

ZAVA SMART ASSISTANT

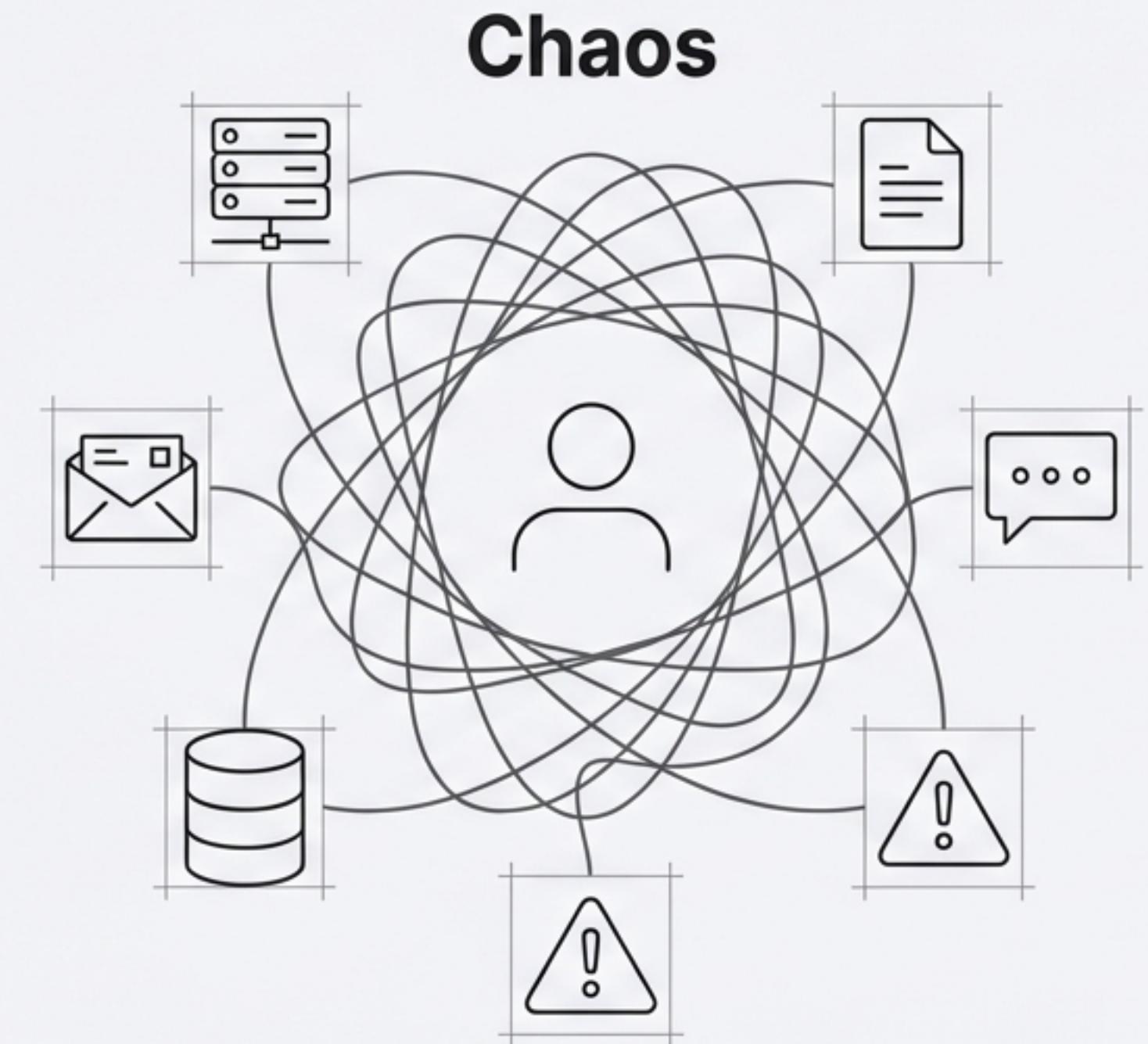
Enterprise Incident Response Powered by GitHub Copilot SDK

THE CHALLENGE: FRAGMENTED RESPONSE

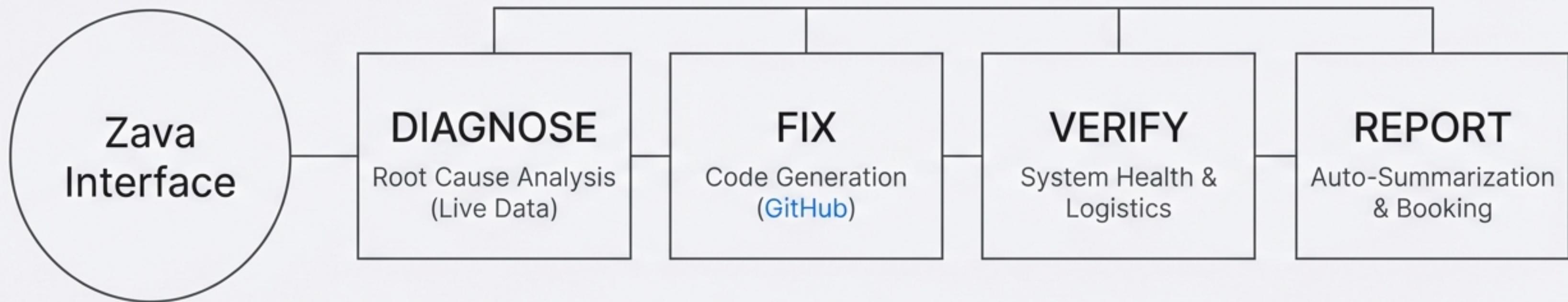
6+ Tools

Required for a single incident.

- Siloed Data:** Slow gathering across disconnected regions.
- Manual Friction:** No unified root cause visibility.
- Time Loss:** Manual coordination between Ticketing, Monitoring, and Knowledge Base.

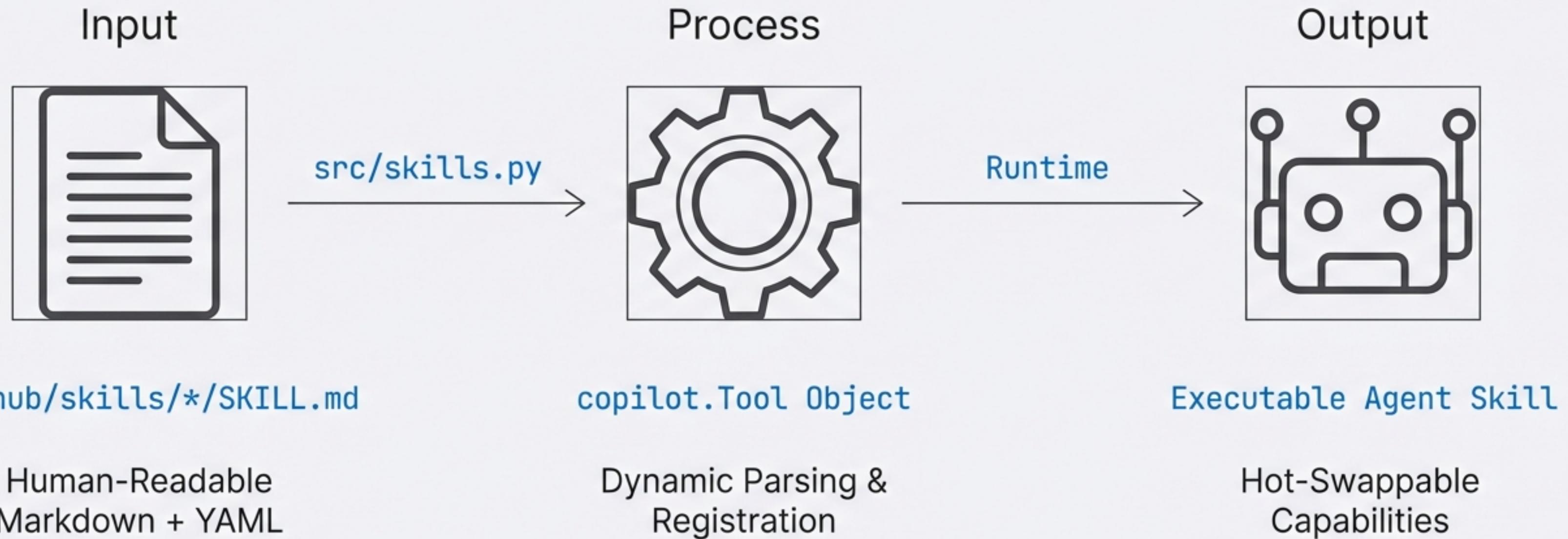


THE SOLUTION: UNIFIED WORKFLOW



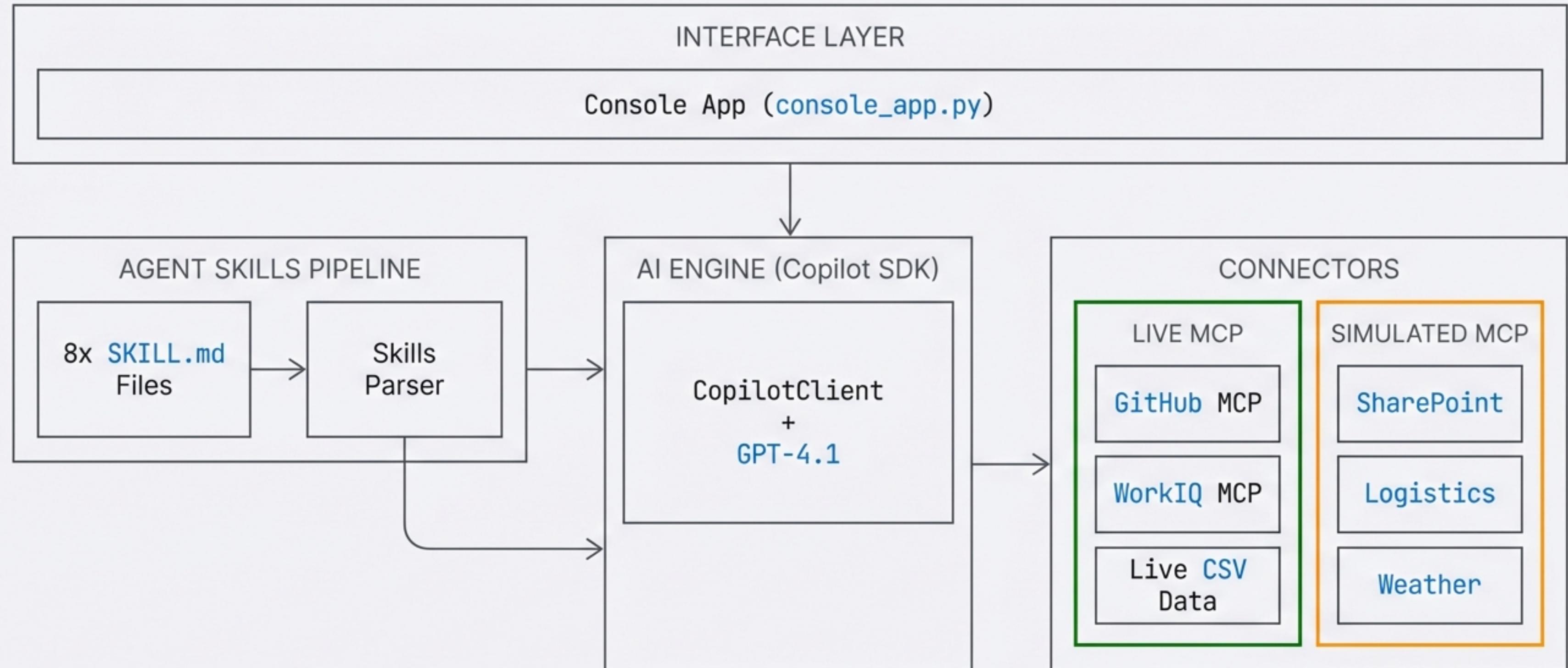
Powered by [GitHub Copilot SDK + GPT-4.1](#)

CORE INNOVATION: SKILL-AS-MARKDOWN

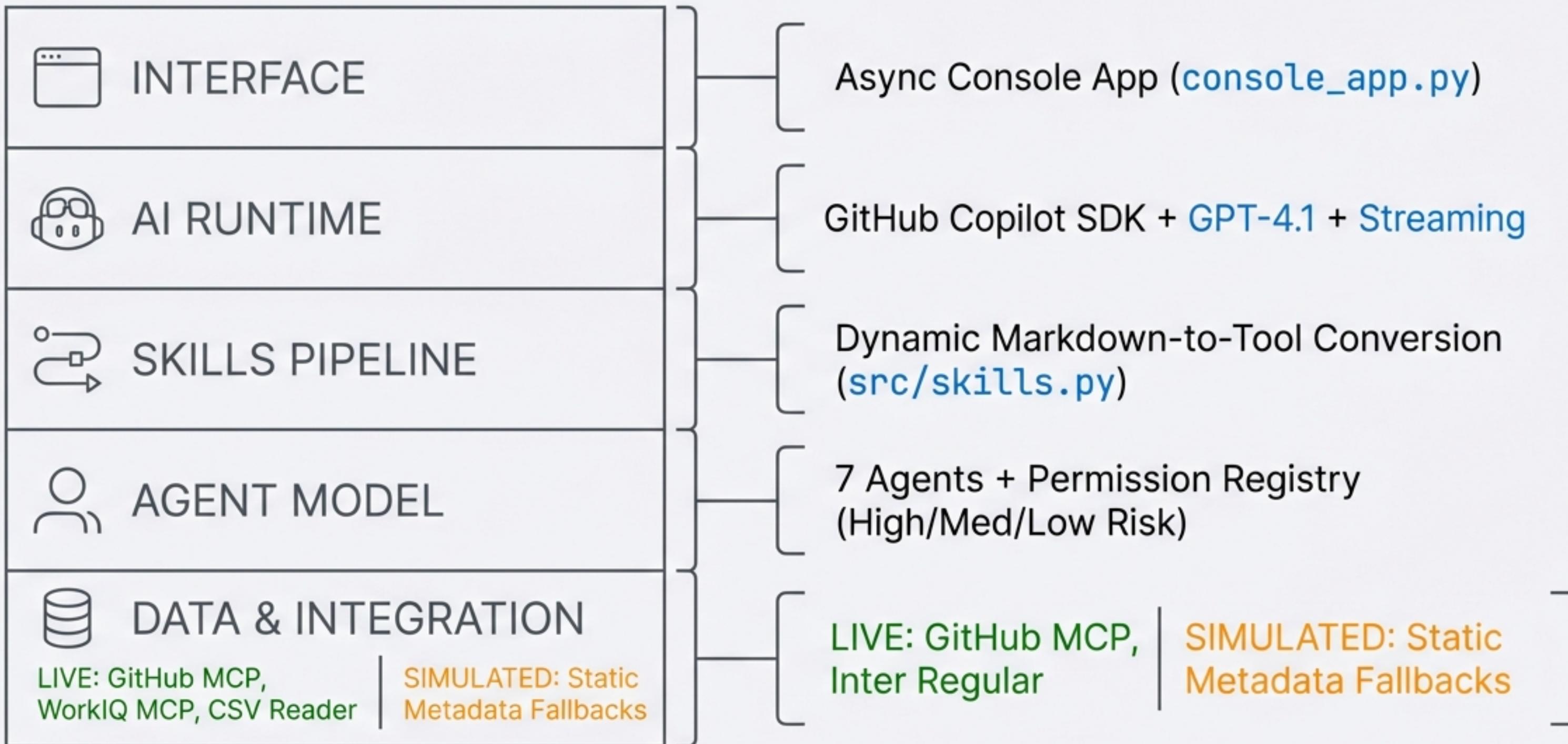


Benefits: Version-controlled, accessible to non-developers, no hardcoded functions.

SYSTEM ARCHITECTURE OVERVIEW

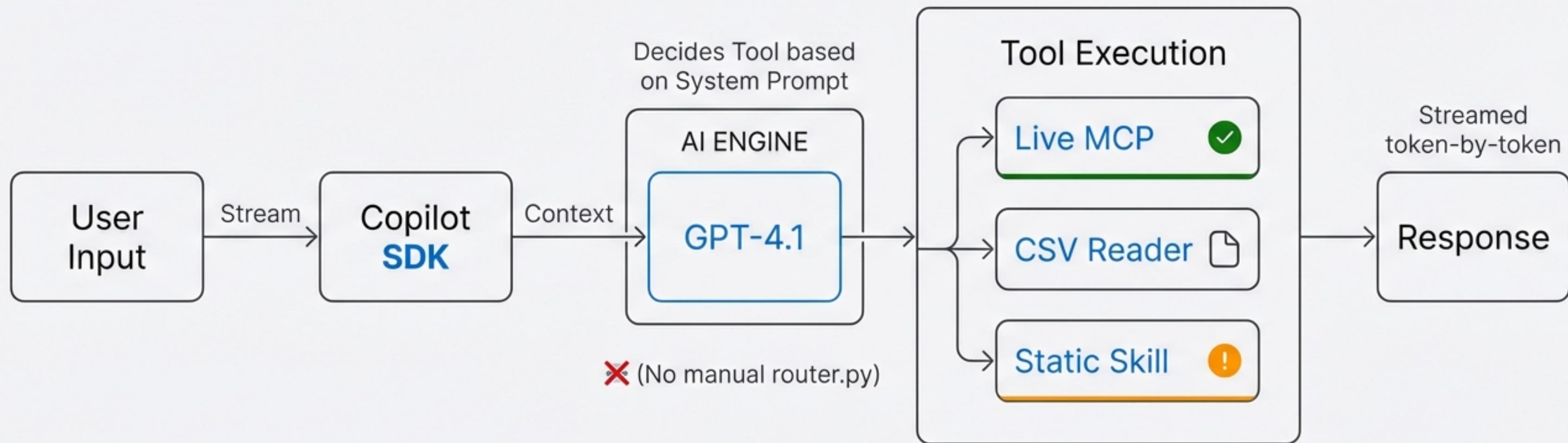


ARCHITECTURE LAYERS



INTELLIGENT DATA FLOW & ROUTING

Semantic Decision Making vs. Hardcoded Logic



RELIABILITY STRATEGY: DUAL-MODE MCP (& RELAY HEL) IN IINR

LIVE COMPONENTS (REAL)

- GitHub MCP (Issue/PR operations)
- WorkIQ MCP (M365 Calendar)
- Inventory Data (Real CSV ingestion)

Used where endpoints are available and stable.

SIMULATED COMPONENTS (FALLBACK)

- Fabric & SharePoint (Static `SKILL.md`)
 - Logistics & Weather (Pre-authored responses)
- ☰ Mechanism: `LIVE_MCP_SKILLS` dictionary switch

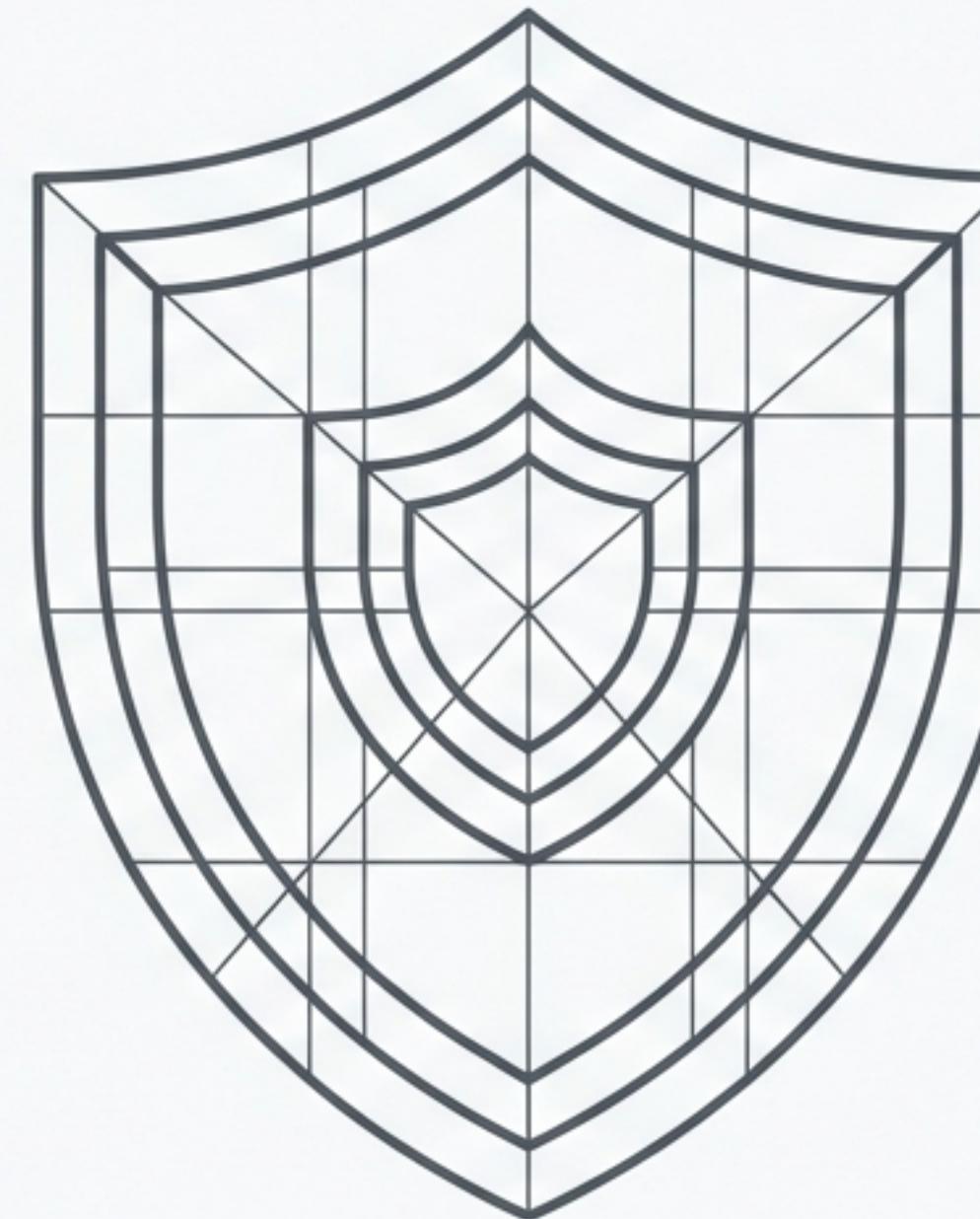
Ensures offline demo reliability without backend provisioning.

GOVERNANCE & PERMISSION MODEL

Prompt-Driven Security

Permissions enforced via System Prompt instructions.

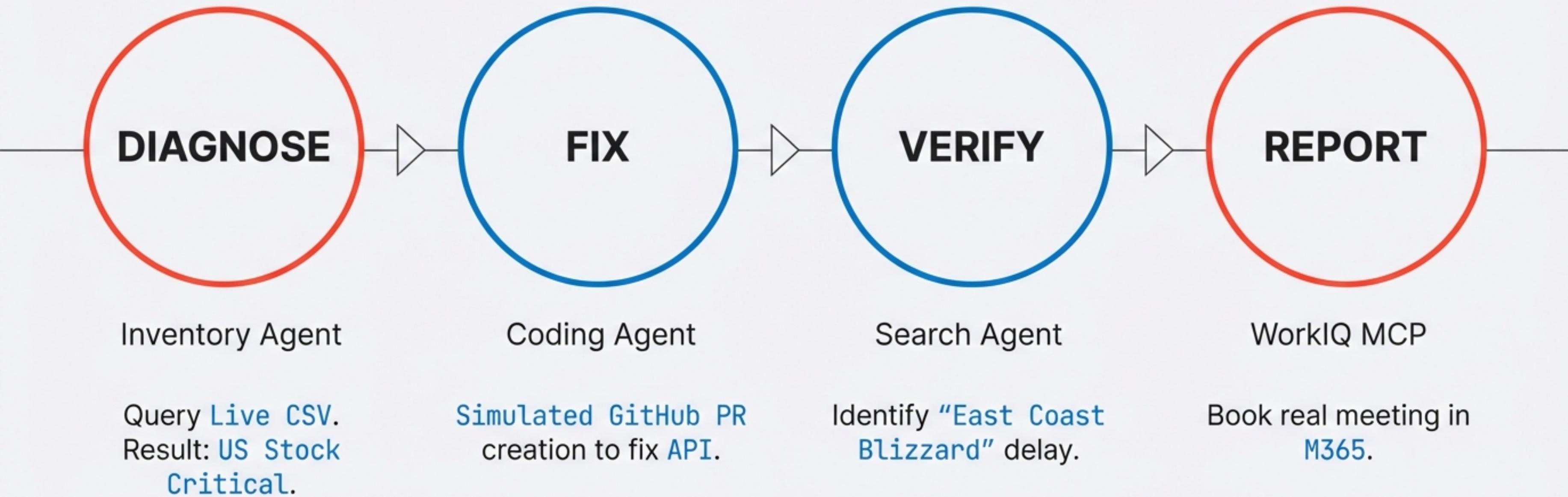
Escalation: Regional -> Manager Approval -> Global



Agent Risk Tiers

- **High Risk:** Inventory, Coding, Logistics
- **Medium Risk:** Knowledge Base
- **Low Risk:** Search

DEMO SCENARIO: THE PINEAPPLE CAKE INCIDENT



KEY DIFFERENTIATORS

TRADITIONAL CHATBOTS

- Rules-based routing
- Complex code refactoring for new skills
- Manual API wrappers

ZAVA SMART ASSISTANT

- LLM-decided orchestration (**Semantic**)
- Drop-in **Markdown files** (**Extensibility**)
- Native **MCP Support** (**Integration**)

TECHNOLOGY STACK

Python 3.11+

GitHub Copilot SDK

GPT-4.1

GitHub MCP

WorkIQ MCP

Pytest (100% Pass)

YAML/Markdown

AsyncIO

Python-Dotenv

INNOVATION HIGHLIGHTS

Democratized Creation

Skill-as-Markdown allows PMs to update capabilities without writing code.

Enterprise Governance

Multi-agent permission model with High/Medium/Low risk classifications.

Reliable Engineering

Hybrid Live/Simulated architecture proving technical capability while ensuring demo stability.