

Team Members:

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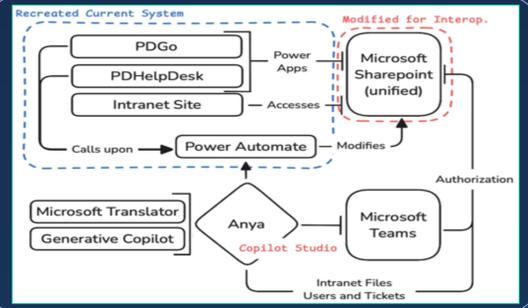
Background

Staff at the Public Defender's Office currently rely on multiple platforms—like Outlook, PDHelpDesk/PDGo, and SharePoint—to manage daily tasks and support needs. Jumping between these tools leads to reduced productivity and a fragmented user experience.

Objective

Create a centralized AI-powered chatbot in Microsoft Teams that allows users to access everything they need in one place—from submitting tickets to IT and time-off requests to retrieving documents and updates, streamlining workflows and boosting efficiency.

Design Diagram



Key Features

Create Ticket

Ticket Inquiry

Close Ticket

Fillable Documents

Workflow

Copilot Studio Topics



Power Automate

Microsoft Teams

Time Off Requests

Dates Requested	Times Requested	Total Hours	Leave Type Code
3/26/2025	3/26/2025 Morning Half Day	4	JUR
3/27/2025	3/27/2025 Full Day	8	PSL
3/31/2025	4/2/2025 9:00AM - 5:00PM	24	VAC
4/3/2025	4/3/2025 Noon Half Day	4	SCX

