



# Project Mirage

College of Engineering, Computer Science, and Technology  
California State University, Los Angeles



## Team Members:

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**Liaisons:**  
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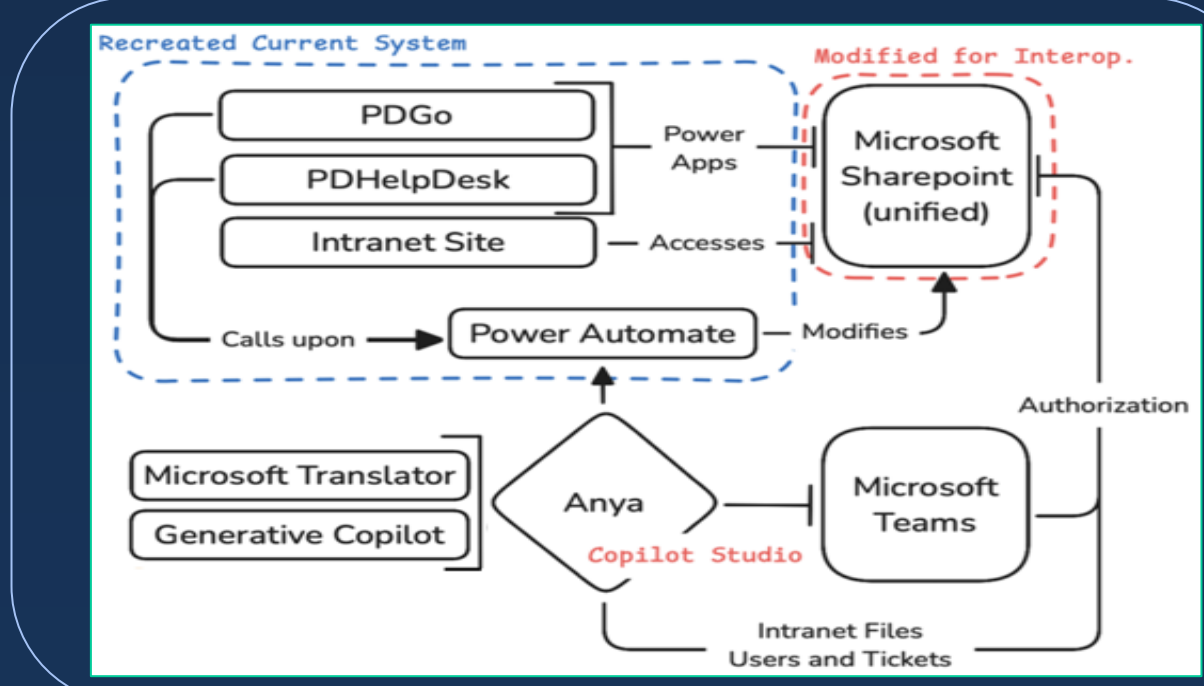
## Background

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

How can I help?

3 minutes ago

I'm having a problem with eDefender not working right

3 minutes ago

Gotcha, could you explain the situation briefly?

2 minutes ago

eDefender seems to not be filling in my full name properly, only my first name appears. You should be able to see it in the main dashboard. I'm working on a mac, if that helps you. Do you have any idea what the problem is?

A minute ago

### Ticket Inquiry Edit/Resume Ticket

Great, here's a ticket so far. Would you like to make amendments or add media?

eDefender Name Issue

Category: eDefender & 0 Files Attached

eDefender seems to not be filling in my full name properly, only my first name appears. You should be able to see it in the main dashboard. I'm working on a mac, if that helps you.

2 minutes ago

Change Ticket Add Media Finish

### Close Ticket

How can I assist?

A minute ago

I'd like to close a ticket

Just now

What ticket number would you like to close?

Just now

58

Just now

And what is the resolution to this ticket (a brief explanation of why it's being closed)?

Just now

eDefender issue has been resolved, full name should now appear properly.

Just now

Ticket closed, thanks!

## Fillable Documents

Anya 5:47 PM

Fillable Documents

Which document would you like to fill out?

Copy Request Time Off Request Transport Referral

Client Information

Name: Enter full name

Release Date: Select a date...

Bed Availability: Available

Case Number: Enter case number

Date of Birth (DOB): Enter DOB (mm/dd/yy)

Social Security Number: Enter SSN

Attorney Name: Enter attorney's name

County of Santa Barbara  
Office of the Public Defender  
CDD Transportation Referral Form

Advocate Referral Completed: Yes No Date: 03/27/25 Advocate: Jazmin, Colby R. If yes, in the client information section fill in name, case number and release date only. If no, in the client information section fill in all fields.

CLIENT INFORMATION

Name: Jane Doe Release Date: 11/11/11 Bed Availability: ID

Case Number: 123456789 DOB: 11/11/11 SSN: 111-11-1111

Attorney: Santa Clara Custody Status: In Language: English

Sentence Status: Pre-Sentenced Level of Charge: Misdemeanor

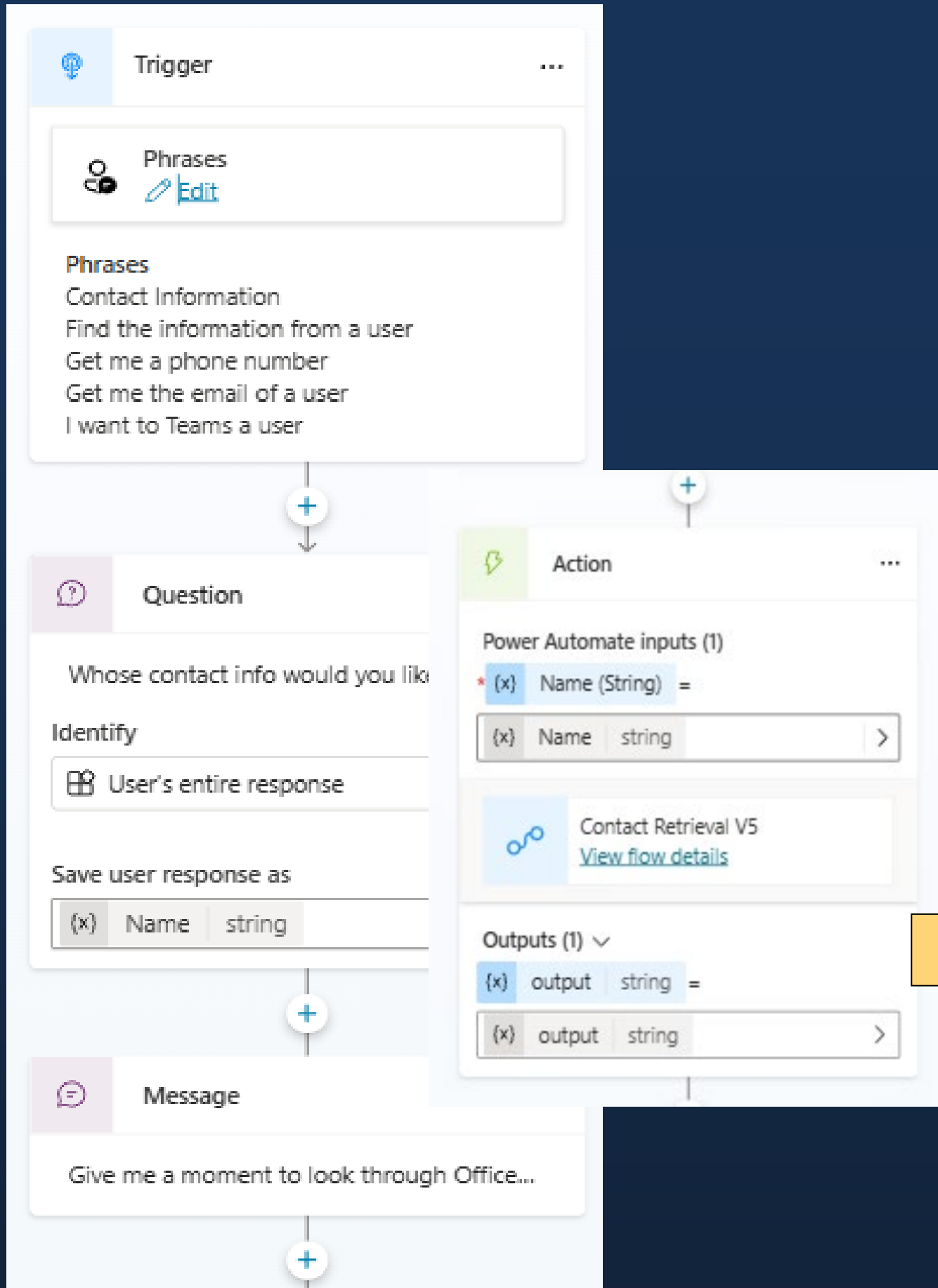
Case Location: Santa Barbara Client Phone: 111-111-1111

Conditions of Release: Other Other:

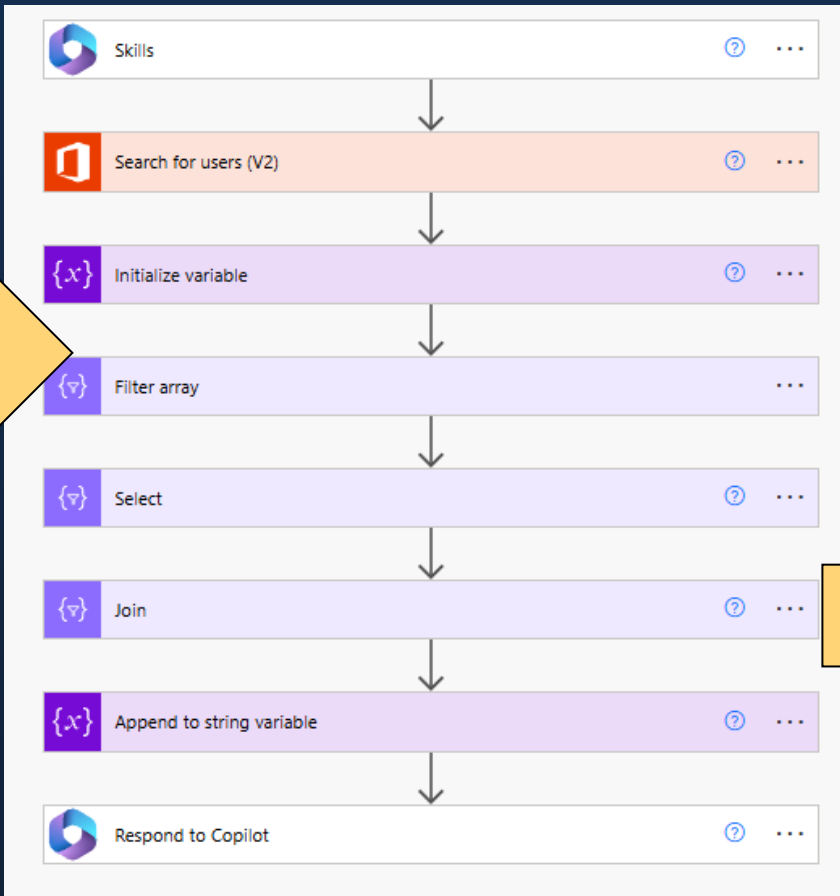
TRANSPORTATION INFORMATION

## Workflow

### Copilot Studio Topics



### Power Automate



### Microsoft Teams

Anya 7:18 PM

Let me know how I can assist.

File Retrieval Contact Retrieval Ticket Inquiry Translate Text Time Off Request Fillable Documents

Card 1 out of 2

Anya 7:18 PM

Whose contact info would you like me to retrieve? If entering a full name, please use this format: Last Name, First Name.

Sun, Chengyu

Anya 7:18 PM

Give me a moment to look through Office 365... This may take a moment, as the response may find users with the similar name

Here is the contact information of Sun, Chengyu:

Name: Sun, Chengyu  
Department: Computer Science, Department of  
Email: csun@calstatela.edu  
Phone: 323-343-6697

Type a message

