



AUTOMATING BUSINESS OPERATIONS USING MICROSOFT POWER PLATFORM

Presented By | Loai AL-Sabahi

✓ About Teleperformance

Inspired to be *the best*TM |  Teleperformance

1

Customer Experience Management

Providing customer care, technical support, and analytics

2

Global Reach

Operating in over 80 countries across various industries

3

Teleperformance In Malaysia and Thailand

Reach 10,000 employees by end 2025.



Organizational Structure

APAC MY & TH Organization Chart



The Chief of Staff Team



Michael Costevec

Chief of Staff
Executive Management



People reporting to Michael Costevec (8)



Junnie Fong

Process Excellence Director



Tarek Ezz El-Dean Osman

Automation Developer I



Aziza Hanafatie Ulya

Business Intelligence Analyst I



Prakesh Raj Devadass

Auditor III



Anuj Thapa

Data Analytics Intern



Loai AL-Sabahi

Automation Intern



Yin Shan Low

Automation Intern



Partiban Periannan

Innovation and Partnerships ...

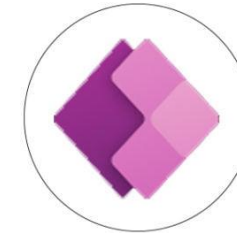
Technologies Used

1 **Power Automate**
Automate Repetitive tasks

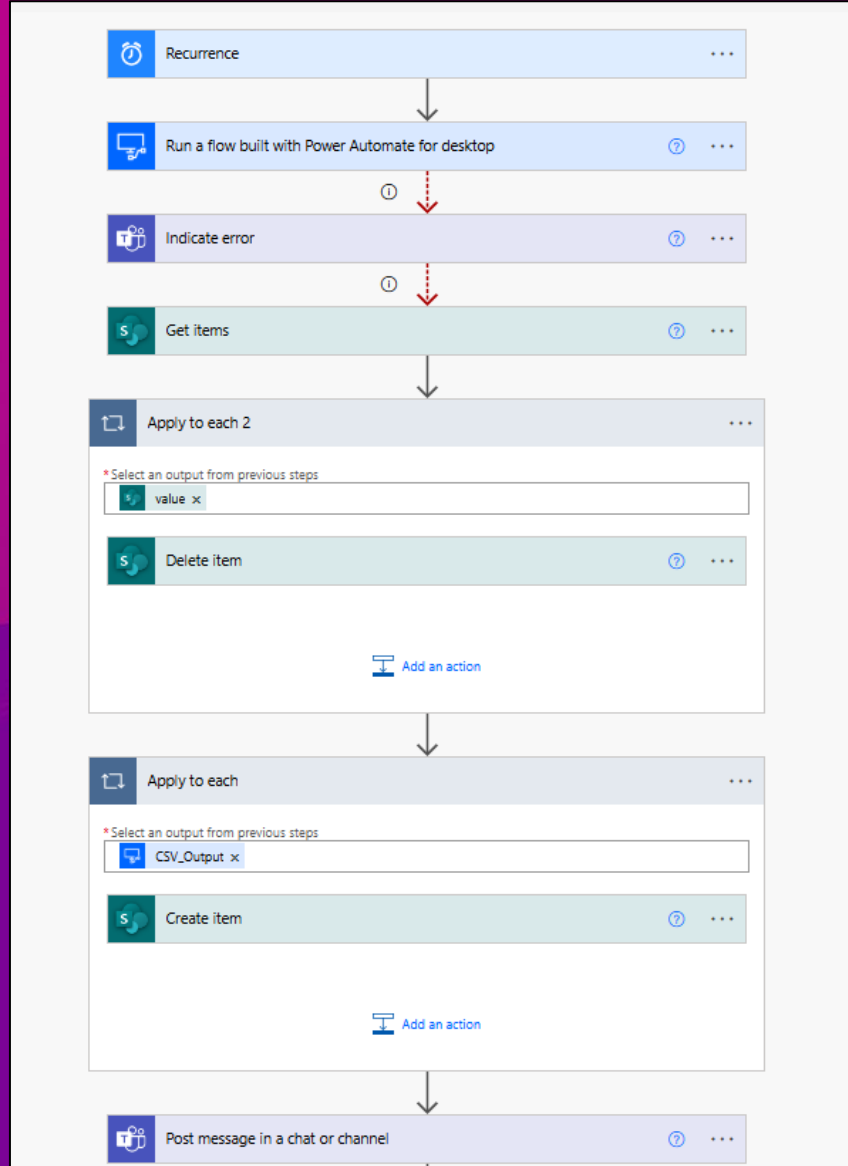
2 **Power BI**
Dashboards and Analytics

3 **Power Apps**
Internal Web and Mobile Applications

4 **Copilot Studio**
Generative AI Chat Bot



Sending Reminder Automation



1

Trigger

Scheduled to Run Daily in the morning

2

Action

Reminds candidates to submit the Onboarding Documents

3

Delivery

Candidates receive the reminder through WhatsApp

Populating Power BI Dashboard Automation

1

Data Extraction

Retrieve data from database

2

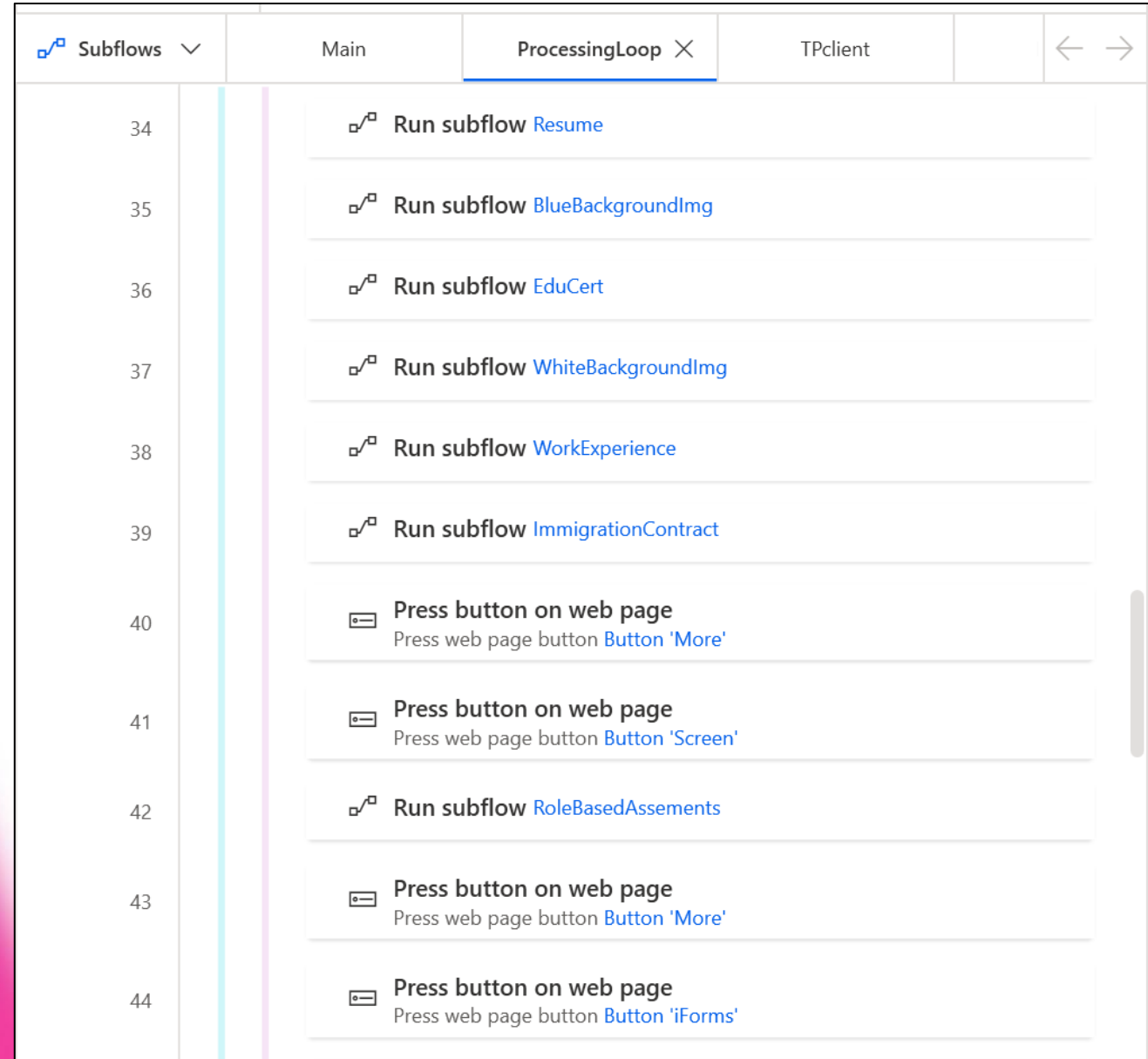
Data Transformation

Clean and prepare data

3

Dashboard Update

Populate Power BI dashboard with visualized data

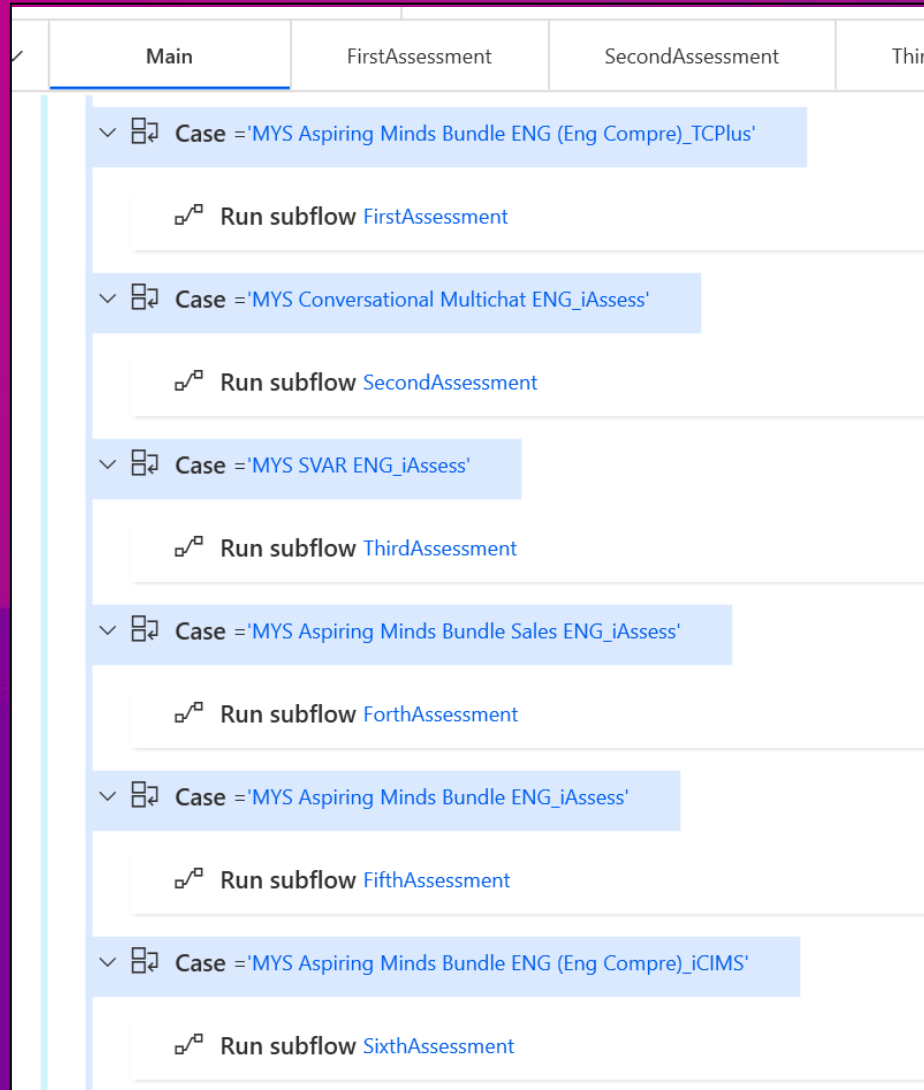


The screenshot displays a workflow automation interface with a tabbed view. The 'ProcessingLoop' tab is active, showing a sequence of steps numbered 34 to 44. The steps are as follows:

- 34: Run subflow [Resume](#)
- 35: Run subflow [BlueBackgroundImg](#)
- 36: Run subflow [EduCert](#)
- 37: Run subflow [WhiteBackgroundImg](#)
- 38: Run subflow [WorkExperience](#)
- 39: Run subflow [ImmigrationContract](#)
- 40: Press button on web page
Press web page button [Button 'More'](#)
- 41: Press button on web page
Press web page button [Button 'Screen'](#)
- 42: Run subflow [RoleBasedAssesments](#)
- 43: Press button on web page
Press web page button [Button 'More'](#)
- 44: Press button on web page
Press web page button [Button 'iForms'](#)

The interface includes a 'Subflows' dropdown menu at the top left, a 'Main' tab, and a 'TPclient' tab. Navigation arrows are visible on the right side of the workflow list.

Updating Employee Test Results Automation



1

Retrieve Test Results

Test results are stored in 3rd party platform

2

Result Upload

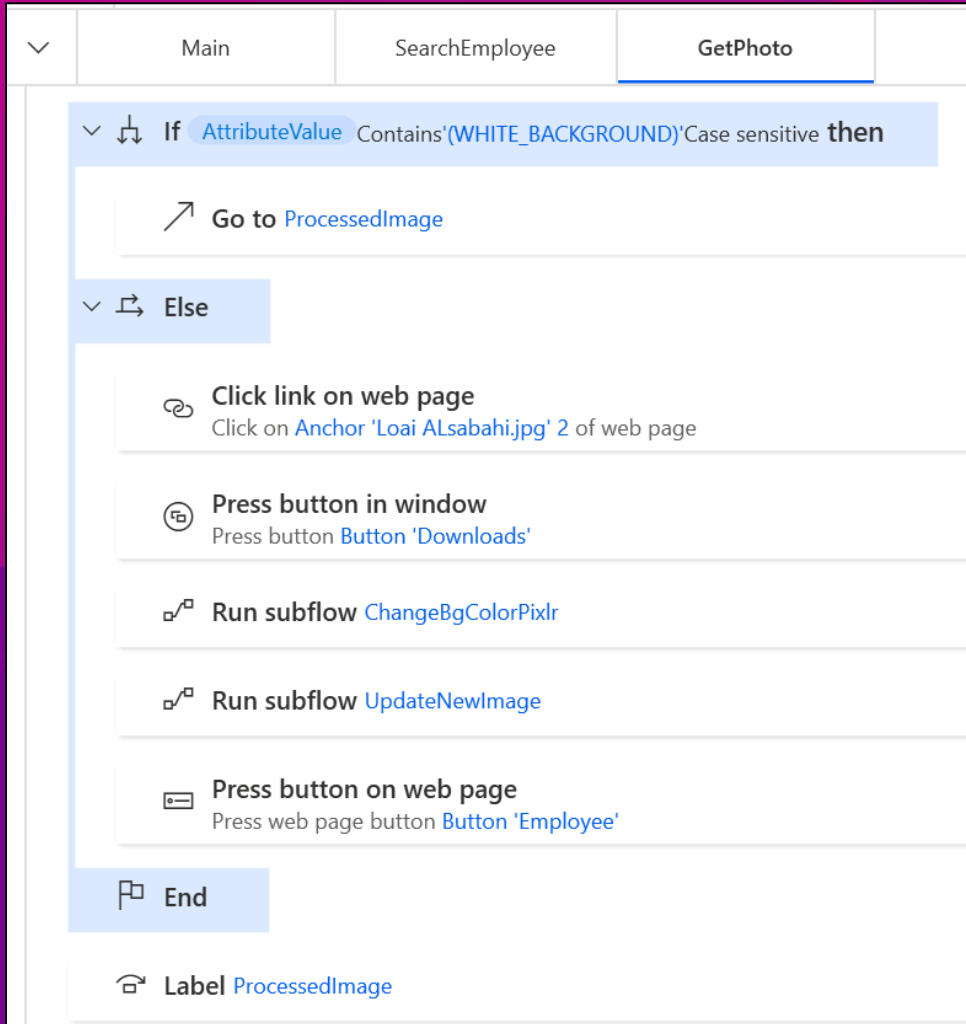
Automated upload of results to SharePoint List

3

Notification

Notify recruiters about the results updated

Badge Printing Automation



1

Data Retrieval

Bot retrieves employee details from a centralized database

2

Action

Formats the information and photos

3

Printing

Bot sends it to a connected printer

Demo Video



Ongoing Project

Thailand 90-Day Reminder

BMS ID

Enter Your ID Here...

Entry Date

dd/mm/yyyy



Submit

```
Welcome  form.html x
form.html > html > body > script > form.addEventListener(submit) callback > response > headers
2 <html lang="en">
3 <head>
9 <style>
99 | }
100 </style>
101 </head>
102 <body>
103 <form id="form">
104 <div class="container">
105 <h1>Thailand 90-Day Reminder</h1>
106 <hr>
107
108 <label for="id"><b>BMS ID</b></label>
109 <input type="text" id="id" placeholder="Enter Your ID Here..." name="id" required>
110
111 <label for="date"><b>Entry Date</b></label>
112 <input type="date" id="date" name="date" required>
113 <button type="submit" class="submitbtn">Submit</button>
114 </div>
115 </form>
116
117 <div id="loadingSpinner">Loading...</div>
118
119 <div id="popupCard" style="display: none; position: fixed; top: 50%; left: 50%; transform: translate(-50%, -50%); background: #fff; padding: 10px; border: 1px solid #ccc; width: 300px; text-align: center;">
120 <button id="closePopup" type="button" style="position: absolute; top: 10px; right: 10px; background: none; border: none; font-size: 16px;">X</button>
121 <h3>Successfully Subscribed To The Reminder</h3>
122 <div id="popupContent" style="margin-top: 10px;"></div>
123 </div>
124 <div id="overlay"></div>
125
126
127 <script>
128 | const form = document.getElementById('form');
```




Thank you!