IT Copilot – Deployment & Workflow README

1. Introduction

This document explains how to deploy the IT Copilot automation, including importing workflows, enabling APIs, connecting credentials, and preparing webhook endpoints.

2. Prerequisites

- Google Cloud project with Drive, Sheets, and Gmail APIs enabled
- Pinecone index created with correct embedding dimension
- OpenAI API key
- Slack workspace configured (optional)
- Jira project accessible for escalations
- Public n8n domain or tunneling service for webhook access

3. How to Import Workflows into n8n

1. Log in to n8n
2. Go to Workflows → Import
3. Upload the provided JSON workflow files
4. After import, open each workflow
5. Assign credentials to each node (Google, Pinecone, OpenAI, etc.)
6. Save the workflow
7. Activate the workflow once all credentials are connected

4. Required Webhooks

Webhook: /creat-ticket
Handles new IT ticket submissions from the client's website.

Webhook: /escalate-Jirav1
Triggered when a user clicks 'Escalate Issue' in the email.
Creates a Jira ticket with full context.

Ensure your n8n URL is publicly accessible or use a tunnel like Ngrok.

5. Testing Steps

1. Submit a sample ticket on the website
2. Confirm the entry appears in Google Sheets
3. Review the email sent to the user containing KB suggestions
4. Click 'Escalate Issue' to verify Jira integration
5. Check Slack for notification (if enabled)

6. Maintenance

To update the knowledge base:
1. Replace PDFs inside the Google Drive KB folder
2. Run the RAG indexing workflow manually
3. The Pinecone index refreshes and uses only the latest KB files