# Azure OpenAI Pilot Proposal – Q&A for Director Meeting

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### 1. What exactly are you trying to do with Azure OpenAI?

We want to use Azure OpenAI to automatically summarize long service documents like technical bulletins. The goal is to make them easier and faster for technicians to understand—cutting down reading time and increasing efficiency.

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### 2. Why can’t you just use AI Builder in Power Automate?

We tried AI Builder, but its summaries were too basic and inconsistent. GPT-4 from Azure OpenAI creates clearer, more accurate summaries—especially for technical documents. It’s simply a higher-quality model.

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### 3. Is this safe and compliant with IT security standards?

Yes. Azure OpenAI runs inside Microsoft Azure, so it follows the same compliance standards we already use—like SOC 2, HIPAA, GDPR, and ISO certifications. We can also control access and set strict usage limits.

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### 4. What’s the actual cost of this?

It costs about 4 cents per summary. Even at 1,000 documents per month, we’d stay under $50/month. Azure lets us cap usage and set alerts to avoid unexpected charges.

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### 5. Who is going to be using this?

Nobody directly interacts with the AI. It’s just one Power Automate flow running in the background. Only the Service team lead will have access to monitor and manage it.

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### 6. How does this integrate with our existing tools?

It plugs right into Microsoft Power Automate, Teams, and Dataverse. No new systems, no new logins—just smarter automation behind the scenes.

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### 7. What’s the value of doing this now?

It gives us a low-risk way to explore enterprise AI without major investment. If it works, we can expand it globally and use it to improve our KB system, training docs, and technician enablement.

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### 8. What happens if the pilot fails?

Nothing breaks. It’s isolated to a single flow, with limited cost exposure. If it doesn’t deliver the expected results, we can shut it off immediately with no disruption.

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### 9. Why are we only piloting in North America?

We’re keeping the scope small on purpose. It’s easier to monitor and manage a regional test—and North America is already doing most of the testing manually, so we have a baseline for comparison.

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### 10. Who owns and reviews the output?

The NAM Service lead reviews all summaries before they’re used. It’s not “fully automated”—the human is still in the loop to catch any issues before anything goes live.

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### 11. Will users need any extra licenses or subscriptions for this to work?

No. Regular users interacting with the Copilot Studio agent will not need any additional licenses. All processing happens behind the scenes in Power Automate, tied to a single Azure subscription. As long as users have access to Teams and Copilot, they’re covered.

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### 12. If the pilot is successful, what will the next steps be?

If it works, we’d propose scaling it up in three phases:

1. Global Expansion (EMEA/APAC)

2. Deeper Integration with the Knowledge Base

3. More Use Cases (e.g., SOPs, repair docs)

We’ll use pilot data to validate ROI before expanding.

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### 13. What else do you intend to use Azure OpenAI for in SIAConnect?

- Fallback responses for off-topic questions

- Search result ranking and relevance scoring

- “Explain This” plain-English document summaries

- Future ideas: image recognition, typo correction, multilingual support

All securely within Azure.