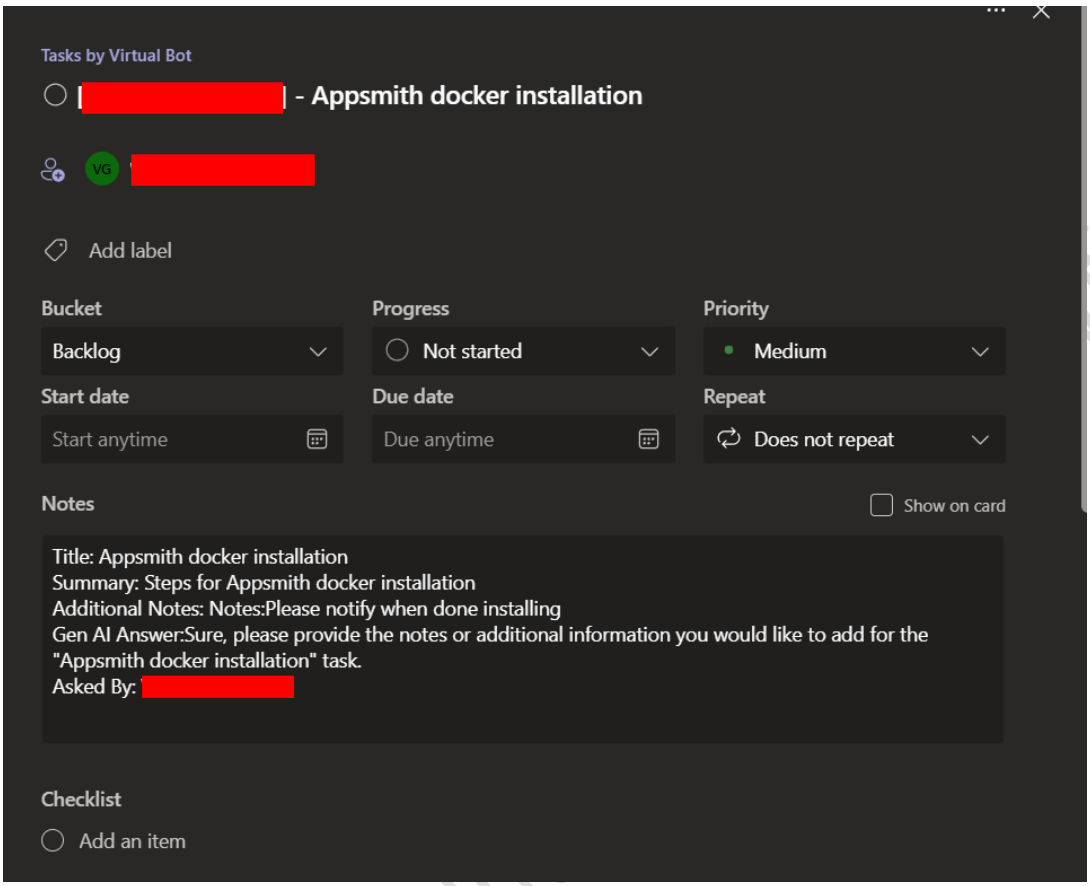

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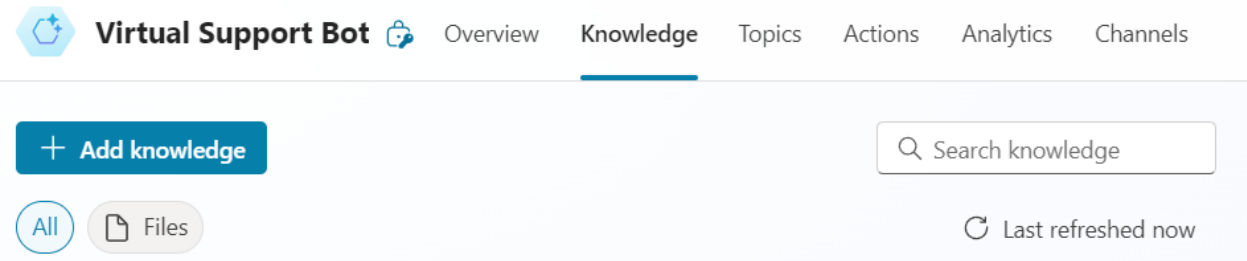
How to

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

```
Topic,Summary,Link
Appsmith docker installation,Steps for Appsmith docker installation,https://github.com/intelliconnect/genai-pm-assistant-smart-reminder
Build Failure Cases,Solutions of different cases of build fails,https://github.com/intelliconnect/genai-pm-assistant-smart-reminder
```

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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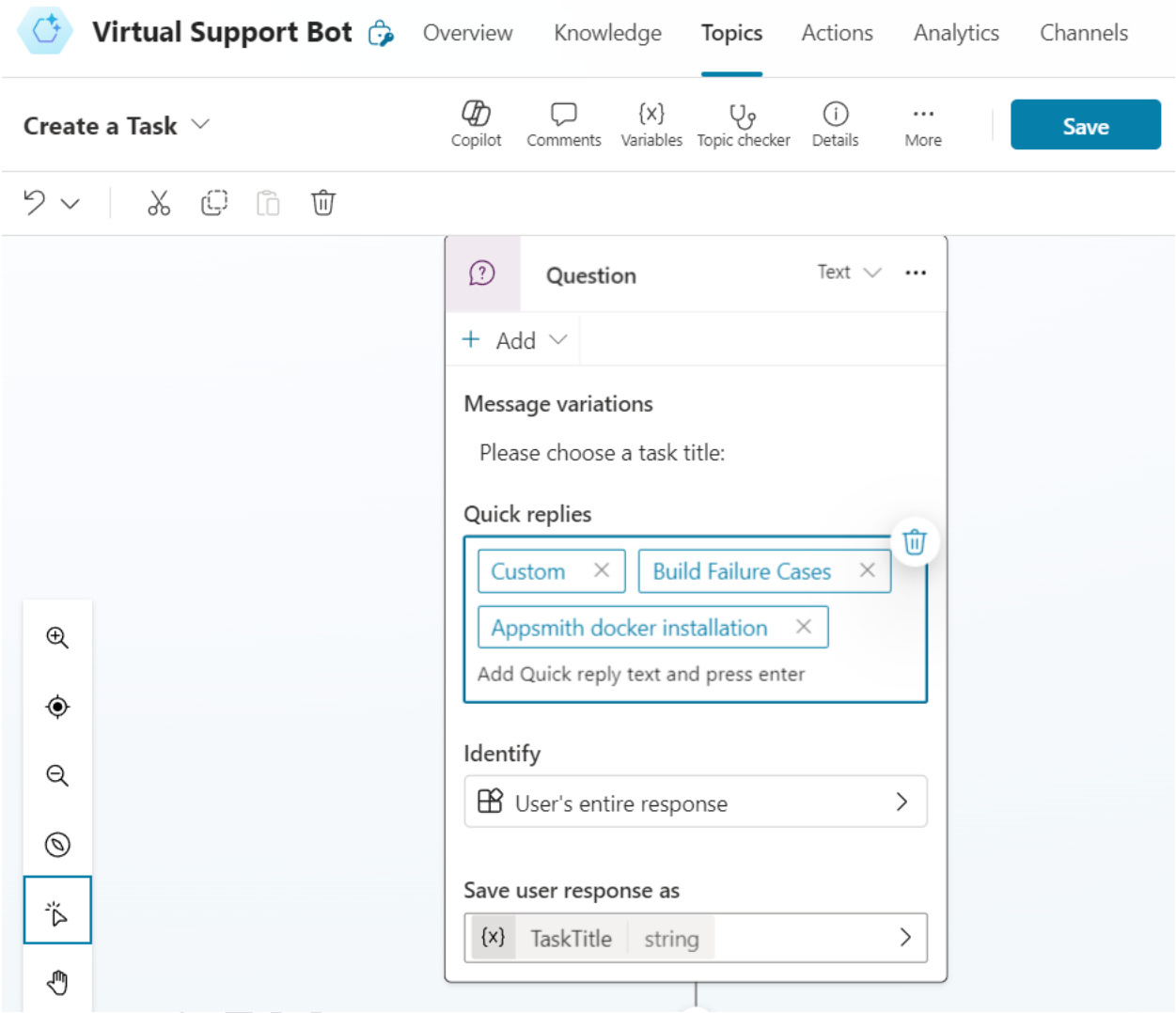
Virtual Support Bot
Overview
Knowledge
Topics
Actions
Analytics
Channels
Create a Task
Copilot
Comments
Variables
Topic checker
Details
More
Save
Question
Text
Add
Message variations
Please choose a task title:
Quick replies
Custom
Build Failure Cases
Appsmith docker installation
Add Quick reply text 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.

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