

# AI Prompt Analysis System for Accuracy of Event Reporting

Clear insights through automated scoring system

A well-known Singaporean bank was hosting an event where participants could test writing prompts and use a live Copilot setup to observe how well their prompts performed in real time. The bank required an efficient and smooth deployment. Our team implemented Copilot Agent Flow and Microsoft 365 tools to assist their internal teams and event attendees.

## CLIENT BACKGROUND

The client is a well-established Singapore-based bank known for its constant push toward digital growth and user-focused improvements. They are exploring new ways to bring intelligence into every day work, strengthen decision-making, and create programs that help end users. The aim was to make the latest tech available to internal teams and end users so that manual operations can run without challenges and end-user experiences are better.

## BUSINESS VALUES

- **Speed and Efficiency:** Processing time dropped from around 5 minutes to 10–15 seconds.
- **Automation of Manual Task:** Manual work reduced by over 90 percent.
- **Scalability:** The setup handled over 1,000 submissions with about a 99 % success rate.
- **High-quality Insights:** Enhanced performance in intent and clarity in prompts.

## PROBLEMS

- **Slow Scoring:** Manual checks took time and made it hard for event teams to manage the analytics of users.
- **Scattered Data:** Prompt entries and results were spread across different locations, which made trend analysis difficult.
- **Uneven Experience:** Participants expected instant results, but the old process could not support real-time scoring.
- **Limited Visibility:** Without a live dashboard, teams could not track activity, volume, or prompt quality during the event.

## SOLUTIONS

- **Automated Copilot Agent Flow:** Created a structured scoring flow to replace manual review.
- **QR-based Submission System:** Added a QR code that captured basic details and the prompt to be fed into Excel automatically.
- **Instant Scoring and Email Results:** Power Automate self-operated new submission and evaluation triggers.
- **Centralized Reporting:** Implemented centralized reporting using SharePoint and Excel.

## TECHNOLOGIES



## FUTURE SCOPE

We created a quick and automated setup that stored all event data in one location, provided instant outcomes, and scored prompts. Next steps include adding real-time Power BI dashboards for better insights. The bank plans to use the same system for more events, staff training, and customer-facing programs.