



CSO Lead-Time Reduction Pilot

Leveraging Microsoft Copilot Studio to resolve
the “Intent Discovery” Bottleneck.

Internal Proposal & Strategic Roadmap

Executive Summary: Accelerating Speed-to-Serve from Hours to Seconds

The Problem

"Intent Discovery" delays are creating a bottleneck. CSOs spend up to **48 hours** manually cross-referencing PDFs and chats to validate vague customer requests.



The Solution

An Automated Knowledge Assistant (Pilot) that indexes existing "Self-Help Tool" documentation using Microsoft Copilot Studio.



The Approach

A **6-week** "Rapid Prototyping Pilot" to validate the technology in a secure, read-only Development Sandbox.

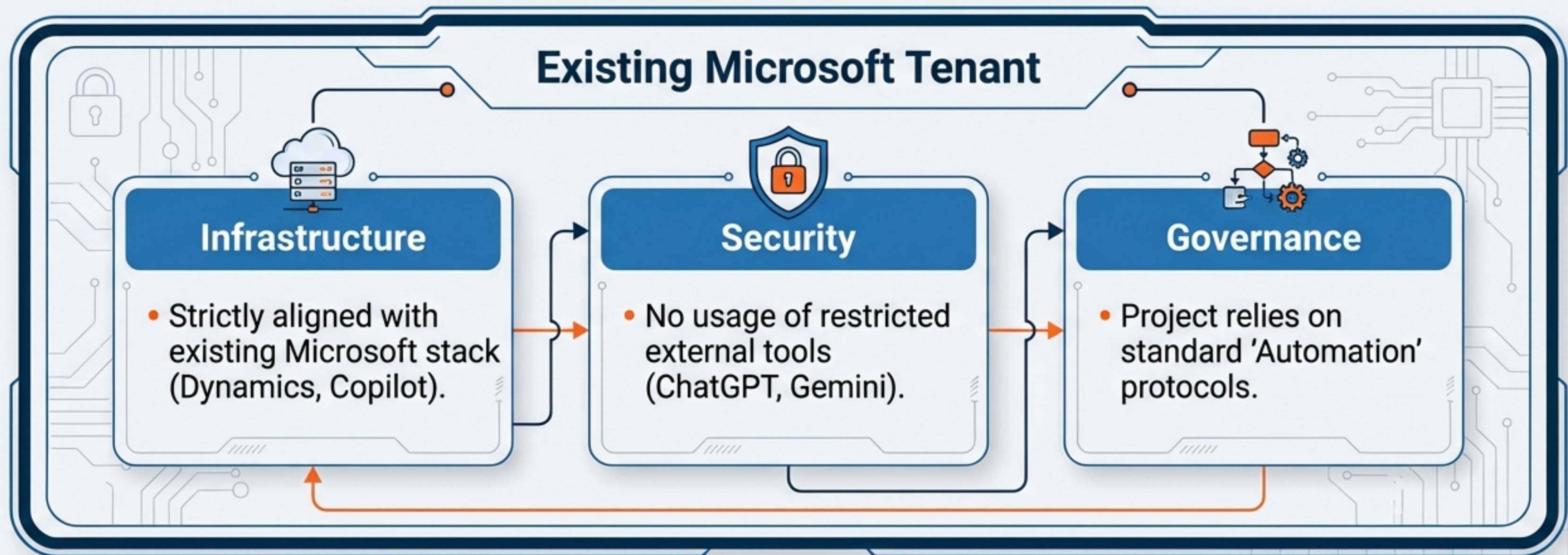


The Goal

Provide **instant retrieval** of technical specs and compliance docs, eliminating the "Rabbit Hole" of manual research.

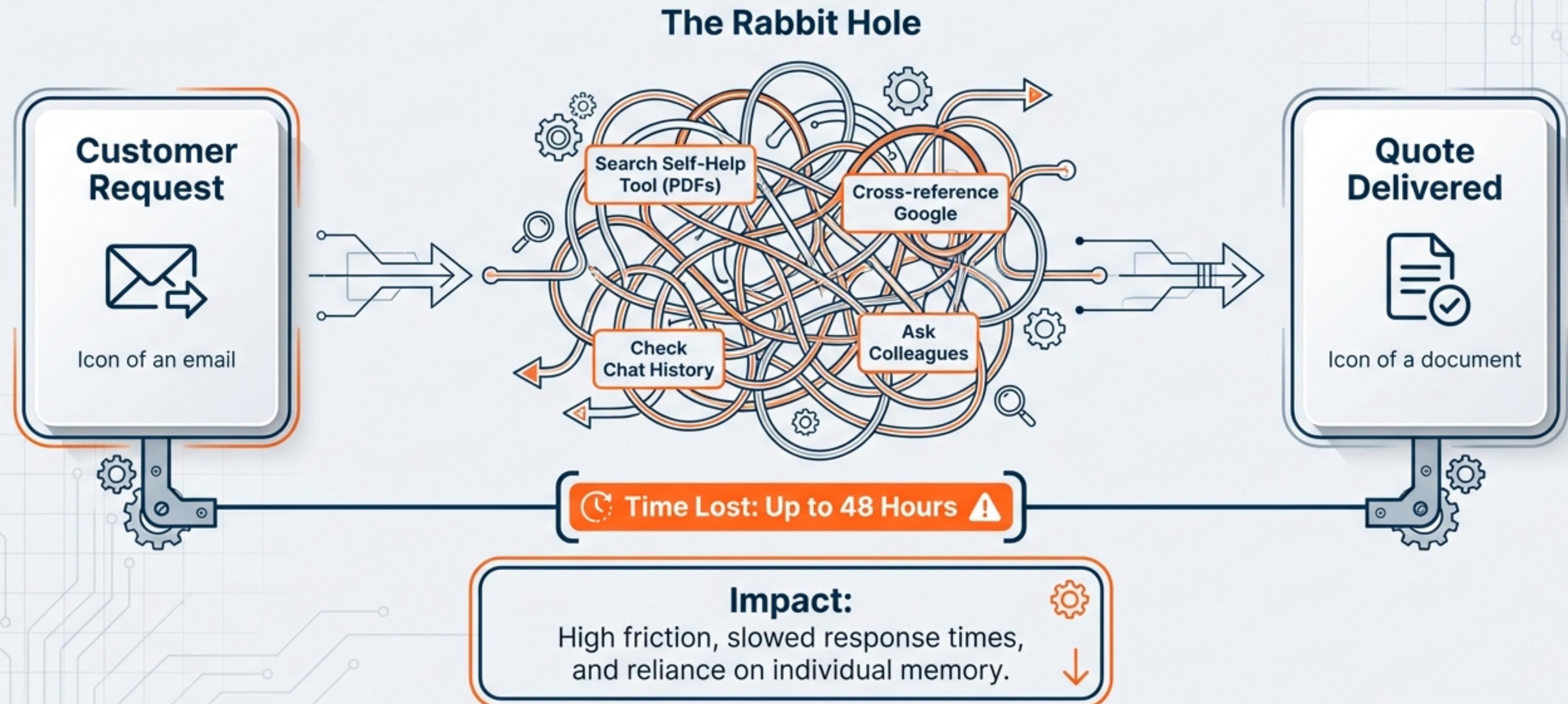


Operating Within the Wesfarmers & Blackwoods Ecosystem



Strategic Alignment: Leveraging tools available within the tenant to solve **Bullivants logic problems**.

The Problem: The ‘Intent Discovery’ Bottleneck



The Human Cost of Unstructured Data

Experienced Intuition



Direct Path

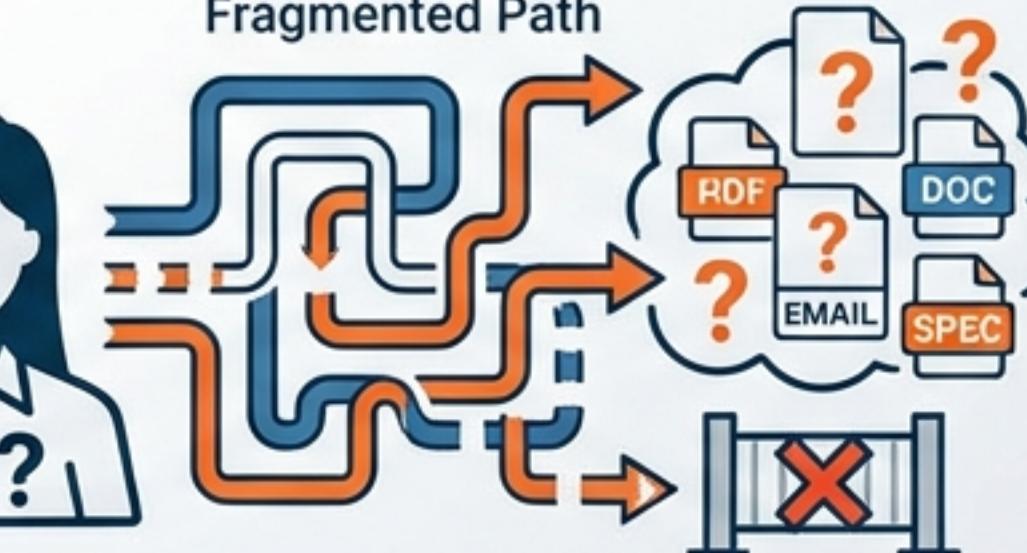


Relies on memory and intuition.
Sustainable but unscalable.

New Hire Struggle



Fragmented Path



Struggles to locate compliance
requirements across disparate PDFs.

Business Consequence: Inconsistent quote quality, potential for incorrect technical specifications, and lost sales.

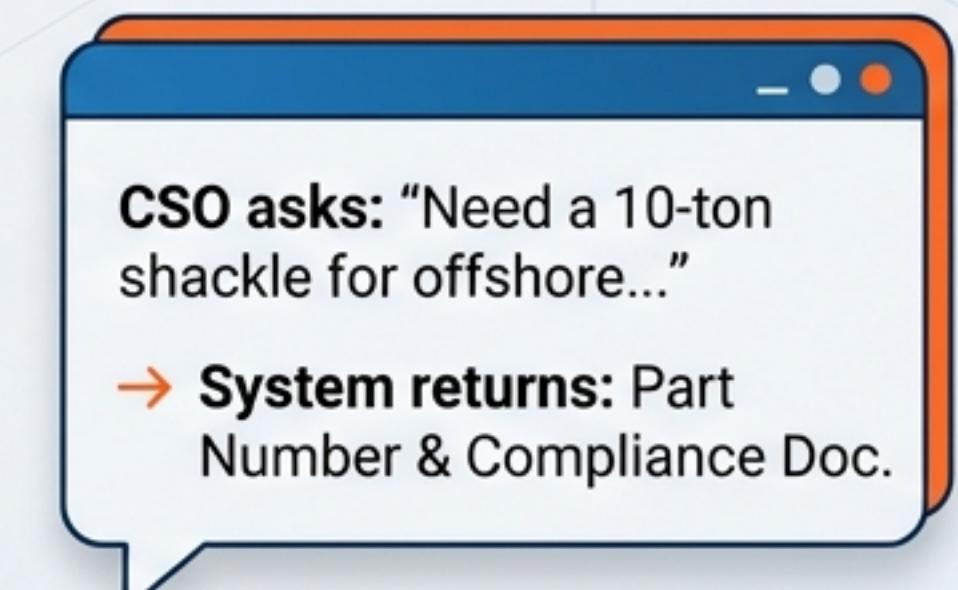
Solution: The Automated Knowledge Assistant



Ingest: Self-Help Tool & Catalogs



Index: Microsoft Copilot Studio



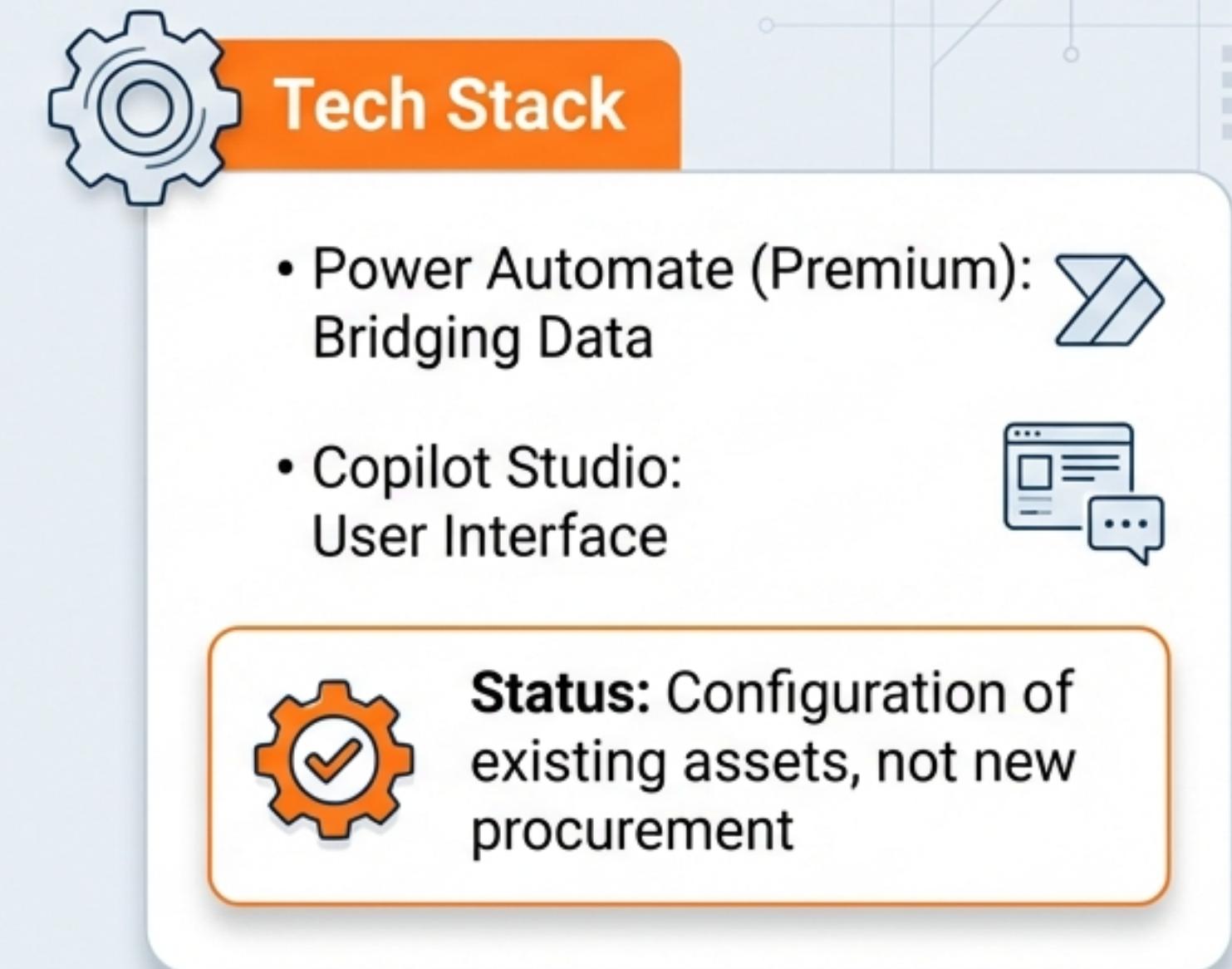
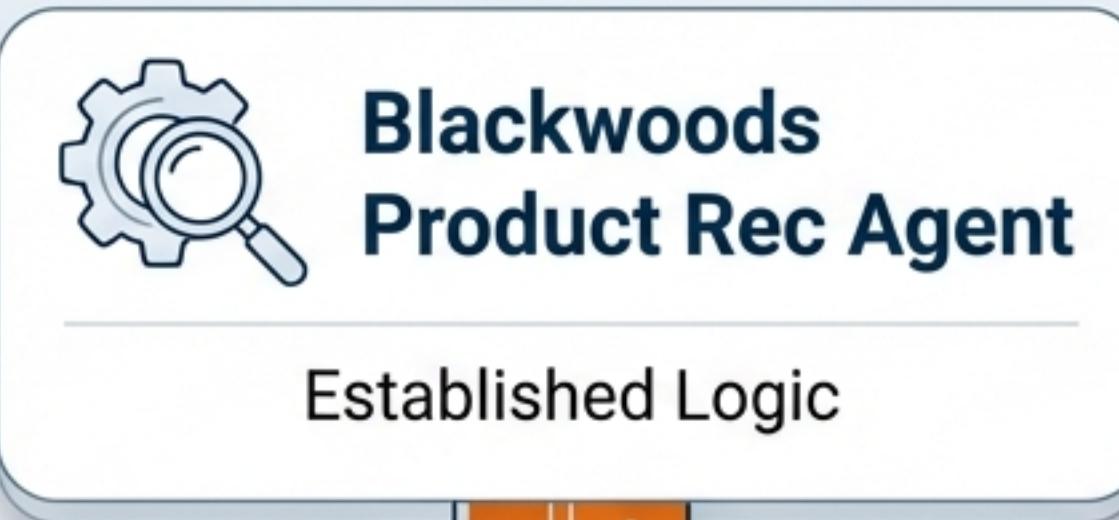
Retrieve: Natural Language Query

Key Differentiator
We are not building a new database; we are making the existing PDFs searchable.

Architecture & Security: A "Read-Only" Reference Tool



Strategic Alignment: Applying Blackwoods' Logic to Bullivants' Data



Execution Plan: A 6-Week Rapid Prototyping Pilot



Week 1: Access & Environment

The Sandbox



Weeks 2-3: Prototype Build

Ingestion & Prompting



Week 4: Validation

The Blind Test



Weeks 5-6: Leadership Demo

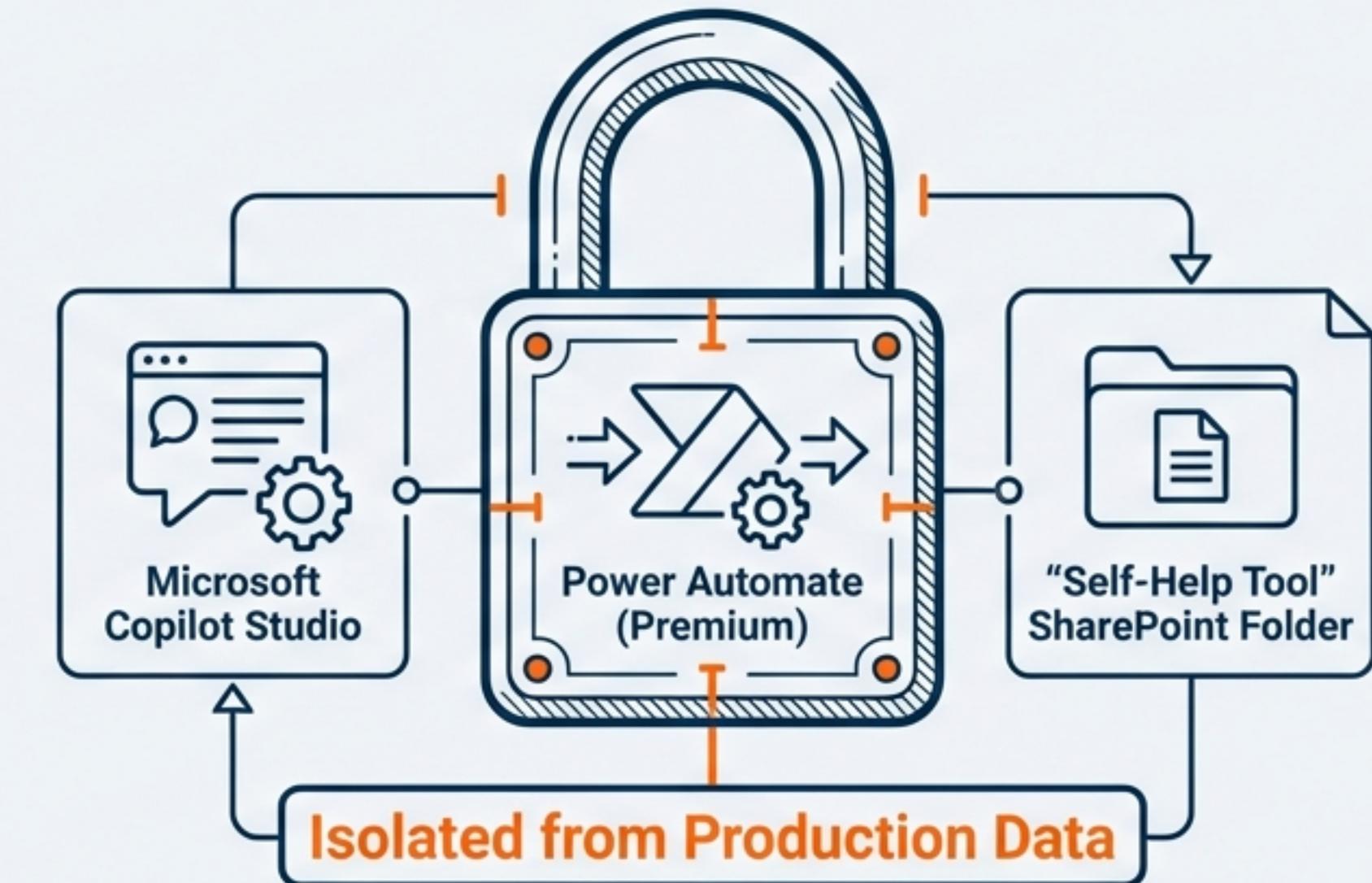
Integration Planning

Phase 1: Securing the Development Sandbox (Week 1)

Requirements

- ✓ Access to Microsoft Copilot Studio.
- ✓ Power Automate (Premium) permissions.
- ✓ Read-only access to 'Self-Help Tool' SharePoint folder.

Secure Environment



Phase 2: Building the 'Level 3' Prototype (Weeks 2–3)

Action Items

- **Ingestion:** Uploading product catalogs/PDFs to Azure knowledge base.
- **Prompt Engineering:** Configuring interface for rigging-specific queries (e.g., Load Limits vs. Brands).



Quality Assurance



Leveraging external engineering support to structure system prompts, ensuring a 'bulletproof' prototype before internal exposure.

Phase 3: Validation via 'Blind Testing' (Week 4)



Human Expert
5 Vague Requests



The Assistant
Same 5 Requests

Human Time: Hours

Assistant Time: Seconds

Goal: Demonstrate massive reduction in discovery time.

Phase 4: Leadership Demo & Assessment (Weeks 5–6)

The Presentation



- **Deliverable:** Live demonstration to Project Sponsor and Cloud Ops.



- **The Showcase:** Real-time querying of Bullivants' actual data.



- **Decision Point:** Review of 'Blind Test' metrics and approval for Pilot Integration.



Future State: The CSO 'Co-Pilot'

The screenshot shows a Microsoft Teams chat window. On the left is the Teams sidebar with icons for Auditory, Chat, Teams, Conversations, Eats, Now, and Help. The main area is a chat with 'Bullivants Assistant'. A message from 'CSO' says: 'Customer needs a 10t shackle, Beaver brand.' A message from 'Bullivants Assistant' says: 'Bullivants Assistant Here is the Beaver 10t Shackle. Part Number: #12345 Link to Specs: [PDF](#)'.

CSO

Customer needs a 10t shackle,
Beaver brand.

Bullivants Assistant

Here is the Beaver 10t Shackle.
Part Number: #12345
Link to Specs: [PDF](#).

Seamless workflow integration where CSOs already work.

Immediate Next Steps & Approvals



**The Ask: Approval to initiate Phase 1:
Development Sandbox Access.**

Resources Required: Internal access permissions
only (No Budget Request).

**Accelerating response times from days to seconds—without
changing our infrastructure or risking our data.**