



Solutions and scenarios for Microsoft Teams

SYSTEMZ LLC

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Chatbot for Microsoft Teams and available scenarios

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Apps for Microsoft Teams

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ZChatBot - chatbot and employee's personal account in Microsoft Teams

4 tools for daily work of your employees in one interface

Frequently Asked Questions Consultant and Employee Onboarding Assistant

Relieve your HR, Accounting or Administration department from the constant distractions of employee questions.

Channel for informing employees about events in various information systems

The familiar social media feed of any company events in Teams.

Replace your corporate portal and work email with a single information interface available to your employees on their PCs and cell phones.

A single window for prompt decision-making

Single interface for coordinating documents, performing tasks from different systems (SAP, 1C or any other corporate system).

Review of documents, coordination of HR applications (selection and hiring of employees, vacations, business trips, transfers), invoices for payment and much more.

A single window for accessing internal services, replacing an employee's personal account in Teams

Creation of requests to various systems in the dialog mode or through specialized screen forms.

Appeals to HelpDesk, passes, vacation and business trip requests, meeting room bookings and much more.

Onboarding employees using chatbots in Microsoft Teams

Successful adaptation avoids the cost of finding and training new employees, and has a positive effect on the external and internal image of the company. The speed of adaptation determines how quickly an employee will start to bring profit to the company

Key components of successful adaptation



Regular contact with the line manager and providing feedback



Prompt provision of information and resolution of organizational issues



Quality training



Promptly receiving and responding to employee feedback

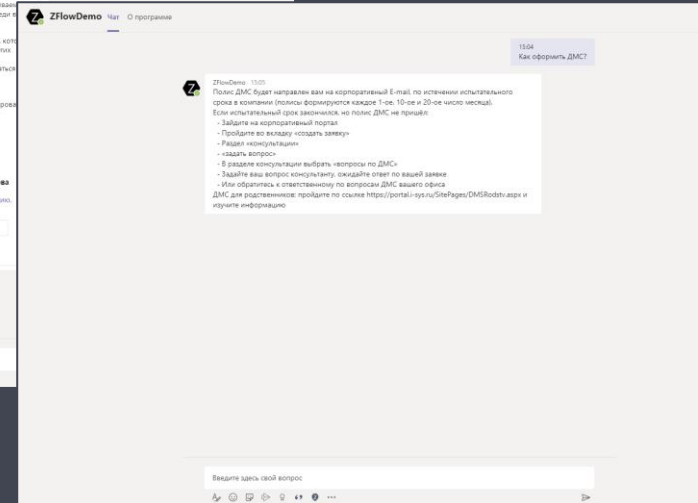
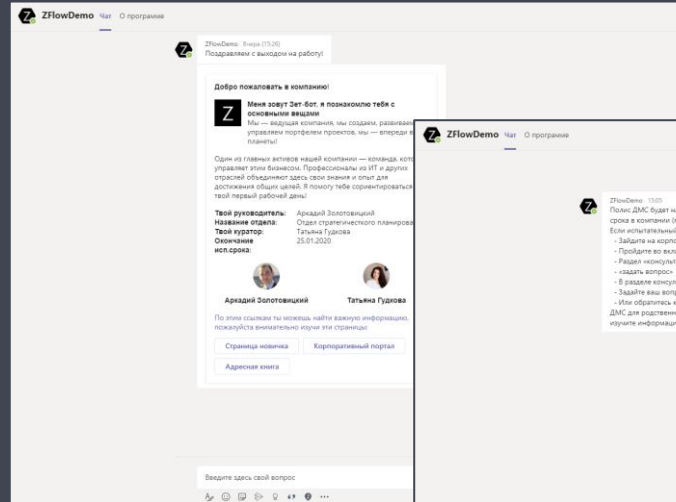


Involvement in the social life of the company

Chatbot for employee onboarding

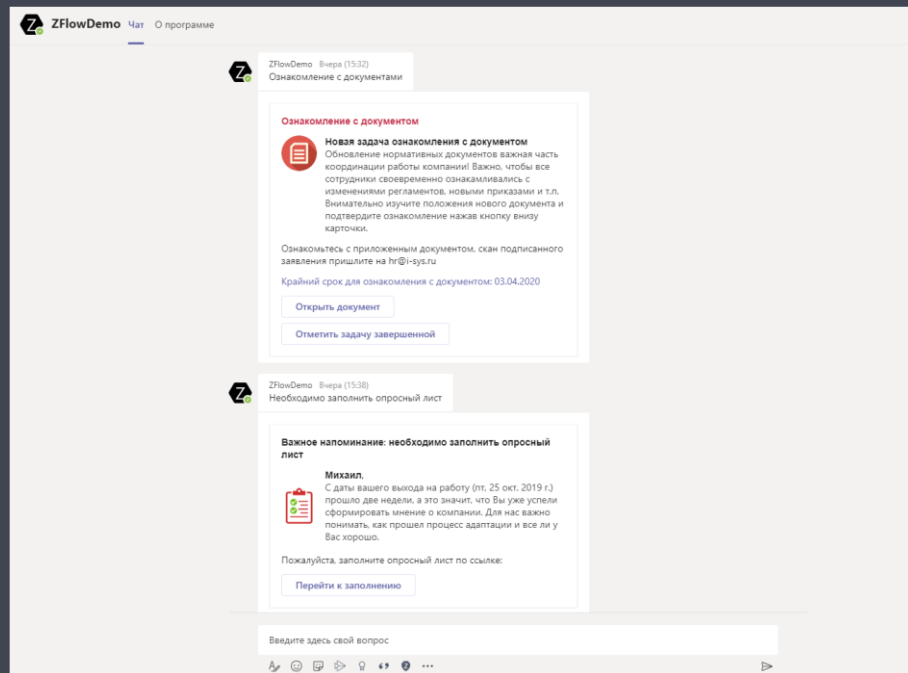
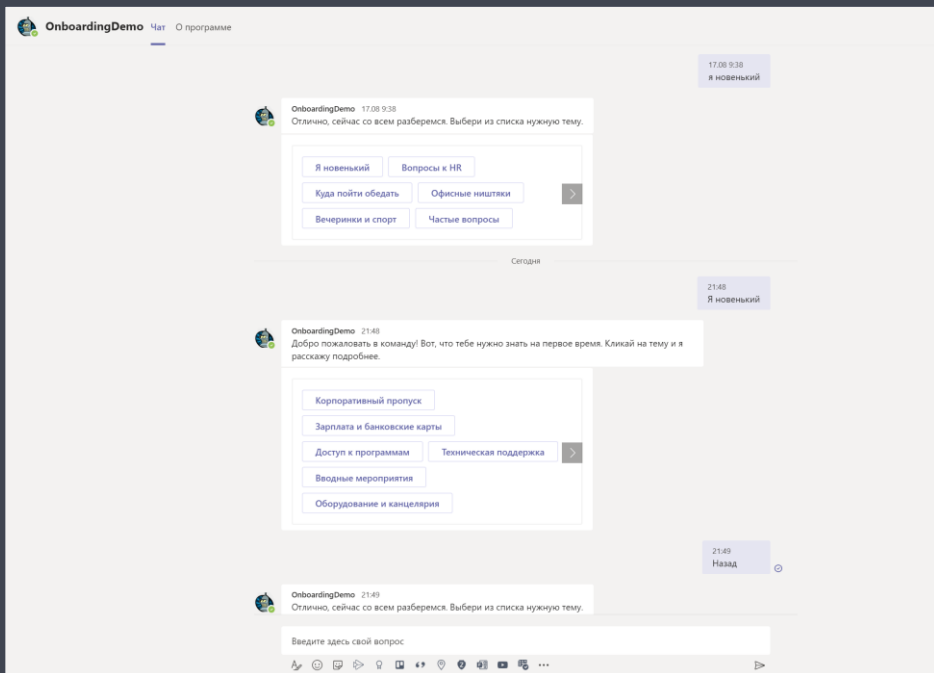
Reduces the workload of direct supervisors and buddies, provides control over the adaptation process, and ensures the involvement of new employees and feedback

- Employee greeting and useful links
- Advice on various issues (registration of health insurance, salary card, etc.)
- Getting acquainted with regulations
- Taking surveys and getting feedback
- Reminders of events (trainings, excursions, meetings with supervisor)
- Interaction with the Buddy



Chatbot for employee onboarding

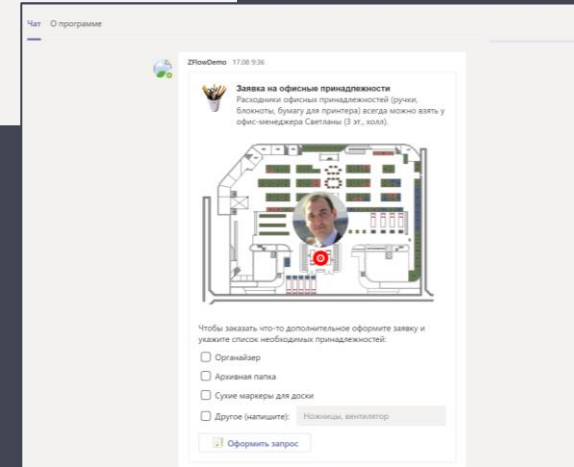
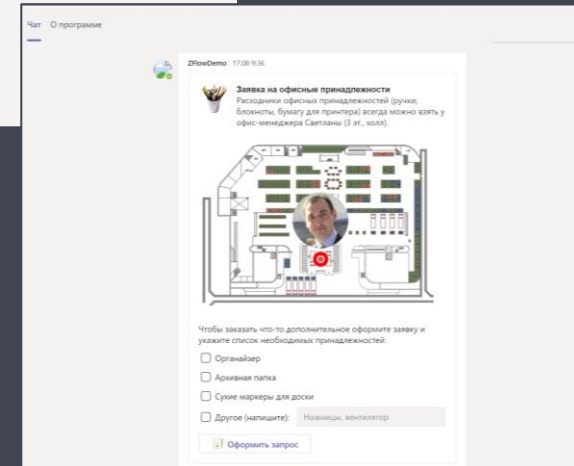
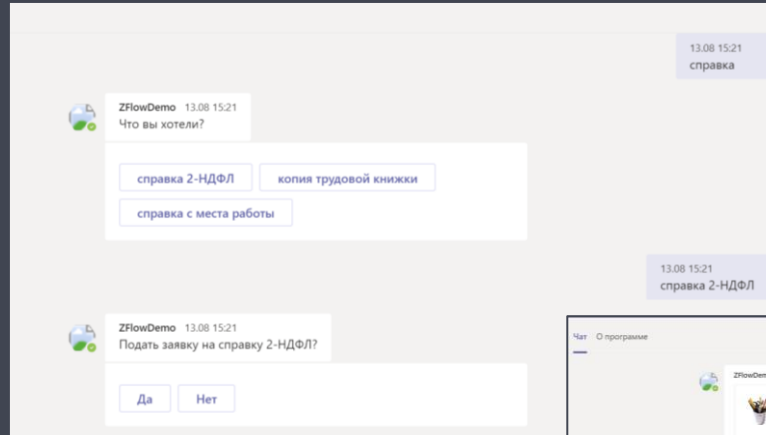
Reduces the workload of direct supervisors and buddies, provides control over the adaptation process, and ensures the involvement of new employees and feedback



Chatbot - a single window to access internal services

Can be an alternative to the employee's personal office with mobile access via Teams apps on mobile devices

- Ordering various certificates and statements
- Receiving information from internal systems: schedule of vacations, number of vacation days, pay slips
- Creation of requests for office support
- Receiving information about various events
- Receipt of consultations from various sources
- Creating requests to various services



Chatbot for HR

Reduces the workload of HR-specialists by answering frequently asked questions. Provides execution of processes with participation of HR-specialists. Allows to promptly solve the tasks of employees related to HR-issues

- Request for various certificates and copies of your employment history
- Request for information about business trip processing
- Requesting information about vacation days
- Vacation request creation
- Coordinating an employee's departure to work
- Preparing the employee's workplace and much more

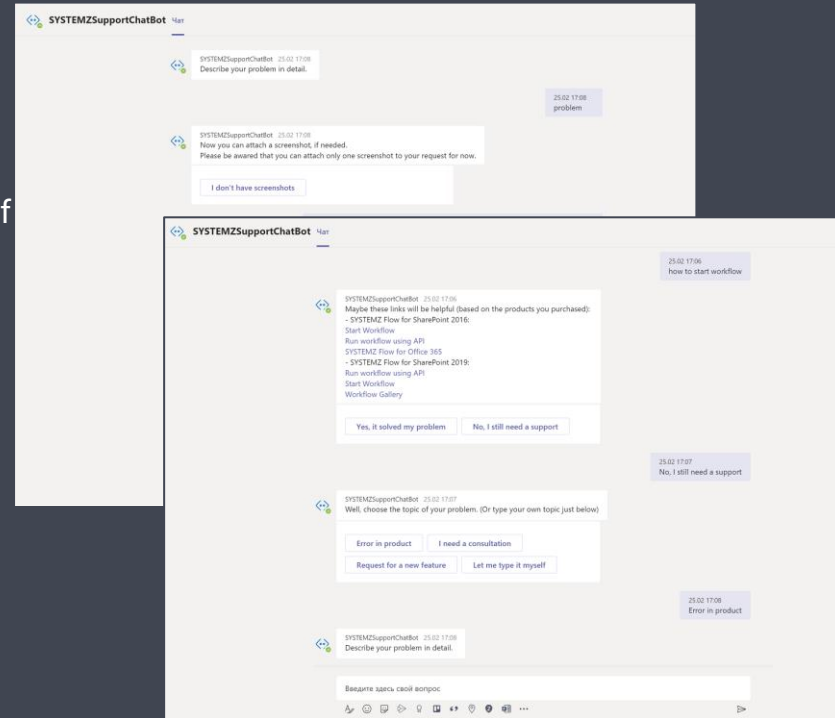
The screenshot displays the ZFlowDemo chatbot interface. At the top, there's a header with the ZFlowDemo logo and navigation links for 'Чат' (Chat) and 'О программе' (About the program). A user message at 17:11 asks 'Хочу уйти в отпуск.' (I want to go on vacation.). The chatbot responds at 17:11 with a form titled 'Заявка на отпуск' (Vacation Request). The form includes instructions, a date range selector (1 apr. 2020 to 1 apr. 2020), a dropdown for 'Тип отпуска' (Type of vacation) with options like 'Очередной оплачиваемый отпуск' (Next paid vacation) and 'Отпуск, отработанный заранее' (Vacation earned in advance), and fields for 'Дополнительные соглашения' (Additional agreements), 'Инициатор' (Initiator), and 'Комментарий' (Comment). At the bottom, there are 'Подтвердить' (Confirm) and 'Отменить' (Cancel) buttons. A text input field at the very bottom says 'Введите здесь свой вопрос' (Enter your question here).

This screenshot shows a continuation of the chatbot conversation. A user message at 17:18 asks 'Нужно в командировку' (Need for a business trip). The chatbot responds at 17:18 with 'Оплатно! В какой город планируешь ехать?' (Paid! Which city are you planning to go to?). The user responds at 17:18 with 'Москва' (Moscow). The chatbot then responds at 17:18 with 'Когда едешь? Надолго?' (When are you going? For long?). The user responds at 17:18 with 'С 19.04.2020 по 18.04.2020'. The chatbot then responds at 17:18 with 'Сколько планируешь потратить? В нашему запрос в бухгалтерию, но не забудь потом отчитаться о затратах!' (How much are you planning to spend? In our request to the accounting department, but don't forget to report on expenses!). The interface includes the same header and footer as the previous screenshot.

Chatbot for HelpDesk

Reduces the load from the first line of support by finding and proposing solutions from the knowledge base, manages the registration and classification dialog of the request. Increases the speed of response to user problems

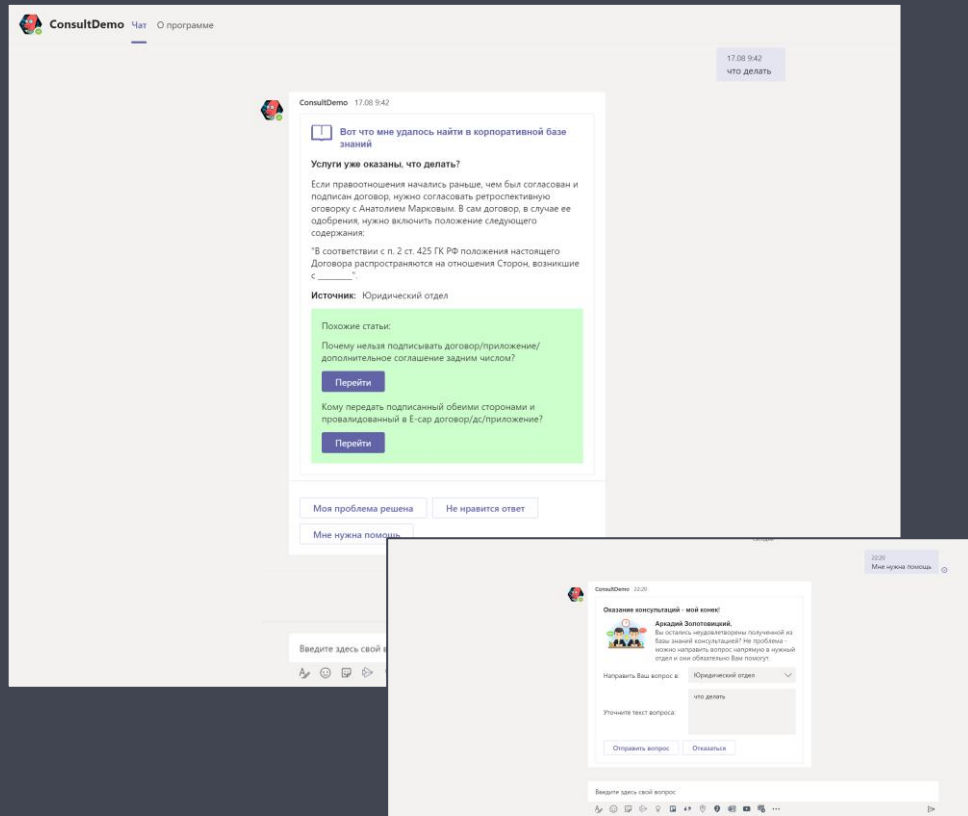
- Creating a reference in terms understandable to the user
- Providing the most relevant links to knowledge base articles
- Ability for the user to categorize his problem. Intelligent analysis of problem categories based on historical data
- Providing additional information and screenshots from users
- Automatic reference registration and informing the users
- Ability to integrate with various HelpDesk systems: Jira, Itilium, SharePoint Server or Online and others



Chatbot consultant on various issues

Reduces the workload from specialized departments by providing users with answers to frequently asked questions

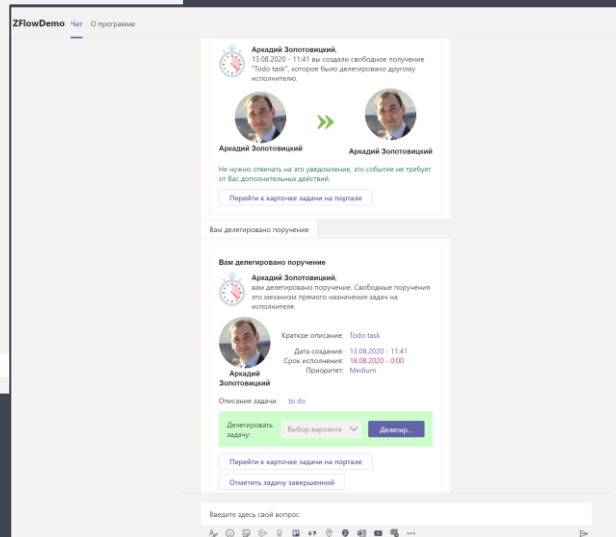
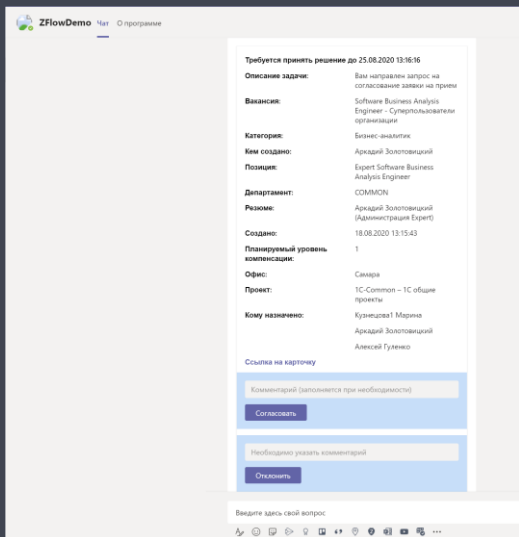
- Providing answers from different units' knowledge bases
- Providing alternative answers when the reliability of the questions is low
- Evaluating the quality of answers provided to improve the content of knowledge bases
- Submitting requests to the relevant units in the absence of answers to a given question
- Reporting and statistics on the use of chatbots (the most frequent questions, user satisfaction)
- Using as a source of data for knowledge bases service QNA Maker, as well as existing knowledge bases of the customer



Chatbot for heads

Providing a quick and convenient decision-making tool that ensures the mobility of employees can save the company millions of rubles per year. A chatbot can provide a unified decision-making interface

- Approval of applications and documents via chat-bot
- Review of documents
- Reminders about upcoming events or overdue tasks
- Creating and controlling tasks
- Meeting scheduling and reservation of meeting rooms
- Monitoring the work of employees



Chatbot for booking resources and ordering passes

Providing the ability to book various company resources from any device

- Reservation of meeting rooms and selection of free meeting rooms
- Meeting times with colleagues
- Booking cars and equipment
- Creating links to online meetings (relevant to MacBook users)
- Making passes for visitors and cars

ZFlowDemo Чат О программе

Бронирование переговорной комнаты

Важная информация: в период действия COVID-19 мы рекомендуем всем сотрудникам использовать личную переговорную комнату.

В офисе можно забронировать переговорную комнату и выбрать вариант: подобрать вариант. Я проверю все доступные переговорные и предлагаю варианты бронирования на выбор.

Выбери в какое время тебе нужна переговорка:

Дата:	Время:	Длительность (ч):
1 апр. 2020 г.	6:00 вечера	0.5

Воспользуйтесь дополнением, если у Вас есть предложение какую конкретно переговорку Вы бы хотели забронировать, и я постараюсь сделать это или выдать альтернативу.

Предпочтительный вариант: Санкт-Петербург

[Забронировать](#)

Введите здесь свой вопрос

ZChatBot Чат О программе

16:47 Нужна машина

16:47 Это можно. А когда нужно забронировать?

16:47 09.02.2020 в 11:00 доступны следующие автомобили: Mazda, Volvo, Subaru. Какой из них забронировать?

Mazda Volvo Subaru

16:48 Mazda

16:48 Бронировать автомобиль Mazda 09.02.2020 в 11:00. Все верно?

Оформить Уже не надо

ZChatBot Чат О программе

Оформление пропуска

Иван

Иванов

1 апр. 2020 г.

[Подтвердить](#) [Отменить](#)

Заявка на оформление пропуска на имя Иван Иванова на 04.02.2020 была отправлена секретарю.

Введите здесь свой вопрос



Booking workplaces in the office

The solution is suitable for companies where the number of employees exceeds the number of jobs or who were forced to reduce the square footage of occupied space and partially switch to remote work, as well as for companies with flexible offices and ABW offices

The solution allows



Check in on a daily basis about the place of work



Reserve an employee visit to the office a week in advance



Manage your reservations



Limit the number of employees in the office at the same time for each division



Track the statistics of office visits by employees

ZFlowDemo 17:13

Бронирование рабочего места

Важная информация: в период активности вируса COVID-19 мы рекомендуем воздержаться от проведения совещаний в очном формате и использовать онлайн-собрания Teams.

В офисах можно забронировать рабочее место и я помогу тебе подобрать вариант.
Я проверю все доступные рабочие места и предложу варианты бронирования на выбор

Дата начала:

Время:

Стол

7 июля 2020 г.

9:00 утра

Сива128-1

Дата окончания:

Время:

8 июля 2020 г.

5:30 вечера

Воспользуйтесь дропдауном, если у Вас есть предпочтения, какое именно рабочее место Вы бы хотели забронировать и я попробую сделать это или выдам альтернативы

Доступные варианты на сегодня

506-0

Забронировать

Вы успешно подтвердили место работы на сегодня (дома)!

Вчера

A

AvantBot

Вчера (9:46)

Ежедневная отметка о выходе на работу

Avant

Бизнес-аналитика

Необходимо завершить действие
пн, 24 авг. 2020 г.

Согласно правилам работы в компании каждый сотрудник должен ежедневно отмечаться о выходе на работу и указывать работает ли он в офисе или удаленно. Пожалуйста, ответьте на опрос.

Где Вы сегодня работаете:

В офисе

Домашнее

Вы успешно подтвердили место работы на сегодня (в офисе)!

Chatbot for document approval and monitoring

Coordination and information about documents from different systems in one window

- Ability to make decisions on documents and applications via chat-bot with comments
- Informing about changes in document statuses
- Integration with various workflow and BPM systems
- Interaction with internal systems via Rest API services, what allows adding integration without development
- Ability to customize document approval forms in chat-bot

Согласована заявка на прием сотрудника Аркадий Золотовицкий (Бизнес-аналитик)

Согласована заявка на прием сотрудника Аркадий Золотовицкий (Бизнес-аналитик)

Информация по процессу:

Исполнитель:	a.zolotovitskiy@i-sys.ru
Комментарий:	ок
Завершено:	18.08.2020
Ссылка на карточку	

Требуется подтверждение выхода сотрудн 👍 ❤️ 😊 😐 😞 ... Бизнес-аналитик

Описание задачи: Подтвердите выход (отказ) сотрудника

Вакансия: Software Business Analysis Engineer - Суперпользователи организации

Позиция: Expert Software Business Analysis Engineer

Департамент: COMMON

Офис: Самара

Ссылка на карточку

Вышел

Необходимо указать причину отказа

Не вышел

Чем вам помочь?

Введите здесь свой вопрос


🔍 🗨 📄 📌 📎 📧 📞 📧 ...

Здравствуйте! 17.08.12:31

Требуется согласование изменения штатного расписания

Пожалуйста, подтвердите изменение штатного расписания

Вам назначена новая задача согласования. Просим Вас согласовать или отклонить изменение штатного расписания.

 **Аркадий Золотовицкий...**
Департамент 3
Описание служебной записки: новая вакансия

Подтвердите изменение штатного расписания:

Согласовать

Укажите причину отклонения

Отклонить

Chatbot for 1C and workflow systems

Document management, financial issues and personnel management using chatbots in Microsoft Teams

- Simplify mobility and user experience
- Creating documents via chatbots
- Tasks related to payroll calculation and implementation of personnel policy
- Approval of requests and documents via chatbot
- Hiring and adaptation of new employees (coordination in 1C)
- Agreement of contracts from 1C in chatbot with the possibility of discussing the documents in a single interface, without entering the 1C / docflow

ZFlowDemo 13.08.15:27

Создание нового договора с контрагентом

Новый договор с контрагентом будет заведен в систему согласования договоров 1С. После создания Договора процедуры согласования будут запущены автоматически и ответственные за согласование получат уведомления в Teams.

Параметры нового Договора:

Тип контрагента: ☐ Юр/лицо ☐ Физ/лицо ☐ ИП

ИНН контрагента: 77777777

КПП контрагента: 11111111

ФИО контактного лица: Иванов И.И.

ФИО подписанта: Петров П.П.

Ваш ответ принят. Создан

Согласование договора

Проводить согласования документов стало как никогда просто! Сделайте это прямо в мессенджере Microsoft Teams

Информация о Договоре:

Название:	Договор №45 - 20 от 13.08.2020
Номер документа:	45 - 20
Контрагент:	Энергомаш ЗАО
Дата создания документа:	13.08.2020

Комментарий к результату согласования:

Работа с договорами 1С - Добавлен новый комментарий

Информация о Договоре:

Название:	Договор №45 - 20 от 13.08.2020
Номер документа:	45 - 20
Контрагент:	Энергомаш ЗАО
Дата создания документа:	13.08.2020

Последний комментарий к документу:

Дата комментария: 13.08.2020 15:35:37

Автор: Золотовицкий Аркадий

Комментарий: это надо отредактировать

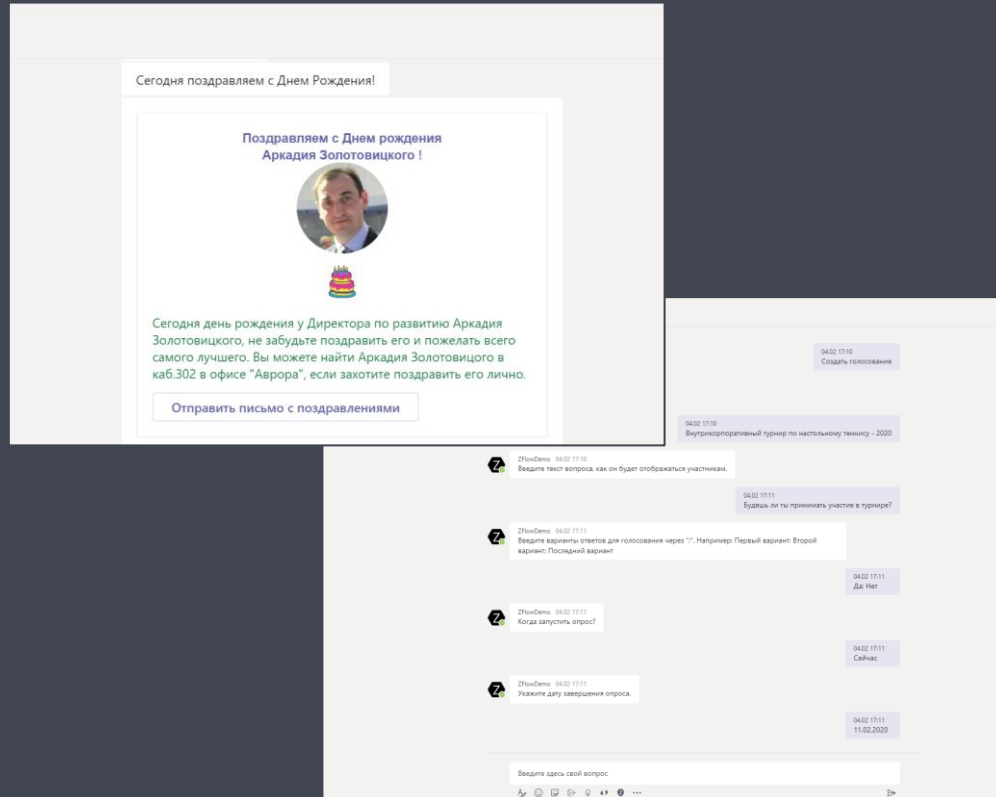
В Договор внесены правки. Вы можете оставить свой комментарий:

Ваш ответ принят.

Chatbot - communication center

A single point of information for employees about various events within the company

- Conducting mass mailings on different templates
- Conducting of regular surveys
- Providing information about the production calendar and holidays
- Notification of birthdays and professional holidays
- Mass familiarization with documents and regulations
- Informing about problems, outages and serviceability

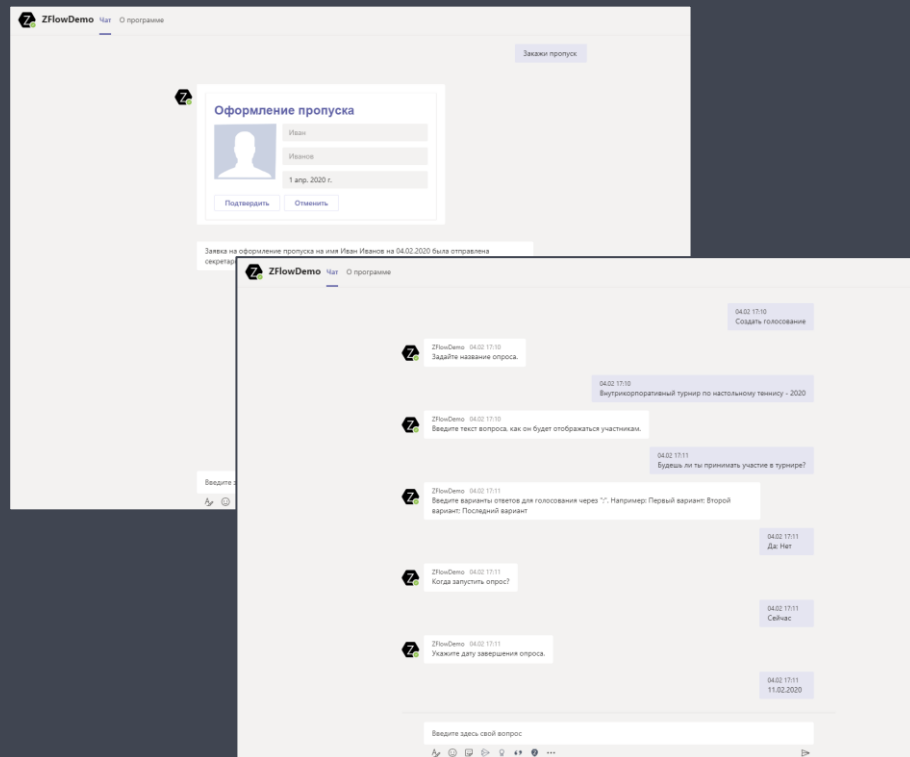


Chatbot for logging problems

Quickly registering photo problems through a chatbot on your phone

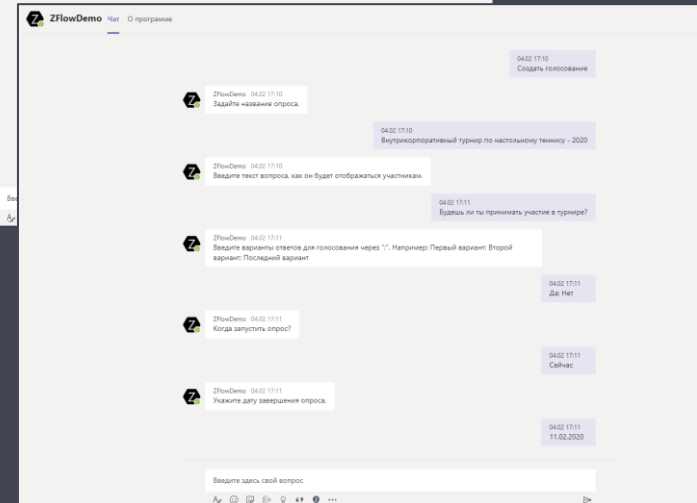
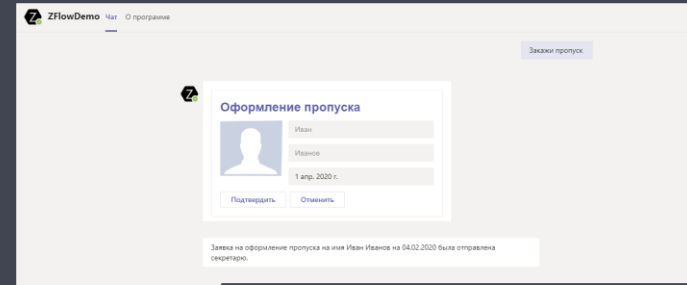
Can be used to register problems in stores, on street objects with photofixation of the fact of the problem

- Registering the problem by taking photos from cell phones through the Teams app
- Entering additional parameters of the problem
- Possibility of intelligent photo processing
- Integration with internal systems



Additional list of scenarios for using the chatbot

- Small talk
- Providing information about the work calendar and holidays
- Colleague information
- Local weather
- Create and send surveys



Quote Master for Microsoft Teams –

quoting messages in Microsoft Teams channels and private chats in a few clicks

No need to copy/paste messages and use special characters

Click "Quote" in the context menu of a message to quote it in the input field.

Quote Master supports both private conversations and channel chats.

Message formatting is saved

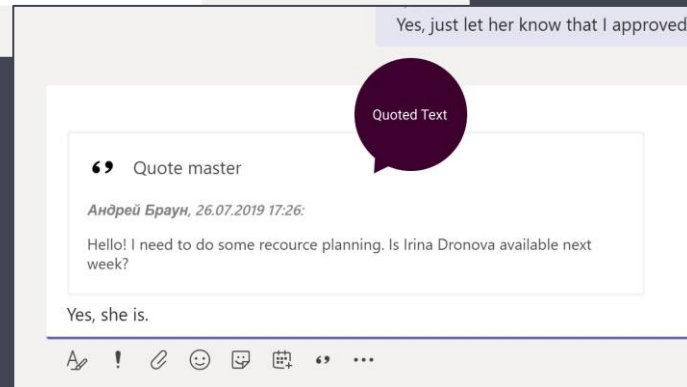
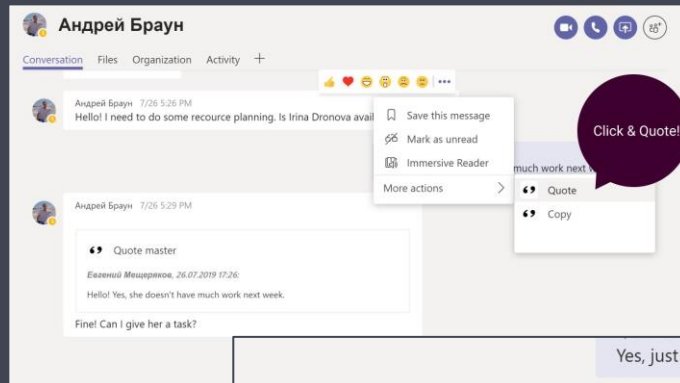
When quoting a message, the format of the original text remains unchanged

Quoting between chats is supported

To copy messages between chats, click "Copy" in the message context menu.

Then quote it in another chat room.

You can select a message to quote it from multiple previously copied messages.



Message Reminder –

set reminders for received messages in Microsoft Teams

Message Reminder allows you not to forget to answer a message, perform a task set in Teams, prepare or edit a document

Just set a reminder for the right date and time on the message and get a notification in Teams at the appointed time

Message Reminder features



Setting a reminder on any message in Teams or private chat with the date and time of the reminder



Receiving a reminder in Teams on your computer or mobile with a link to the original message



Viewing all reminders in one window

Message Reminder benefits



Setting a reminder in two clicks



No need to use additional systems. All reminders in one interface



Management of created reminders in a separate window (changing, deleting)

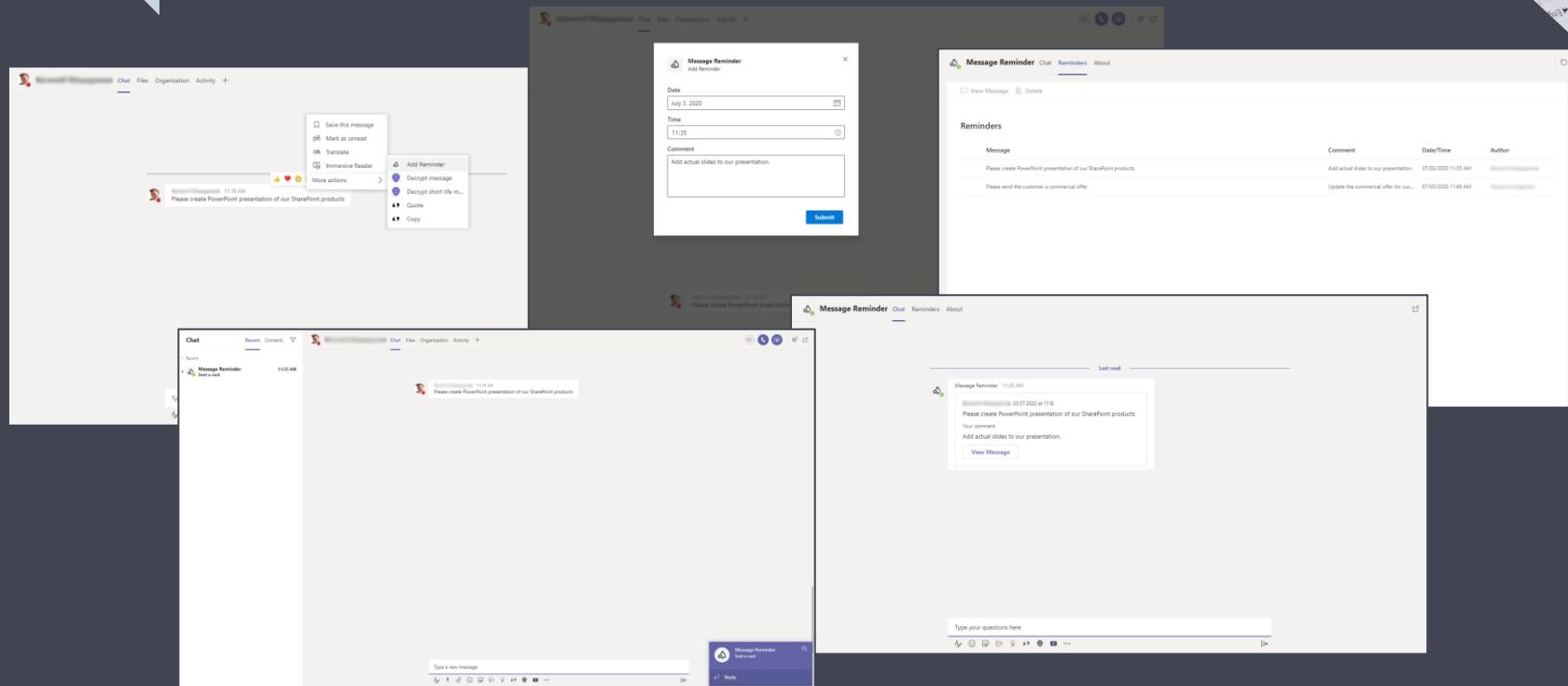


Switching to the original message from the reminder in the management form



Message Reminder –

set reminders for received messages in Microsoft Teams





Message AntiSpy –

encrypted messaging in Microsoft Teams

Exchange logins and passwords, secret information in encrypted form. Your messages will only be read by the right recipient.

Why do I need message encryption?

- The security of information transmitted via Teams is unquestionable, but users are often faced with a situation where they need to exchange confidential information that should not be available to other employees, who can see the user monitor or to employees who, among other things, provide administration and monitoring of Teams.
- Such information can be logins and passwords, links to restricted resources, financial performance of the company, projects and contracts, and much more.

How does it work?

- Message AntiSpy provides client-side encryption. This means that your message will be encrypted securely before it even leaves your computer.
- Even by attacking the communication channel between your computer and the Microsoft servers, the attacker will only get an encrypted message and will not be able to decrypt it.
- The same addon must be installed on the recipient side of the message so that he can decrypt the received message.



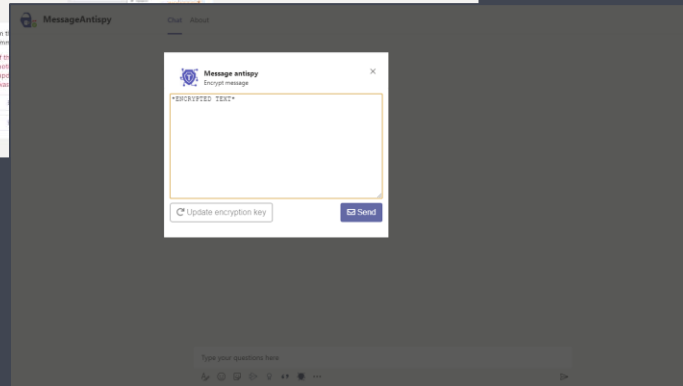
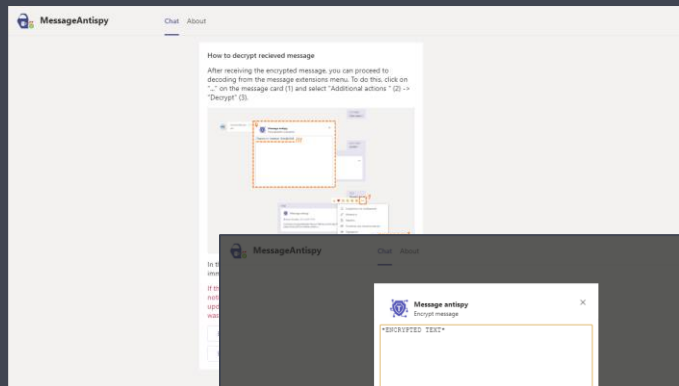
Message AntiSpy –

encrypted messaging in Microsoft Teams

Exchange logins and passwords, secret information in encrypted form. Your messages will only be read by the right recipient.

How are encryption keys generated?

- Each chat generates its own encryption key. This means that when sending a message to another chat, users will not be able to decrypt it, because the key of the new chat does not match the sent message.
- The encryption key is created the first time the addon is accessed within the chat, but there is always the option to generate a new key manually.
- In this case, previously encrypted messages will no longer be available to you or your interlocutors.
- You can be sure that this information will not go anywhere.





Our contacts

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