

# *"Deploy a Copilot for Your HR Helpdesk in 3 Days"*

Powered by Microsoft Copilot Studio | Enterprise-Ready


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## Overview

- Business Scenario & Objectives
  - Who This Pack Is For (Roles & Prerequisites)
  - What You Will Build (End-State Architecture Diagram)
  - Tools & Licenses Required
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## Day 1 — Design & Foundation

### Theme: "Understand the Problem, Design the Bot"

- Module 1.1 — HR Helpdesk Pain Points & Use Case Mapping
  - Module 1.2 — Introduction to Copilot Studio (Interface & Concepts)
  - Module 1.3 — Creating Your First Topic (Leave Balance Enquiry Flow)
  - Module 1.4 — Entities & Slot Filling (Employee ID, Leave Type, Date Range, Department)
  -  Lab: Build the Core HR Helpdesk Conversation Flow
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## Day 2 — Integration & Intelligence

### Theme: "Connect It to the Real World"

- Module 2.1 — Connecting to a Knowledge Base (SharePoint HR Policies / Employee Handbook / Website)
  - Module 2.2 — Variables & Conversation State
  - Module 2.3 — Generative AI Answers with Azure OpenAI (Policy Q&A, Onboarding FAQs)
  - Module 2.4 — Power Automate Integration
  -  Lab: Wire up Leave Request Flow + HR Policy Knowledge Base Q&A
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## Day 3 — Deploy, Test & Govern

### Theme: "Ship It Like an Enterprise"

- Module 3.1 — Fallback Handling & Escalation to HR Executive
- Module 3.2 — Authentication & User Identity
- Module 3.3 — Testing & Conversation Quality Review
- Module 3.4 — Publishing to Microsoft Teams
- Module 3.5 — Governance, Security & DLP Policies (Sensitive HR Data Handling)
- Module 3.6 — Handover to Client HR Team

 **Final Lab: Full End-to-End Demo — Live HR Helpdesk Copilot**