Solutions and scenarios for Microsoft Teams

SYSTEMZ LLC

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Contents

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

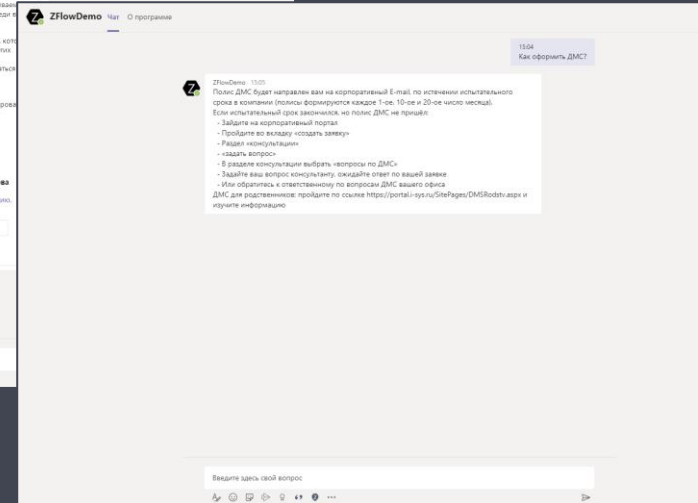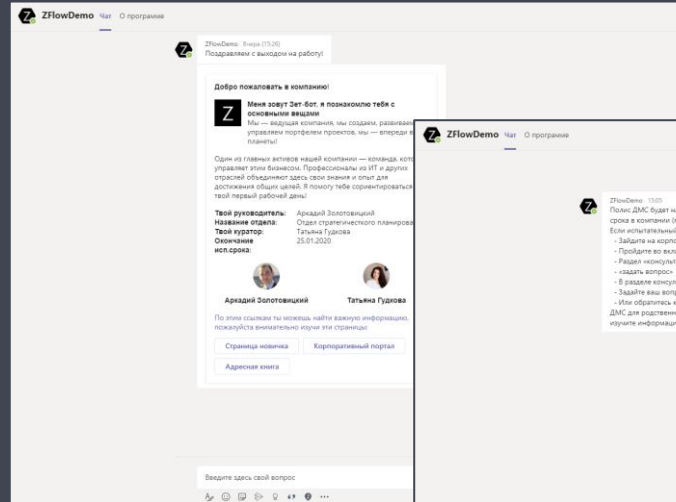Promptly receiving and responding to employee feedback

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
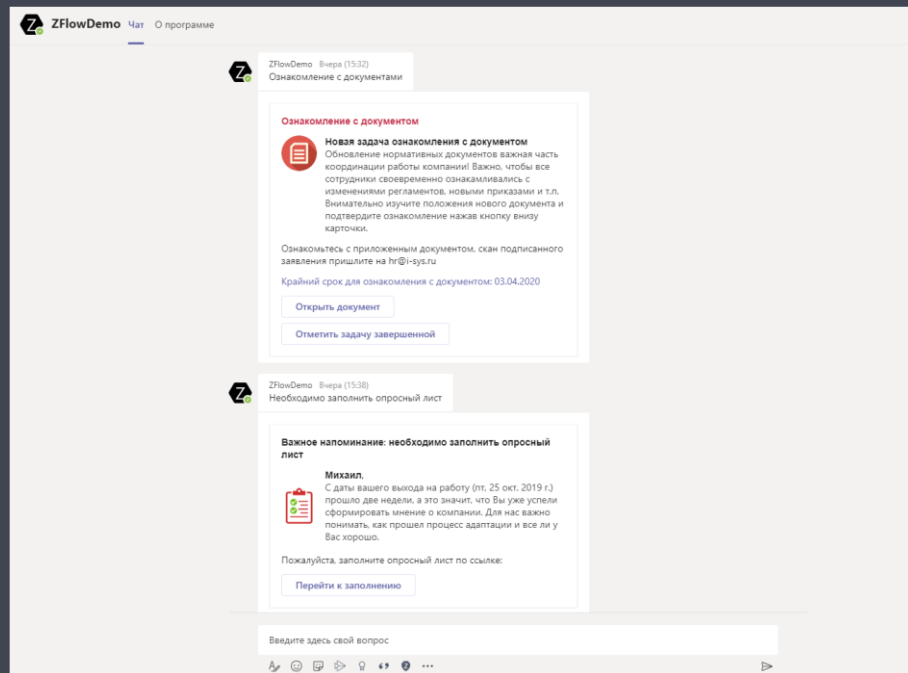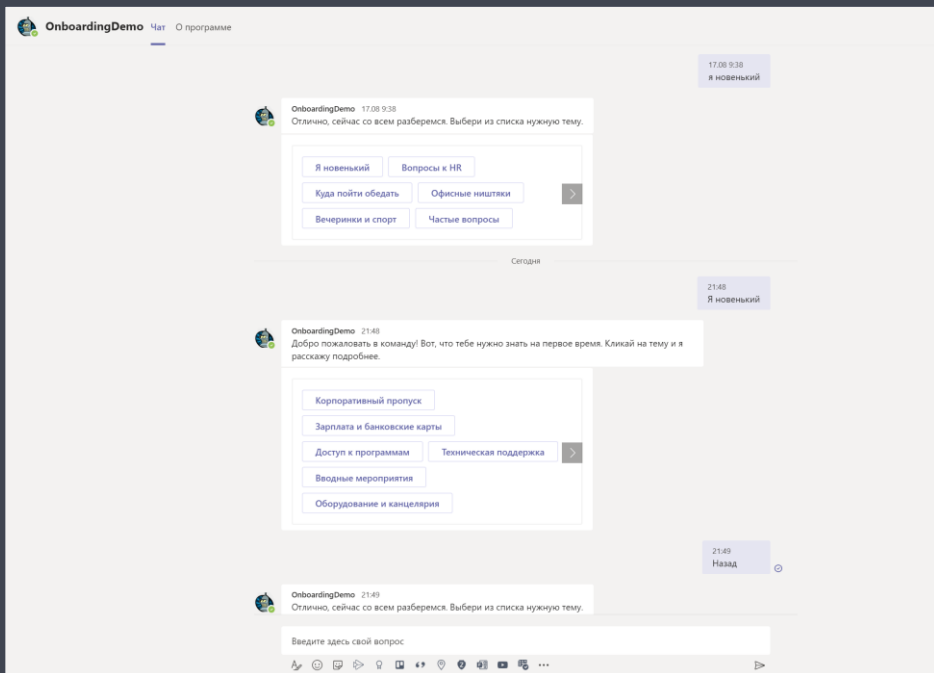
Chatbot - a single window to access internal services

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
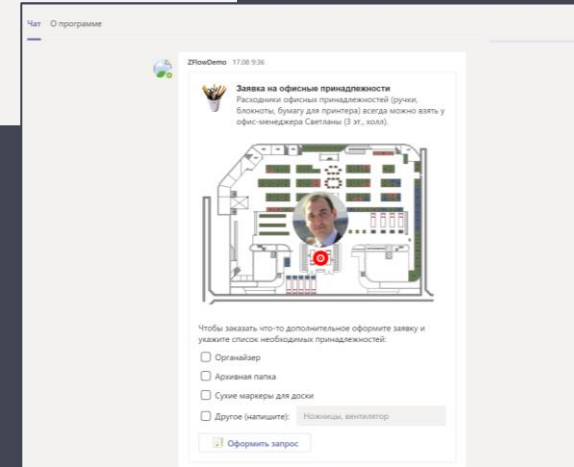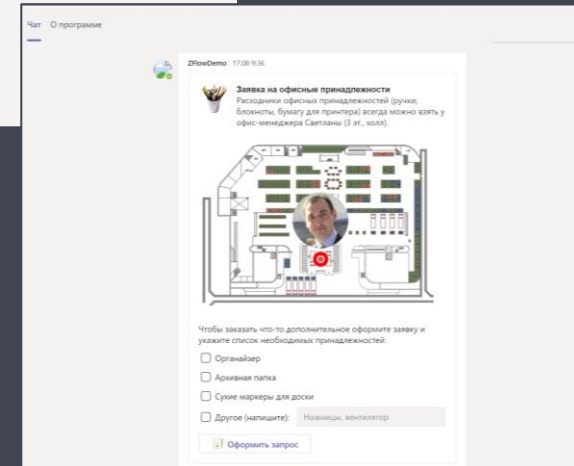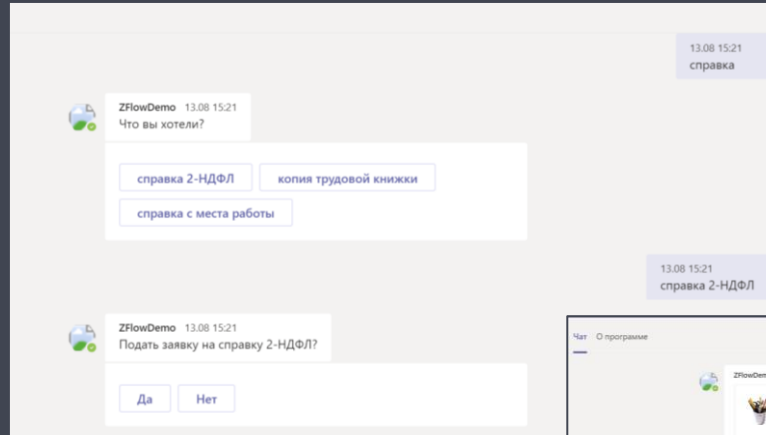
Chatbot for HR

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

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
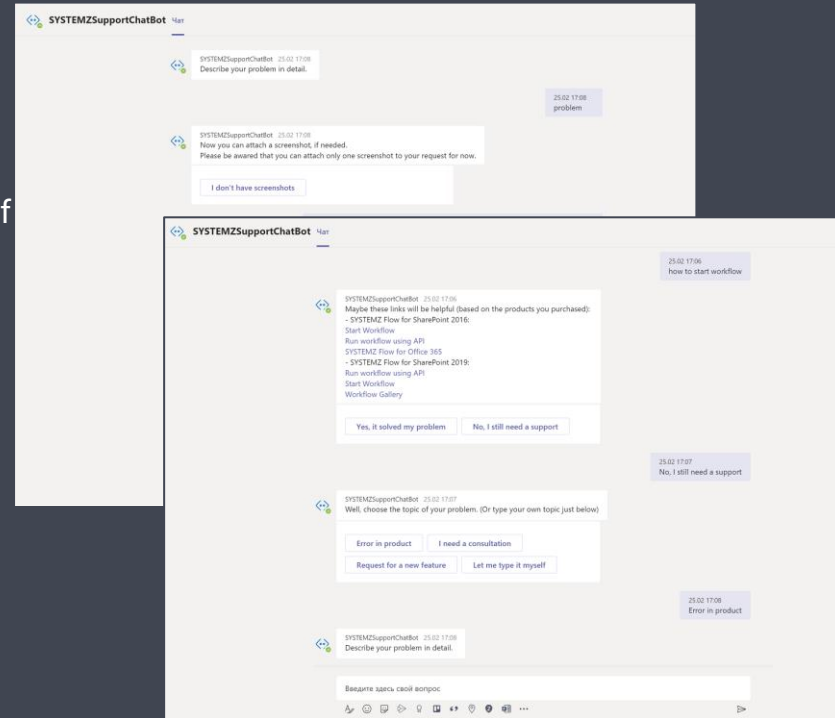
Chatbot consultant on various issues

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
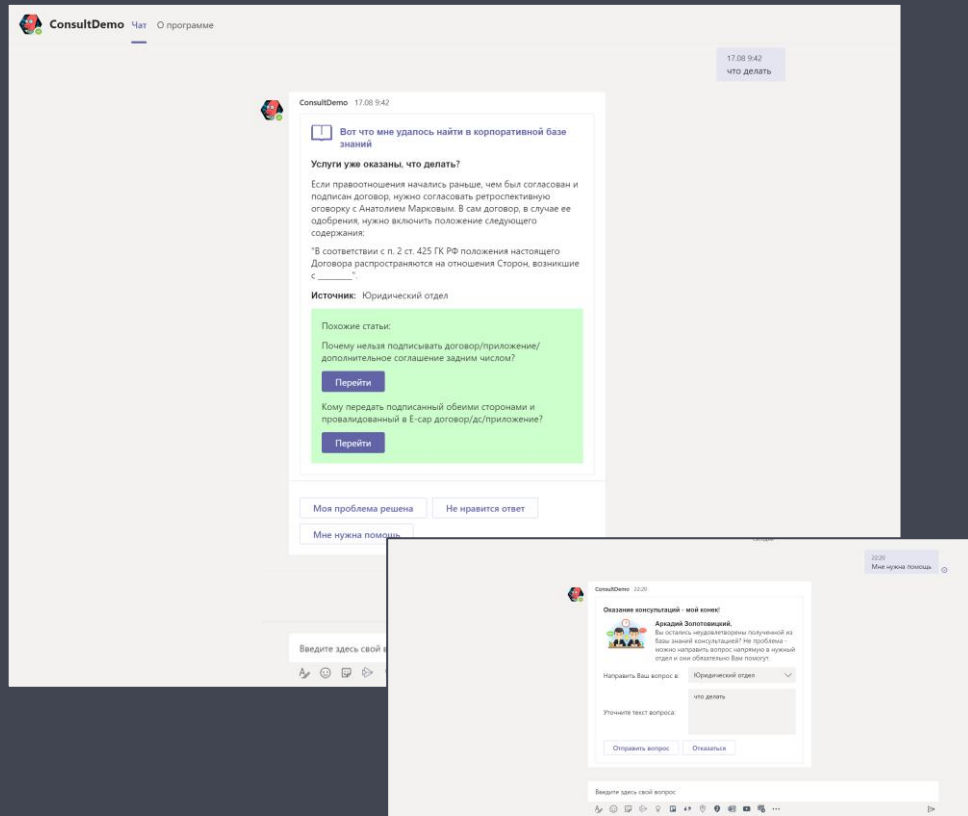
Chatbot for heads

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
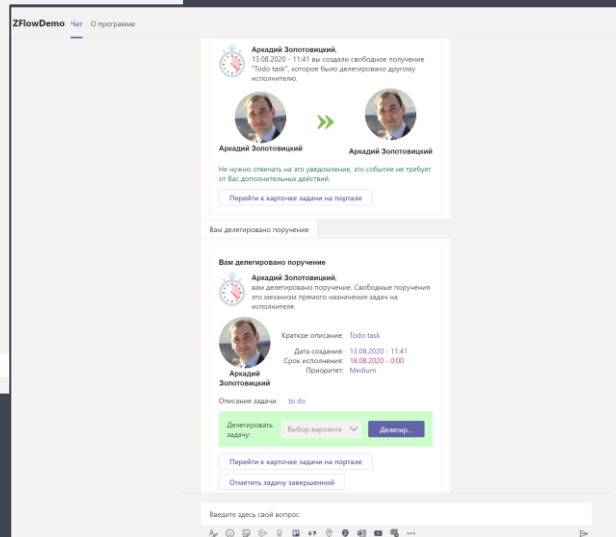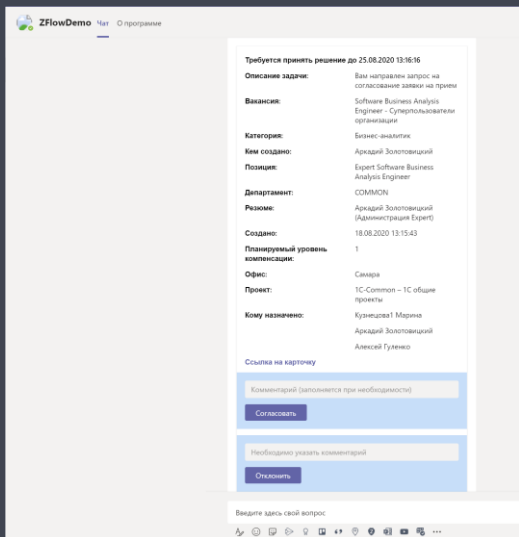
Chatbot for booking resources and ordering passes

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

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

Booking workplaces in the office

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

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

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
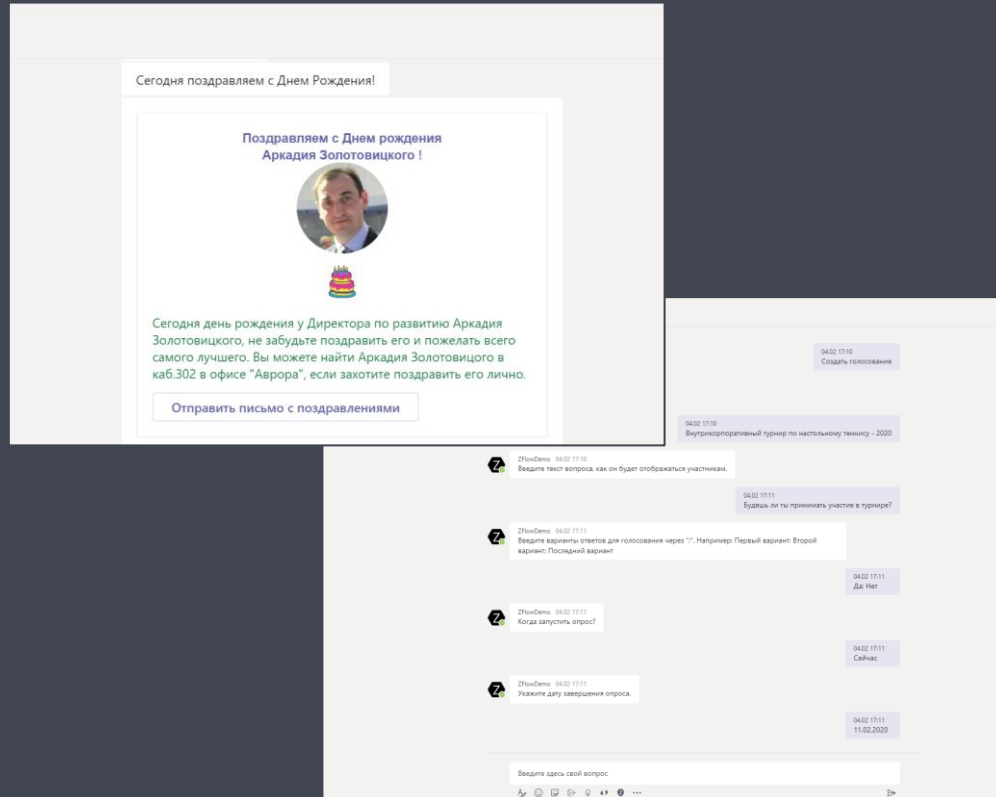
Chatbot for logging problems

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
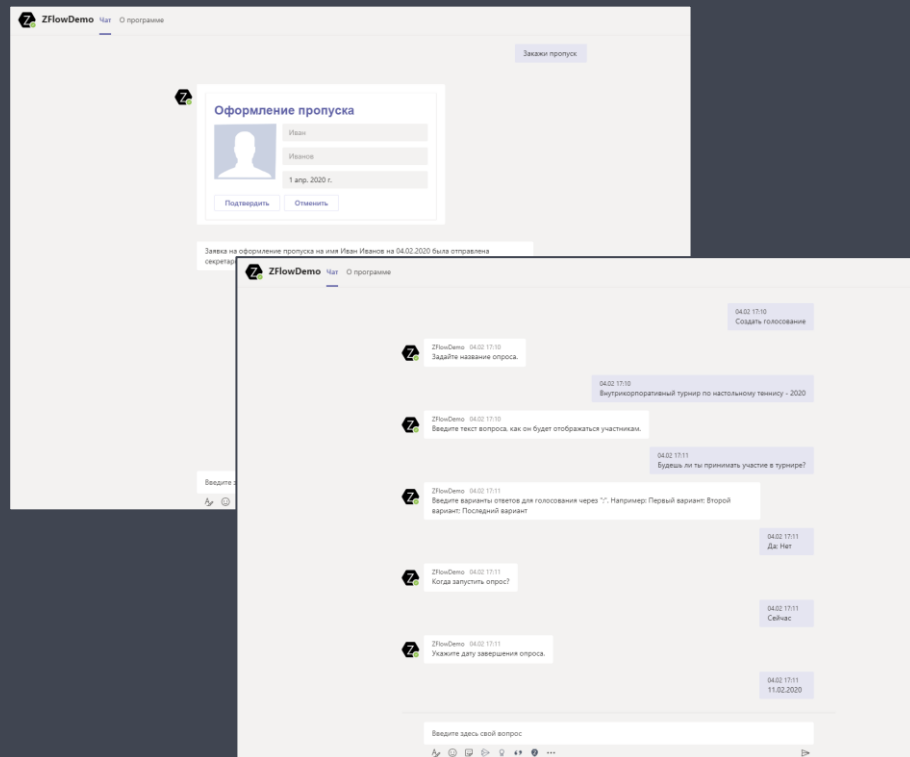
Additional list of scenarios for using the chatbot

- Small talk

- Providing information about the work calendar and holidays

- Colleague information

- Local weather

- Create and send surveys
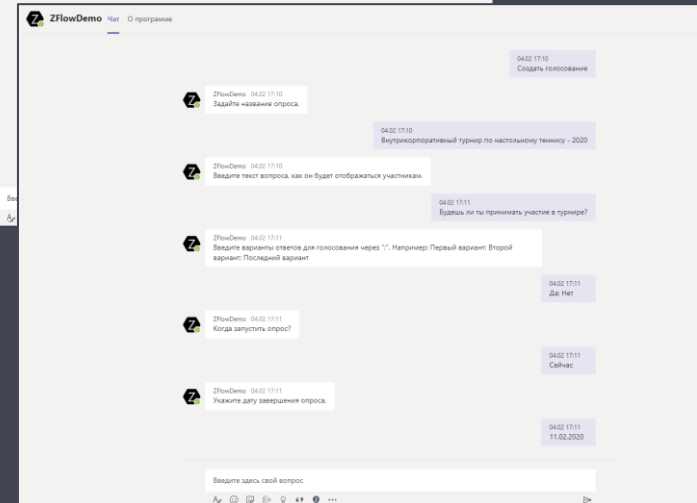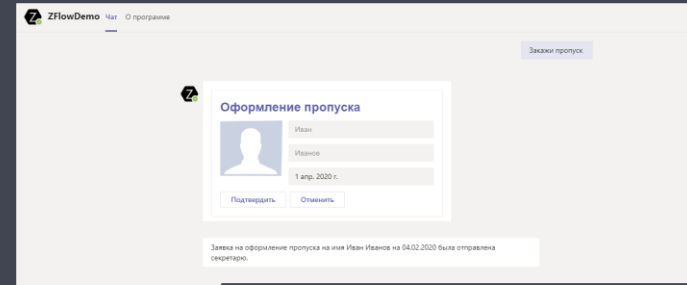
Quote Master for Microsoft Teams –
quoting messages in Microsoft Teams channels and private chats in a few clicks

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.
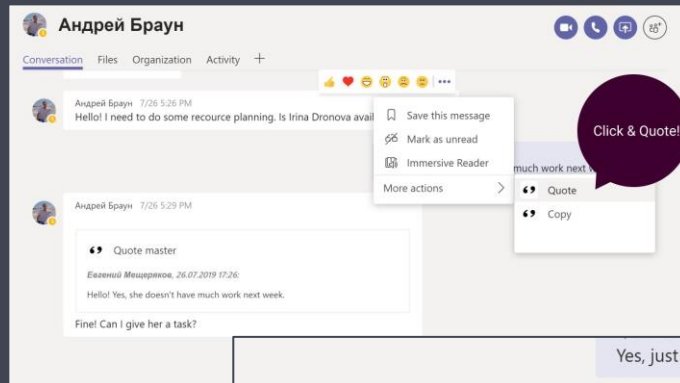
Message Reminder –
set reminders for received messages in Microsoft Teams

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

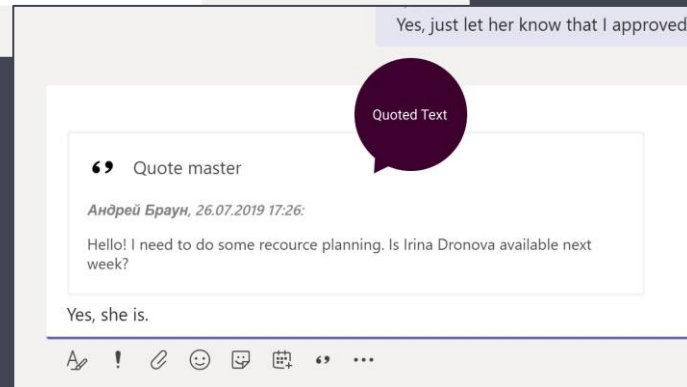Just set a reminder for the right date and time on the message and get a notification in Teams at the appointed time

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 –

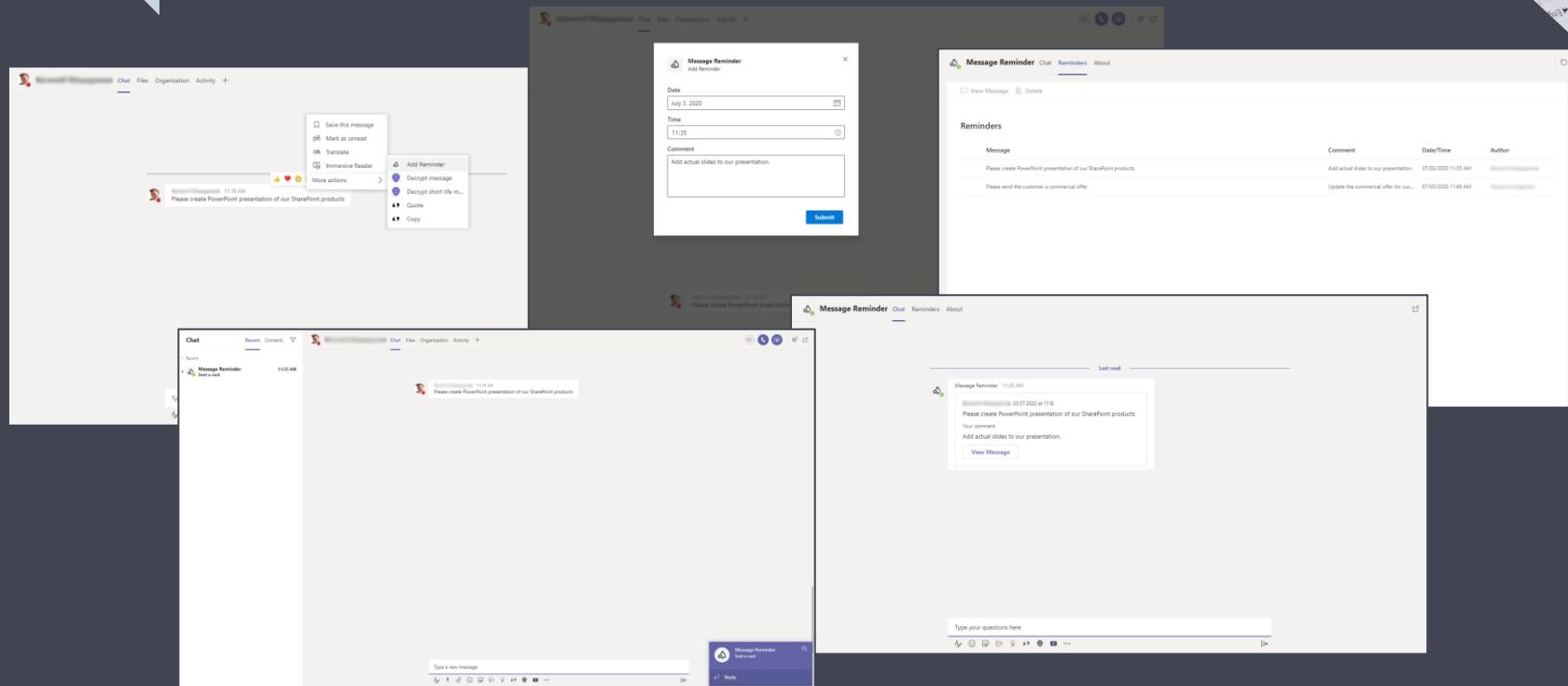set reminders for received messages in Microsoft Teams

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.
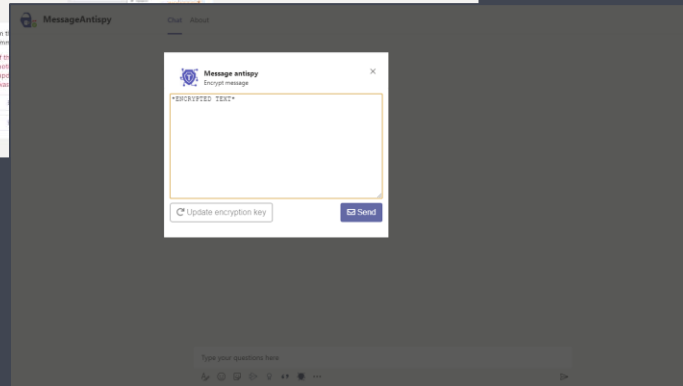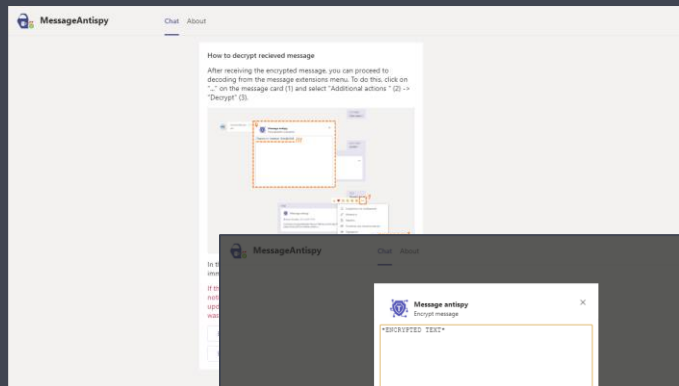
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