

PargeDocu AI

Document Intelligence Platform

for Microsoft Power Platform and Dynamics 365

User and Administration Guide

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Document Information

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Note. This guide covers both administration and daily use. Parts I and II are written for the person installing and configuring the solution. Part III is written for end users and can be distributed separately. Part IV applies to both audiences.

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Part I — Introduction

1. About PargeDocu AI

1.1 Overview

PargeDocu AI is a document intelligence application for Microsoft Power Platform. It allows users to select a document stored in Microsoft SharePoint Online and ask questions about it in natural language. Answers are generated by Microsoft AI Builder from the text of the selected document.

The application is delivered as a managed Power Platform solution and installed into the customer's own environment. It is intended for teams that work with contracts, reports, specifications, policies, and similar business documents and need to locate and summarise information without reading each document in full.

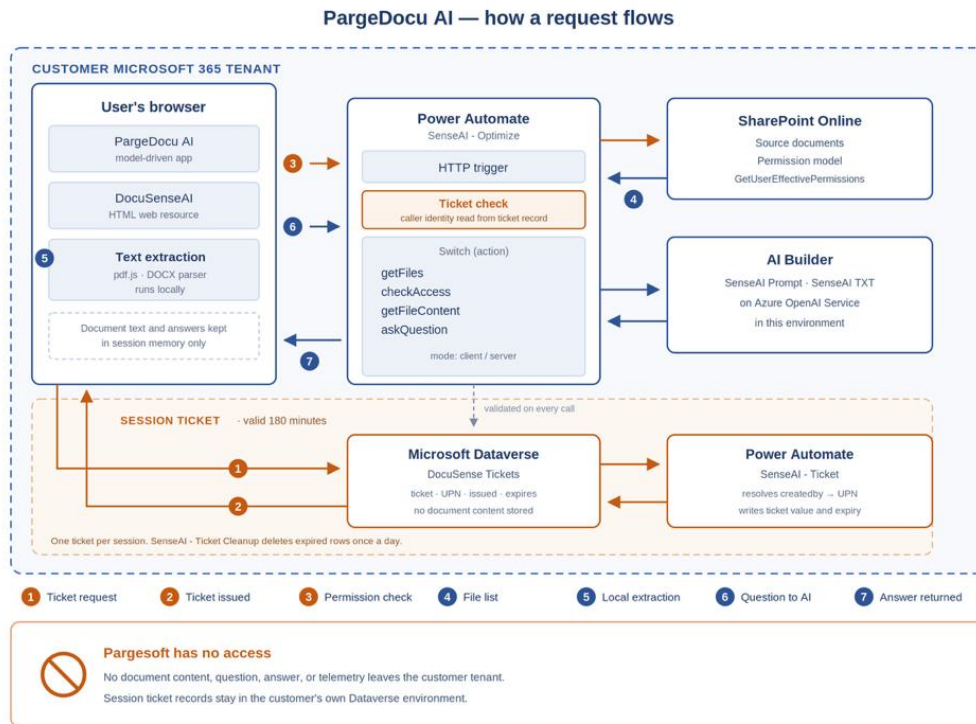
1.2 Key Capabilities

- Reads documents directly from an existing SharePoint Online document library. No separate upload or content migration is required.
- Extracts text from PDF, Word, plain text, CSV, and Markdown files.
- Answers free-text questions about the selected document, and provides one-click actions for summarisation, key points, and dates and deadlines.
- Respects the existing SharePoint permission model. Users can only open documents they are already entitled to see.
- Processes document text inside the user's browser wherever possible, so content does not leave the tenant.
- Selects the processing path automatically. Files that cannot be read in the browser, including scanned PDFs, are routed to server-side processing without any action by the user.

1.3 How It Works

A single request cycle proceeds as follows.

- **Step 1 — Permission check.** The application calls the SharePoint `GetUserEffectivePermissions` API through Power Automate to confirm that the signed-in user has read access to the target library or file.
- **Step 2 — File listing.** The document library is listed and displayed in the left-hand panel of the application.
- **Step 3 — Text extraction.** When a document is selected, its bytes are retrieved and converted to plain text. For PDF files this uses the open-source pdf.js library; for Word files a dependency-free DOCX parser reads the `word/document.xml` part of the archive. Both run inside the browser.
- **Step 4 — AI analysis.** The extracted text and the user's question are submitted to an AI Builder prompt that runs inside the customer environment on Microsoft Azure OpenAI Service infrastructure.
- **Step 5 — Response.** The generated answer is returned and displayed in the conversation panel.



1.4 Where Your Data Is Processed

PargeDocu AI runs entirely within the customer's Microsoft 365 tenant. Pargesoftware does not host, store, copy, or access document content, questions, or AI output on its own systems, and the application transmits no telemetry to Pargesoftware.

Document content and generated answers are held only in browser memory for the duration of the active session. They are cleared when another document is selected, the browser tab is closed, or the page is refreshed. Document content is never written to Dataverse and is not stored in browser local storage.

See also. The PargeDocu AI Privacy Notice describes the data flow, retention, and controller roles in detail.

2. Prerequisites

2.1 Licensing Requirements

Every user of PargeDocu AI must hold valid licences for the following Microsoft services. These licences are not included with PargeDocu AI and must be procured separately.

Requirement	Purpose
Microsoft Power Apps licence, or a Dynamics 365 licence that includes Power Apps use rights	Running the model-driven application
Microsoft Power Automate licence	Running the SenseAI - Optimize cloud flow
AI Builder credits	Executing the AI prompts that generate answers
Microsoft 365 subscription including SharePoint Online	Storing and reading the source documents
Power Platform environment with a Dataverse database	Hosting the solution

2.2 Permissions Required for Installation

- System Administrator or System Customizer security role in the target Dataverse environment.
- Permission to create connections for Microsoft Dataverse, SharePoint, and OneDrive for Business.
- Read access to the SharePoint site or sites that will be used as document sources.
- Power Platform administrator rights, if AI Builder credits must be allocated to the environment.

2.3 Browser Requirements

PargeDocu AI performs text extraction in the browser and therefore requires a current Chromium-based or Firefox browser. Specifically, the browser must support the DecompressionStream API, which is used to decompress DOCX archives.

Browser	Minimum version	Notes
Microsoft Edge	103 or later	Recommended
Google Chrome	103 or later	Recommended
Mozilla Firefox	113 or later	Supported
Apple Safari	16.4 or later	Supported
Internet Explorer	Not supported	No DecompressionStream support

If the browser does not support DecompressionStream, DOCX extraction fails and the application falls back to server-side processing.

2.4 Supported File Formats

Format	Extension	Extraction method	Notes
PDF	.pdf	pdf.js v6.1.200, in browser	Text-based PDFs only; no client-side OCR
Word	.docx	Built-in DOCX parser, in browser	Legacy .doc is not supported
Plain text	.txt	UTF-8, with Windows-1254 fallback	Fallback covers legacy Turkish files
CSV	.csv	UTF-8, with Windows-1254 fallback	Read as plain text, not parsed as a table
Markdown	.md	UTF-8, with Windows-1254 fallback	Read as plain text

Part II — Installation and Configuration

This part is written for the administrator installing PargeDocu AI. Complete the sections in the order presented; later steps depend on values produced by earlier ones.

3. Installing the Solution

3.1 Installing from Microsoft AppSource

Steps to Follow

1. Sign in to Microsoft AppSource and locate the PargeDocu AI listing.
2. Select Get it now and sign in with an account that has administrator rights in the target tenant.
3. Select the Power Platform environment into which the solution should be installed.
4. Accept the terms of use and the privacy statement, then select Install.
5. Wait for the installation to complete. Installation typically takes five to fifteen minutes; the status is shown in the Power Platform admin centre under Environments, Dynamics 365 apps.

3.2 Installing from a Solution File

Where the solution is supplied as a file rather than through AppSource, import it manually.

Steps to Follow

1. Open the Power Apps maker portal at make.powerapps.com and select the target environment.
2. Select Solutions in the left navigation, then Import solution.
3. Select Browse, choose the `PargesoftDOCUAI_1_0_0_1_managed.zip` file, and select Next.
4. Review the solution information and select Next.
5. Configure the connection references when prompted. See section 4.
6. Provide a value for the environment variables when prompted, or leave them blank and set them after import. See section 6.
7. Select Import and wait for the operation to complete.

3.3 Solution Components

After a successful import, the solution contains 21 components. Verify that all of them are present before continuing.

Display name	Name	Type
PargeDocu AI	par_DOCUAI	Model-Driven App
PargeDocu AI	par_DOCUAI	Site Map
DocuSense Tickets	par_docusenseticket	Table
DocuSenseAI	par_DocuSenseAIHTML	Web Resource (HTML)
DocuSenseContext	par_DocuSenseContext	Web Resource (JScript)
docusense-extract	par_docusenseextract	Web Resource (JScript)
pdf.min	par_pdfmin	Web Resource (JScript)
pdf.worker.min	par_pdfworkermin	Web Resource (JScript)
par_docuai_icon	par_par_docuai_icon	Web Resource (SVG)
M365_Primary_model_par_DOCUAI	M365_Primary_model_par_DOCUAI	DVTableSearch
Microsoft Dataverse	par_MicrosoftDataverse	Connection Reference
SharePoint	par_SharePoint	Connection Reference
OneDrive for Business	par_OneDriveforBusiness	Connection Reference
PowerAutomateURL	par_PowerAutomateURL	Environment Variable
SenseAI - Optimize	SenseAI - Optimize	Cloud Flow
SenseAI - Ticket	SenseAI - Ticket	Cloud Flow
SenseAI - Ticket Cleanup	SenseAI - Ticket Cleanup	Cloud Flow
SenseAI Prompt	SenseAI Prompt	AI Model
SenseAI TXT	SenseAI TXT	AI Model
PargeDocu AI User	—	Security Role
PargeDocu AI Administrator	—	Security Role

4. Configuring Connection References

4.1 About the Service Account

PargeDocu AI uses three connection references. Pargesoft recommends creating all three with a single dedicated service account rather than with an individual user account. A service account survives staff changes, keeps the flow running when a person leaves the organisation, and makes the effective permissions of the integration auditable in one place.

The service account should be granted the minimum access required: read access to the SharePoint sites that will serve as document sources, and no more. An over-privileged service account widens the effect of any misconfiguration.

The Microsoft Dataverse connection reference is used by all three cloud flows. Beyond the SharePoint read access described above, the service account needs to read system user records and to read and update rows in the DocuSense Tickets table, because the SenseAI - Ticket flow resolves the requesting user's UPN and writes the issued ticket back to the record.

Security. The permission check performed by the flow evaluates the permissions of the end user identified by the session ticket, not those of the service account. However, the service account must itself be able to reach the site in order to perform that check.

4.2 Configuring the Connections

Steps to Follow

1. In the maker portal, open the solution and select Connection references.
2. Open Microsoft Dataverse (par_MicrosoftDataverse), select or create a connection, and save.
3. Repeat for SharePoint (par_SharePoint).
4. Repeat for OneDrive for Business (par_OneDriveforBusiness).
5. Confirm that the Status column shows the connections as connected. A status of Off indicates that the connection has not been established and the flow will fail at runtime.

5. Configuring the Cloud Flows

5.1 Turning On the Flows

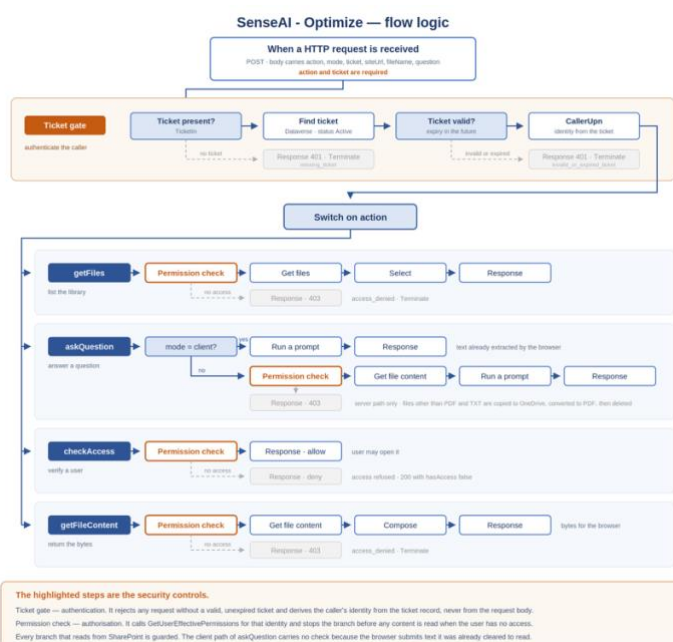
The solution contains three cloud flows. All three must be on. SenseAI - Optimize serves the application through an HTTP trigger and a Switch control; the other two operate the session ticket mechanism.

Flow	Trigger	Purpose
SenseAI - Optimize	When a HTTP request is received	Serves the application: getFiles, checkAccess, getFileContent and askQuestion, after validating the session ticket
SenseAI - Ticket	When a row is added (DocuSense Tickets)	Resolves the requesting user's UPN and writes back the ticket value, issue time, expiry and status
SenseAI - Ticket Cleanup	Recurrence, daily at 01:00 UTC	Deletes ticket records whose expiry has passed

Action value	Purpose
getFiles	Verifies the user's effective permissions on the target folder, then returns the list of files in the library
checkAccess	Verifies the user's effective permissions and returns an allow or deny result
getFileContent	Returns the content of a single file for client-side extraction
askQuestion	Runs the AI prompt against the document text and returns the answer

Steps to Follow

1. Open the solution and select Cloud flows.
2. Open each of SenseAI - Optimize, SenseAI - Ticket and SenseAI - Ticket Cleanup in turn. If a flow is off, select Turn on.
3. Confirm that all three show a status of On and that no connection errors are reported.



5.2 Retrieving the HTTP POST URL

Steps to Follow

1. Open SenseAI - Optimize in edit mode.
2. Expand the When a HTTP request is received trigger.
3. Copy the value of the HTTP POST URL field using the copy icon at the right of the field.
4. Keep this value available; it is required in section 6.1.

5.3 Securing the Trigger URL

The HTTP trigger is reachable by anyone who has the URL, but possession of the URL alone does not return any data. Every request must also carry a valid session ticket, and a ticket can only be obtained by a user who is already signed in to the environment and holds the privileges granted by the PargeDocu AI security roles.

The flow rejects a request and terminates when:

- no ticket is supplied;
- the ticket does not match an active record in the DocuSense Tickets table;
- the expiry timestamp on that record has passed.

When the ticket is valid, the flow reads the caller's identity from the UPN stored on the ticket record — not from anything supplied in the request body — and uses that identity for the SharePoint permission check described in section 1.3. A caller therefore cannot impersonate another user by editing the request.

The URL should nonetheless be treated as sensitive:

- Do not publish it, commit it to source control, or share it outside the administration team.
- Store it only in the `par_PowerAutomateURL` environment variable, where access is governed by Dataverse security roles.
- Regenerate the URL if you believe it has been exposed. Regenerating invalidates the previous URL, so the environment variable must be updated at the same time.

Ticket lifetime and revocation: A ticket is valid for 180 minutes. The application renews it in the background at roughly eighty per cent of its lifetime and stops renewing after two hours of tab inactivity, so a user who leaves a tab open overnight is silently re-authenticated on their next action. Expired records are removed daily by SenseAI - Ticket Cleanup. To revoke a session immediately, set the status of the ticket record to Revoked or delete the record.

6. Configuring Environment Variables

6.1 par_PowerAutomateURL

This variable tells the application where to send its requests. Without it the application cannot list files or answer questions.

Steps to Follow

1. Open the default solution and select Environment variables.
2. Open PowerAutomateURL (par_PowerAutomateURL).
3. In the Current Value field, paste the HTTP POST URL copied in section 5.2.
4. Select Save.

Default value versus current value. Set the Current Value, not the Default Value. The default value travels with the solution between environments; the current value is environment-specific and is what the application reads at runtime.

Edit PowerAutomateURL ✕

Use this variable to store information about an app or flow. Its values can be updated as it moves to different environments. [Learn more](#)

Display name *
PowerAutomateURL

Name * ⓘ
par_PowerAutomateURL

Description
This variable integration for AI Builder

Data Type *
Text

Default Value ⓘ

Current Value
Override the default value by setting the current value for your environment.

7. AI Models and AI Builder Credits

7.1 The AI Prompts

The solution contains two AI Builder prompts. Both are included in the managed solution and require no configuration, but both must be enabled in the target environment.

Prompt	Used for
SenseAI Prompt	Questions asked against extracted document text, including the client-side extraction path
SenseAI TXT	Questions asked against plain-text sources in the server-side path

Steps to Follow

1. Open the solution and select AI models.
2. Confirm that SenseAI Prompt and SenseAI TXT both show a status of On.
3. If a prompt is off, open it and turn it on.

7.2 Credit Consumption

Each question consumes AI Builder credits in proportion to the amount of text submitted. Because PargeDocu AI submits the whole document rather than a retrieved fragment, consumption is driven mainly by document length.

- Allocate credits to the environment before rollout. An environment with no allocated credits will fail on the first question.
- Monitor consumption in the Power Platform admin centre under Resources, Capacity, AI Builder credits during the first weeks of use.
- Consider limiting access to a pilot group until a consumption baseline is established.

8. Security Roles and User Access

Access to PargeDocu AI is governed by Dataverse security roles. A user who has not been assigned access will not see the application in the app list.

Role	Grants
PargeDocu AI User	Everything an end user needs: read access to the application and its web resources, and permission to create and read their own DocuSense Tickets rows
PargeDocu AI Administrator	The same access, plus permission to update the environment variable definition

Steps to Follow

1. Open the Power Platform admin centre and select the environment.
2. Select Settings, then Users + permissions, then Users.
3. Open each user who requires access and assign PargeDocu AI User, or PargeDocu AI Administrator for administrators.
4. Alternatively, open the model-driven app in the maker portal, select Share, and assign roles from there.
5. Confirm that each user also holds the licences listed in section 2.1.

9. Preparing SharePoint

No custom columns, content types, or site configuration are required. The document library is used as it stands.

- Identify the SharePoint site and document library that will serve as the document source.
- Confirm that the intended users already have at least read access to that library.
- Add the folder's link to [SharePoint Folder URL](#) field from App UI settings
- Record the full site URL. Users will need it the first time they open the application.

Documents may be organised in folders. Users navigate to a folder using the breadcrumb shown at the top of the application.

Platform Settings

Theme: Light Language: English

SharePoint Folder URL: https://contoso.sharepoint.com/sites/my-site/Shared Dc

Cancel Save & Load

10. Post-Installation Verification

Complete this checklist before granting access to end users.

#	Check	Expected result
1	Solution imported	All twenty-two components present and no import warnings
2	Connection references configured	Dataverse, SharePoint and OneDrive for Business all connected
3	Cloud flows enabled	SenseAI - Optimize, SenseAI - Ticket and SenseAI - Ticket Cleanup all show On
4	AI models enabled	SenseAI Prompt and SenseAI TXT status is On
5	par_PowerAutomateURL set	Current value contains the HTTP POST URL
6	AI Builder credits allocated	Credits available in the environment
7	Security roles assigned	Pilot users can see the app in the app list
8	Session ticket issued	A test user opens the app; a row appears in DocuSense Tickets with a ticket value, Active status and a future expiry
9	End-to-end test	A test user can list files, open a PDF and receive an answer
10	Negative test — SharePoint	A user without SharePoint access to a document cannot open it
11	Negative test — ticket	A request sent to the trigger URL without a valid ticket is rejected

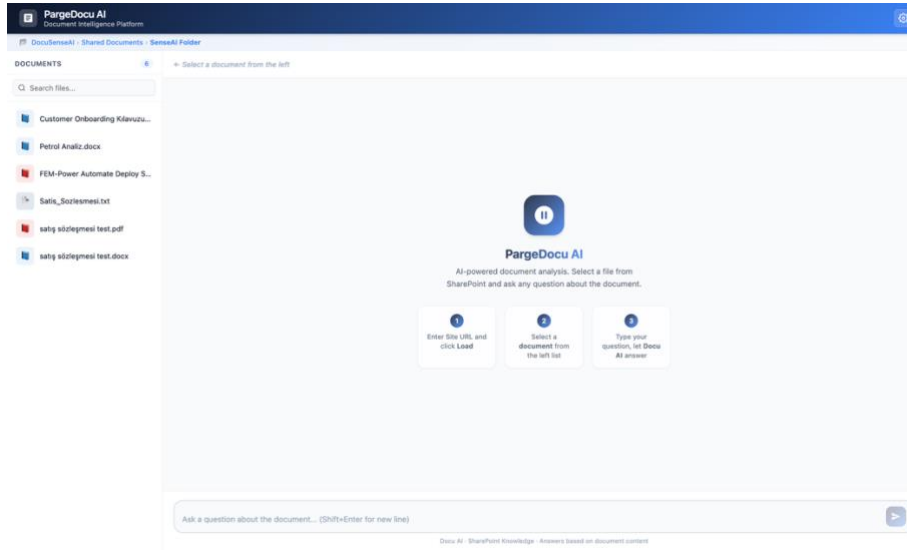
Part III — Using PargeDocu AI

This part is written for end users. It assumes the application has been installed and configured by an administrator.

11. Opening the Application

Steps to Follow

1. Sign in to Microsoft Power Apps or Dynamics 365 with your work account.
2. Open the app list and select DOCU AI.
3. The PargeDocu AI workspace opens. The welcome panel describes the three steps required to begin.



12. Connecting to a Document Library

Steps to Follow

1. Select the settings icon at the top right of the application header.
2. Enter the SharePoint site URL supplied by your administrator, for example <https://contoso.sharepoint.com/sites/DocuSenseAI>.
3. Select Yükle (Load).
4. The documents in the library appear in the left-hand panel, and the breadcrumb at the top shows your current location.

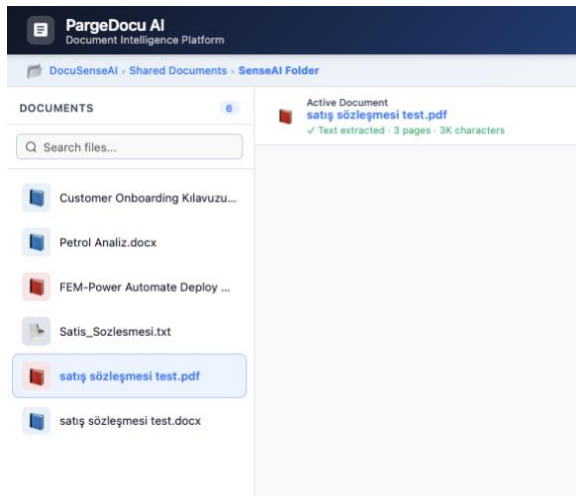
If the library does not load. The most common causes are an incorrect site URL, a lack of SharePoint permission on the library.

13. Selecting a Document

The left-hand panel lists the documents available to you. The number beside the DOKÜMANLAR (Documents) heading shows how many documents are in the current location.

Steps to Follow

1. Optionally, type part of a file name in the Dosya ara (Search files) box to filter the list.
2. Select a document. The application retrieves the file and extracts its text.
3. The Aktif Doküman (Active Document) panel at the top right displays the file name and the extraction result.



The status line beneath the file name reports what was extracted. For example, a status of "Metin çıkarıldı · 3 sayfa · 3K karakter" indicates that text was extracted successfully from a three-page document containing approximately three thousand characters.

Status indicator	Meaning	What to do
Text extracted, with page and character counts	The document is ready for questions	Proceed to ask a question
Scanned document notice	The file is an image-based scan. The application has switched it to server-side processing	No action required. Continue asking questions as normal
Truncated warning	The document exceeds 200,000 characters and only the first part was processed	Ask questions about the earlier sections, or split the document
Extraction error	The file could not be read	Confirm the format is supported and the file is not corrupt or password-protected

14. Asking Questions

Steps to Follow

1. Select the question box at the bottom of the screen.
2. Type your question in natural language. Use Shift+Enter to add a line break without sending.
3. Press Enter or select the send icon.
4. The answer appears in the conversation area above the question box.

Questions may be asked in Turkish or in English. Answers are drawn only from the content of the selected document; the application does not search the internet or other documents in the library.

14.1 Writing Effective Questions

- Be specific. "What is the notice period for termination?" produces a better answer than "Tell me about termination."
- Ask one thing at a time. Compound questions produce compound answers that are harder to verify.
- Name the section if you know it. "In the payment terms section, what is the late payment interest rate?" narrows the search.
- Ask follow-up questions. The conversation retains context within the current document.

15. Quick Actions

Three preset questions appear above the question box and can be selected with a single click.

Button	English	Result
Bu dokümanı özetle	Summarise this document	A concise summary of the document as a whole
Anahtar noktalar neler?	What are the key points?	The principal provisions or findings, as a list
Tarih ve süreler nedir?	What are the dates and deadlines?	Dates, durations, notice periods, and deadlines

16. Switching Documents and Ending a Session

Selecting a different document in the left-hand panel clears the previous document from memory and loads the new one. The conversation history relates to the document that is currently active.

Closing the browser tab or refreshing the page clears all extracted text and generated answers. Nothing is retained between sessions. The source documents themselves remain untouched in SharePoint.

Part IV — Reference

17. Processing Modes

PargeDocu AI supports two processing modes. The mode is selected automatically; users do not choose it.

Mode	When used	Where text is extracted	Characteristics
Client	Default for all supported formats	In the user's browser	Document content does not leave the browser; faster; no temporary files created
Server	When client-side extraction is not possible; see the list below	By the cloud flow, using the customer's own SharePoint and OneDrive for Business services	The flow retrieves the file itself and passes it to AI Builder as a document input

The application switches to server mode automatically in the following situations. Users do not need to intervene, and the switch is reported in the active document panel.

- The file extension is not one of pdf, docx, txt, csv, or md.
- The file is larger than 15 MB.
- A PDF is detected as scanned, meaning fewer than 100 characters per page were extracted.
- The browser does not support the DecompressionStream API required to read DOCX archives.
- Text extraction fails for any other reason, such as a malformed or unreadable file.

In every one of these cases the user can still ask questions. The difference is that the cloud flow retrieves the document itself instead of receiving text already extracted by the browser.

18. Limitations and Known Behaviour

The following are design characteristics rather than defects. Communicate them to users during rollout to reduce support volume.

18.1 Document Length

A maximum of 200,000 characters is processed per document, corresponding very roughly to 60 to 80 pages of dense text. Longer documents are truncated and the application displays a truncation warning. Answers then reflect only the processed portion.

18.2 Other Limitations

- Only one document is active at a time. Questions cannot be asked across multiple documents simultaneously.
- Password-protected and encrypted files cannot be opened.
- Legacy binary formats such as .doc and .xls are not supported.
- Images, charts, and diagrams within a document are not interpreted.
- Conversation history is not saved between sessions.
- A session ticket is required. If the environment prevents the user from creating rows in the DocuSense Tickets table, the application cannot start.
- A session is valid for 180 minutes and is renewed automatically while the tab is in use.

- The application must run inside a model-driven app. Opening the web resource directly by URL leaves it unable to obtain a ticket.

19. Troubleshooting

19.1 The application does not appear in the app list

- Confirm that a security role granting access has been assigned to the user.
- Confirm that the user holds a Power Apps or qualifying Dynamics 365 licence.
- Ask the user to sign out and sign in again; app list membership is cached.

19.2 The document list does not load

- Confirm that `par_PowerAutomateURL` contains a current value.
- Confirm that SenseAI - Optimize is turned on and that its connection references are connected.
- Confirm that the folder URL was entered correctly.
- Confirm that the user has at least read access to the library in SharePoint itself.
- Confirm that the user's security role grants read access to Environment Variable Definition. Without it the application cannot read the trigger URL and behaves as though the variable were unset.

19.3 A document cannot be opened

- Confirm the file format is supported. See section 2.4.
- Confirm the file is not password-protected.
- For DOCX files, confirm the browser supports DecompressionStream. See section 2.3.
- Try the file in a different browser to isolate a client-side cause.

19.4 A scanned document returns weak or empty answers

- Confirm that the active document panel reported the file as scanned. If it did, the question was already processed server-side and the limitation lies in the source file rather than in the configuration.
- Open the document and try to select a paragraph of text. If nothing can be selected, the file contains only images.
- Run the file through an OCR tool and save a searchable version. This restores the browser-based path and generally improves answer quality.
- For libraries consisting mainly of scans, enable OCR at the point of capture so that searchable PDFs are stored from the outset.

19.5 Questions fail or return an error

- Confirm that AI Builder credits are available in the environment. Exhausted credits are the most common cause.
- Confirm that SenseAI Prompt and SenseAI TXT are turned on.
- Open the run history of SenseAI - Optimize and inspect the failed run for the specific error.

19.6 Answers are inaccurate or incomplete

- Check whether the document was truncated. If so, the answer reflects only the processed portion.
- Rephrase the question more specifically, naming the section if known.
- Verify the answer against the source document; this is required in all cases.

19.7 Diagnosing from the flow run history

Steps to Follow

1. Open the solution and select Cloud flows.
2. Open SenseAI - Optimize and select the run history.
3. Open the failed run and expand the failing action.
4. Note the action name and the error message. A failure in a Send an HTTP request to SharePoint action usually indicates a permission or URL problem; a failure in a Run a prompt action usually indicates an AI Builder credit or configuration problem.

The application shows one of three messages when a session ticket cannot be obtained. Each points to a different cause.

Message	Cause and remedy
Session could not be started. The required permissions may not be assigned.	The user could not create a row in DocuSense Tickets. Confirm that PargeDocu AI User or PargeDocu AI Administrator has been assigned.
Session verification could not be completed. Contact your administrator.	The row was created but no ticket was written back within about twenty seconds. Confirm that SenseAI - Ticket is on, that its Dataverse connection is connected, and check its run history.
Session verification is not available in this environment.	The web resource is not running inside a model-driven app and cannot reach the Dataverse client context. Open the application from the app list rather than by URL.

20. Frequently Asked Questions

Question	Answer
Does Pargesoft see our documents?	No. The application runs entirely within your tenant. Pargesoft has no access to document content, questions, or answers, and receives no telemetry.
Are our documents used to train AI models?	No. Pargesoft uses no customer data for training. Microsoft states that data processed through AI Builder is not used to train foundation models.
Can a user read a document they are not entitled to see?	No. Every access is checked against the user's effective SharePoint permissions before content is returned.
Are documents copied out of SharePoint?	No. Documents remain in SharePoint. Text is held in browser memory only for the active session.
How much does a question cost?	Cost is measured in AI Builder credits and depends on document length. Monitor consumption in the Power Platform admin centre.
Can questions be asked about scanned documents?	Yes. The application detects a scanned PDF and processes it server-side automatically, with no action required from the user. Answer quality depends on how much text can be recovered from the images, so a searchable PDF always gives better results.
Which languages are supported?	Questions and answers work in Turkish and English. Documents in other languages can be processed, with quality depending on the underlying model.
Can several documents be compared?	Not in version 1.0. One document is active at a time.
Is conversation history saved?	No. History is cleared when the document is changed or the session ends.
Does the application work offline?	No. Connectivity to SharePoint and AI Builder is required.
What does the application store in Dataverse?	Only session ticket records: a ticket value, the user's UPN, the issue and expiry timestamps, and a status. No document content, question or answer is ever written to Dataverse. Expired records are deleted daily.
How long does a session last?	A session ticket is valid for 180 minutes and is renewed automatically while the application is in use. No action is required from the user.

21. Security and Privacy Summary

Control	Implementation
Request authentication	Every call to the cloud flow requires a valid, time-limited session ticket bound to the signed-in user
Identity source	The caller's identity is read from the ticket record, never from the request body, so a request cannot claim another user's identity
Permission enforcement	SharePoint GetUserEffectivePermissions is called for that identity before any content is returned
Least privilege	Two purpose-built security roles are supplied; no system administrator or system customizer role is required at runtime
Data residency	All processing takes place inside the customer tenant

Control	Implementation
Persistence	No document content, question or answer is written to Dataverse or to browser storage. Browser local storage holds only theme, language and the last site URL entered
Retention	Session ticket records expire after 180 minutes and are deleted daily by SenseAI - Ticket Cleanup
Transport	All communication over HTTPS/TLS
Script execution	pdf.js runs with isEvalSupported set to false
Code quality	Microsoft Power Apps Solution Checker: zero findings

Full detail is provided in the PargeDocu AI Privacy Notice and the PargeDocu AI Product-Specific Terms.

22. Support

Support is provided under section 3 of the Master Software License Agreement and the Pargesoft Support Terms and Conditions.

Channel	Detail
Support email	destek@pargesoft.com
General enquiries	info@pargesoft.com
Website	www.pargesoft.com
Postal address	Ihlamurkuyu Mh. Gumussuyu Cd. Meral Plaza No:5/9, 34771 Umraniye, İstanbul – Türkiye

22.1 Information to Include in a Support Request

- The environment name and region.
- The solution version installed.
- The name of the failing action and the run identifier from the flow run history.
- The file format and approximate size of the document concerned.
- The browser and version in use.
- The steps required to reproduce the problem.

Before sending screenshots. Screenshots and log files may contain document content or personal data. Redact or anonymise them before attaching them to a support request.

22.2 Outside the Scope of Support

- Issues originating in Microsoft services, which should be raised with Microsoft support.
- Issues caused by the customer's network, browser configuration, or security policies.
- Issues arising from modifications made to the solution.
- Objections concerning the content, accuracy, or quality of AI-generated answers.
- Custom development, integration, and consulting requests.