Microsoft Power Platform

Power Platform reduces the friction in bug resolution

Bug triage is a critical but often a slow part of the product lifecycle. In many organizations, teams spend hours manually parsing support emails, logging issues, and updating systems. These repetitive workflows consume valuable developer time, delay response, and introduce inconsistency. As support volumes grow, so does the complexity of managing it all.

Bhushan Gawale and Shrushti Shah set out to reimagine this process using Microsoft Power Platform. With the AI, automation, and deep integration capabilities built into the platform, they were able to build Auto Triage AI Agent, a solution that reduces friction, improves visibility, and increases response times without adding operational overhead.

Challenge

Eliminate delays in bug tracking and follow-up

In product development and support, the process of managing bug reports is often slow and inconsistent. Teams spend valuable hours combing through emails, extracting details, reproducing issues, and updating status logs manually. These tasks, while critical, take time away from innovation and delay resolution for end users.

For organizations that manage high volumes of incoming support emails and technical issues, the challenge becomes even more urgent. Manual triage processes can introduce bottlenecks and lead to errors, miscommunications, and missed patterns.

The goal: Build an intelligent, end-to-end solution that automates bug triage by extracting issue data, updating tickets, and keeping stakeholders informed.

Solution

Simplify bug reporting and resolution with AI-powered processes

With Power Platform as their foundation, the team was able to create a solution that autonomously processes incoming bug reports, generates clear documentation, and keeps stakeholders informed without requiring constant human intervention.

Core components include:

Copilot Studio
Autonomous agents handle initial bug reporting and all follow-up actions without manual intervention

AI Builder
AI prompts extract tasks and bug details from email body for initial bug reporting and extracts bug ID from follow-up emails for updating Azure DevOps work items.

Microsoft Cloud
Stores and manages issue data securely.

Azure DevOps
Bugs created and updated through Azure DevOps actions invoked by autonomous agents.

Download the video >

The project uses a dual-agent architecture to manage the full lifecycle of a bug report. Agent 1 automatically analyzes incoming emails, extracts issue details, cross-references documentation, and creates structured bug reports. Agent 2 monitors ongoing threads, identifies tracking IDs, understands follow-up communications, and updates existing reports with new context or status changes.

Result

From inbox chaos to intelligent automation

Because Auto Triage AI Agent was built using Power Platform, the team was able to deliver a production-ready prototype that automates a previously manual and time-intensive workflow.

Key outcomes:

- A consistent, high-quality bug triage process powered by AI
- Faster response times and reduced dependency on manual follow-ups
- Improved accuracy and issue classification through intelligent routing
- Scalable architecture that adapts to higher issue volume without added cost or complexity

Auto Triage AI Agent is an example of how tools used by product development teams can be integrated into AI-powered solutions to make critical processes more efficient.

Learning resources

Explore these resources for more examples and practical guidance.

- Auto Triage AI Agent GitHub repository
- Powerful Devs Hack Together series
- Power Platform Samples
- AI in Action series