System Requirements

No.	Priority Weight	Description
1.) Email Management	High	Power Automate workflow will listen for emails from specific carriers. The system will parse HTML email for embedded spreadsheet of customer updates into JSON file
2.) Retrieve direct carrier updates	High	Power Automate – Robotics Processing Automation (RPA) workflow will go to carrier site and extract customer billing notices from carrier landing page. The workflow will convert spreadsheet into JSON file
3.) Map and Ingest data	High	Use Azure explorer/synapse and data lake to create schema mapping from the JSON file. Create pipeline for data to be ingested into SQL serverless pool then processed and analyzed(etl).
4.) Connect to reporting interface	Medium	The system will create Power Bi reports on top of data lake for data visualization of business intelligence and provide ad-hoc-query tools based

on customer needs and
business rules.