## **EasyBot Project**

### **Project Brief Description**

With the Easybot project, all company employees can create, query, and resolve IT-related issues/requests on Microsoft Teams. This is achieved through the integration of ChatGPT 3.5 and 4 for call resolution.

#### **How Did We Achieve It?**

The project was carried out by a dedicated R&D team consisting of IT and business units. KoçSistem and Koçtaş teams collaborated to execute the project together.

## What Were the Results? (KPI)

Koçtaş employees can quickly answer calls and control call status without the need to enter an application.

- 1.Rapid transfer of issues and requests to the relevant team has been facilitated, leading to increased customer satisfaction.
- 2. Employee motivation has been boosted with user-friendly interfaces.
- 3.Through improvements, the workload created by Help Desk requests has been reduced by 25%
- 4. In the context of company growth, a savings of 1 person/year has been achieved in 7x24 support processes for welcoming and assisting

users. Bilgi Gizillik Sınıflandırması: Genel

#### What Problem Did It Solve?

- 1.Koçtaş employees can quickly answer calls and control call status without the need to enter an application.
- 2.Daily monitoring of SLA (Service Level Agreement) times and communication with responsible parties for calls at risk has been implemented to expedite actions.
- 3.An Al-supported module has been created through the integration of ChatGPT 3.5 and 4.0 versions. Particularly, within this cumulative structure, a system has been designed where Koçtaş personnel can find answers to their questions

#### What Did It Transform?

It enabled employees to reach a solution for IT support within an optimal timeframe.

During the application development phase, tests were conducted in collaboration with the employees who would use the application, and improvement efforts were made.

#### **Used Technology**

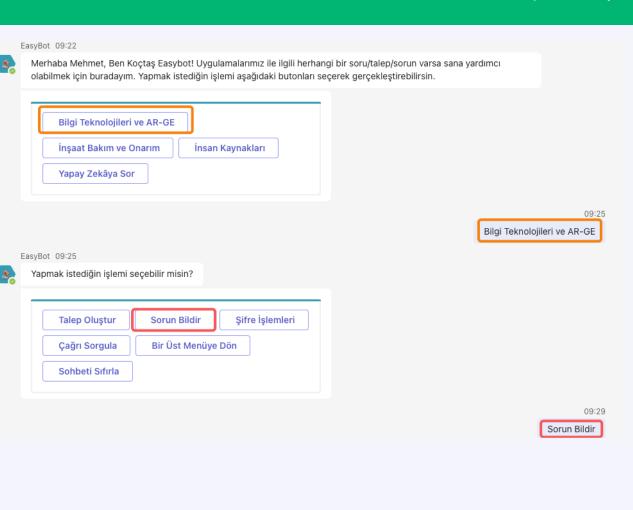
- MS Teams
- MS Power Virtual Agent
- MS Power Automate
- MS Power Apps
- ChatGPT 3,5
- ChatGPT 4
- Servicenow

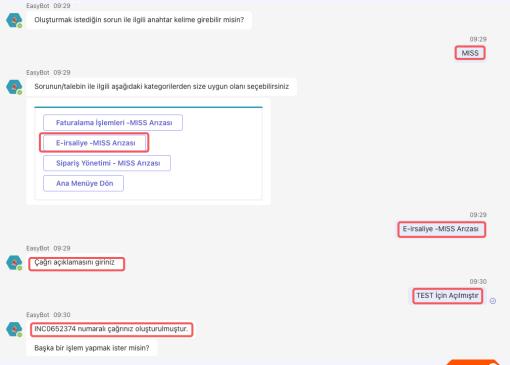
# Why Is It an Extraordinary Success?

The ability to consolidate all Incident and Request processes under a single platform on MS Teams with an innovative perspective, coupled with the successful integration of ServiceNow, represents a significant milestone in Koctaş's digital transformation journey

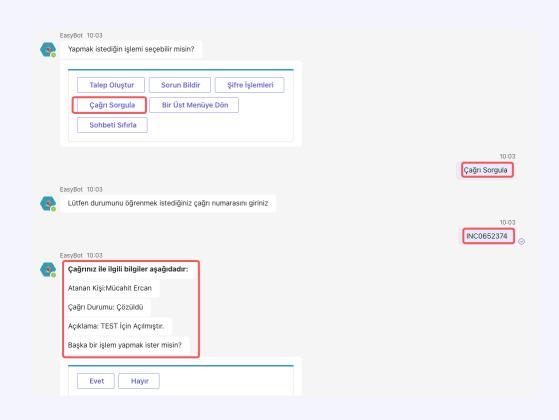
#### **Was Agile Governance Used?**

KoçSistem and Koçtaş came together under one team. Through Agile rituals and the participation and coordination of the entire team, feedback and actions were rapidly addressed, even under fully remote working conditions.









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