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CASE STUDY

AI Agents for Faster Service Operations

SUMMARY

Bowdark partnered with a utilities provider with approximately 9,000 employees to build a suite of AI-powered agents supporting service operations. The agents help field and office teams find answers faster, cutting time to answer by up to 78% and reducing manual effort across day-to-day service workflows.

BUSINESS OVERVIEW

SIZE

~9,000 employees

INDUSTRY

Utilities

COUNTRY

United States

PRODUCTS & SERVICES

Microsoft Copilot Studio, Azure,
Google BigQuery



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CHALLENGE

Field and office staff were spending significant time searching across disconnected systems and data sources to answer routine service questions, slowing down response times and pulling experienced staff away from higher-value work.

APPROACH

Bowdark partnered with the electric operations team to design a suite of AI agents on Microsoft Copilot Studio, grounded in the company's own operational data. The team connected these agents to Azure, SharePoint, and Google BigQuery to pull accurate, up-to-date answers from existing systems rather than requiring staff to search manually.

SOLUTION

Bowdark built a suite of four AI agents for the electric operations team. Two conversational agents help service coordinators get quick answers to procedural questions and prioritize work orders, replacing manual lookups across disconnected systems. Two autonomous agents run in the background, automating routine service tasks and proactively flagging open tasks that might otherwise slip through the cracks.

TECHNOLOGIES USED

 **Microsoft Copilot Studio**  **Azure**  **SharePoint**  **Google BigQuery**

Outcome

The agent suite cut time to answer by up to 78%, giving field and office teams faster access to the information they need and freeing up time previously spent on manual lookups.

KEY FEATURES & BENEFITS



Conversational Q&A



**Automated Task
Monitoring**



**Cross-System Data
Access**



Faster Response Times