

Enquiries Email Agent

Drafts accurate, branded enquiry responses from approved knowledge while keeping staff in control of every send.

✓ FUNCTIONING PROTOTYPE
• ACCEPTANCE TESTED



The Challenge

Routine enquiries require staff to read emails, locate approved information and repeatedly draft similar replies — consuming admin capacity and creating inconsistency.



The Solution

Outlook triggers Power Automate. Copilot Studio interprets the enquiry and uses approved SharePoint knowledge to create a branded HTML draft. Staff review before sending.



The Value

Give almost a working month back to the school office. At just 10 routine enquiries a day, a modelled 4-minute saving per response could release ~150 staff hours — around 20 working days — each year, while improving consistency and retaining human oversight.

Apps used



Outlook



Power Automate



Copilot Studio



SharePoint

End-to-End User Journey

1

→ Enquiry received

2

→ Email content extracted

3

→ Intent interpreted

4

→ Approved knowledge retrieved

5

→ Branded response generated

6

→ Staff review & send



“Grounded, review-ready responses — without removing human judgement.”