

ChatBot

Chatbot in Microsoft Teams

Your personal assistant in working issues

Why to use ZChatBot




Reduce time for daily routine tasks and issues

Reduce time for daily routine tasks and issues Often for solving simple questions we have to go to different services - calls, letters, waiting for a personal meeting take a lot of time and reduce the efficiency of employees.

40% of the time is spent by an employee on approving documents, submitting applications and tracking their statuses through the interfaces of information systems, another 15% is spent on finding the right document in the right application.

ZChatBot will help you solve your problems in just a few seconds!

ZChatbot advantages

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- ✓ No additional applications are required
 - ✓ No special requirements for the technology used
 - ✓ An employee interacts with ZChatBot in a familiar interface
 - ✓ ZChatBot's work with routine tasks allows an employee to concentrate on work processes
 - ✓ The speed of document approval process through Microsoft Teams is 34% faster

ZChatbot advantages



- ✓ Dialog input mode will reduce errors and speed up the resolution of your issues
- ✓ In the basic version, the administrator can easily specify e-mail addresses of various services (HR, accounting, administrative department) to which user requests should be sent
- ✓ Using of chat bots not only helps to increase the efficiency of employees requesting different information, but also significantly reduces the burden on HR, accounting and other services
- ✓ The basic functionality of ZChatBot is available to all customers free of charge and does not require integration with internal systems
- ✓ ZChatBot is able to become a single interface to internal systems (Exchange, SharePoint, 1C, Dynamics, SAP and others), both as an information channel and for initialization of internal processes in different systems

ZChatBot scripts

system **Z** NEW DIMENSION
OF YOUR EFFICIENCY



Key scenarios for Managers



The time of top and middle managers is the most expensive in each company. Providing a quick and convenient decision-making tool that ensures the mobility of employees can save a company millions of rubles per year. Chat-bot can provide a single interface for decision making

- Approval of applications and documents via chatbot
- Acquaintance with documents
- Reminders of upcoming events or overdue tasks
- Creation and control of the execution of orders
- Planning meetings and booking meeting rooms
- Sending on a business trip
- Employee control

[illegible]

Key scenarios for HR



This reduces the burden on HR professionals by answering frequently asked questions. Provides execution of processes with the participation of HR-specialists. Allows you to quickly solve employee tasks related to HR issues.

- Request a copy of the workbook
- Request for information on business travel
- Request for information on the number of vacation days
- Create vacation request
- Approval of the employee's appearance at work
- Preparing an employee's workplace and much more

ZFlowDemo 07.05 15:24

Заявка на отпуск

Чтобы пойти в отпуск не забудьте указать в заявке всех руководителей проектов, где вы заняты, а после согласования подать бумажное заявление в отдел кадров.

Период отпуска: с 7 мая 2020 г. по 7 мая 2020 г.

Доступно дней отпуска: 0

Тип отпуска:

- ☒ Очередной оплачиваемый отпуск
- ☐ Без сохранения заработной платы
- ☐ Отгул, отработанный заранее

Дополнительные согласующие (через запятую):

Иванова, Петров

Руководителя департамента указывать не нужно

Комментарий (опционально)

Подтвердить Отменить

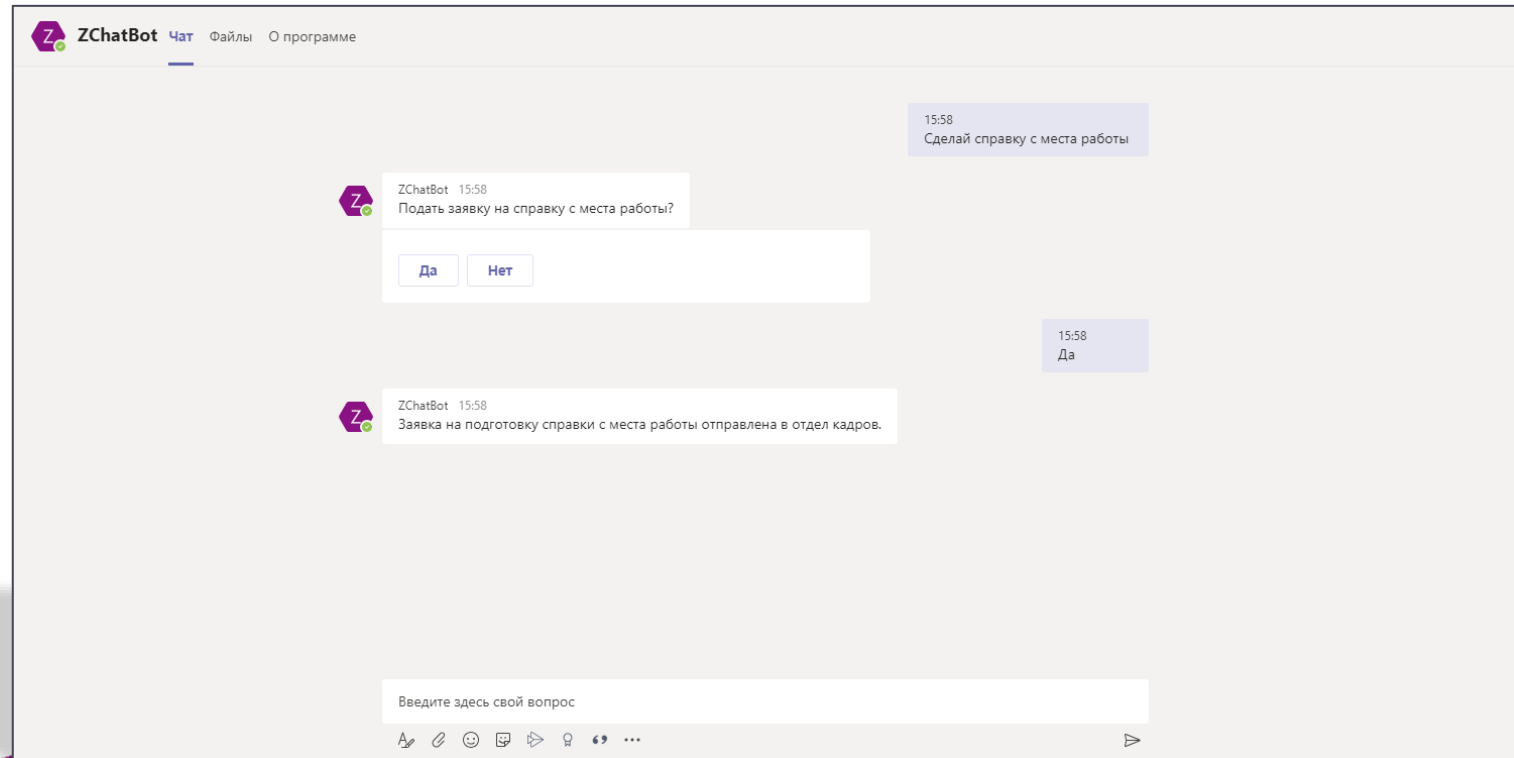
Key scenarios for HR: employees onboarding

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This reduces the burden on the direct supervisors and buddy, provides control of the adaptation process, ensures the involvement of new employees and provides feedback

- Employee greeting and useful links
- Consultations on issues (Health insurance, salary card, etc.)
- Acquaintance with regulations
- Taking surveys and receiving feedback
- Reminders of events (trainings, excursions, meetings with the manager)
- Interaction with buddy

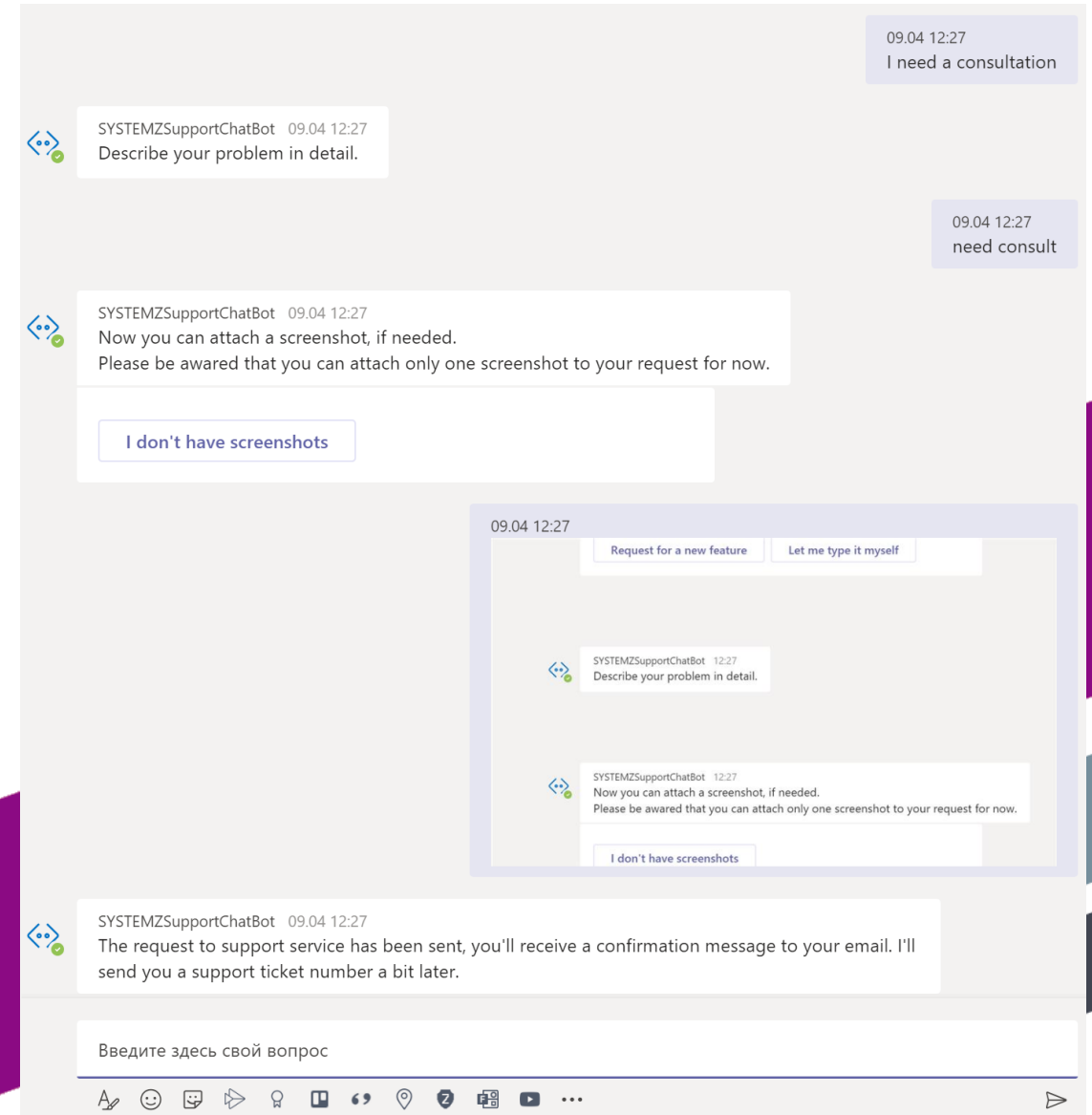


Key scenarios for HelpDesk



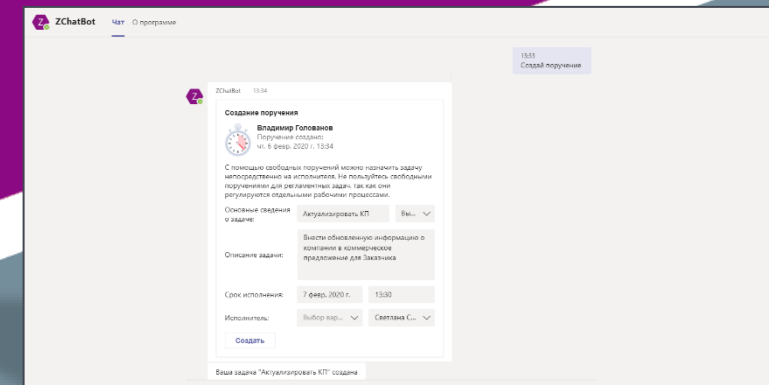
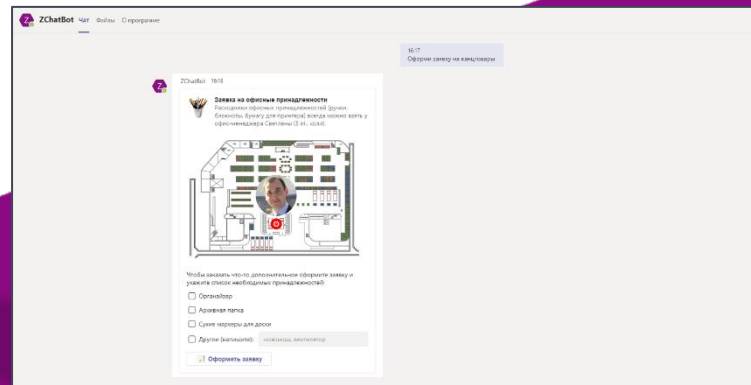
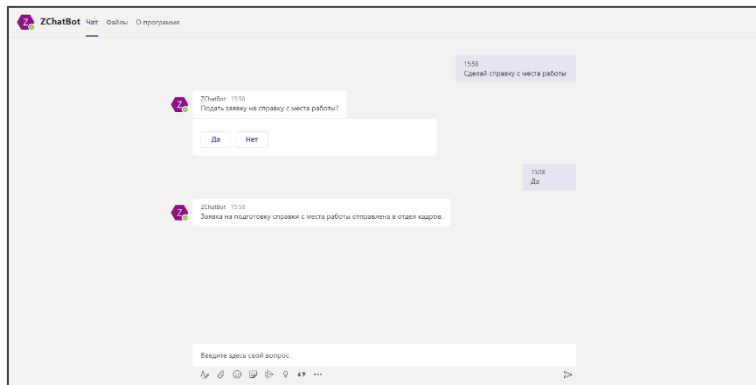
This reduces the load from the first line of support by searching and offering a solution from the knowledge base, managing the dialog of registration and classification of the application. Increases the speed of response to user problems

- Creating an appeal in terms that are understandable to the user
- Providing the most relevant links to knowledge base articles
- Ability to categorize your problem by the user. Intelligent problem category analysis based on historical data
- Providing additional information and screenshots from users
- Automatic registration of appeals and informing users
- Ability to integrate with various HelpDesk systems: Jira,, SharePoint Server or Online, etc.



Additional scenarios

- ✓ Creation of applications to the accounting/human resources department for a reference from the workplace, a 2-NDFL certificate or a copy of the employment record book
- ✓ Production calendar indicating the number of working hours and holidays in the month
- ✓ Information about the weather for today and the coming days
- ✓ Creating a pass request to the secretary
- ✓ Creating a request to order office supplies
- ✓ Providing information about the company's employees
- ✓ Changing company mailbox settings
- ✓ Booking a company car or a meeting room for a certain time
- ✓ Creating a survey in Teams with the possibility to view its interim results
- ✓ Creating orders with deadlines and selecting an employee directly from Teams
- ✓ Setting up a business trip or vacation for an employee



ZChatBot versions

LITE

- ✓ Small talk and weather information
- ✓ Production calendar
- ✓ Clearance registration
- ✓ Order reference 2-NDFL
- ✓ Order a copy of the workbook
- ✓ Request for a certificate of employment

VERSION AVAILABLE IN
[MICROSOFT APPSOURCE](#)

STANDARD

- ✓ Lite-version functionality
- ✓ Voting
- ✓ Bulk messaging
- ✓ Conference room booking (MS Exchange)
- ✓ Car booking (MS Exchange)

PRO

- ✓ Standard-version functionality
- ✓ Vacation application
- ✓ Business trip application
- ✓ Application for admission to an external system
- ✓ Bot coordination
- ✓ Push notification from external system
- ✓ Meeting reminder (MS Exchange)

Our customers

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Carlsberg

ABBYY

enel



SANOFI

Avito



VOLVO

ELEMAAR

UCL HOLDING
УНИВЕРСАЛ ХОЛДИНГ



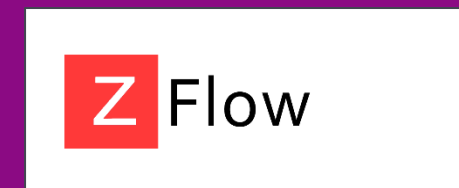
About SystemZ

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SystemZ is a leading company in the development of high-tech custom and replicable software since 2001. Our development centers are located in Samara, Togliatti and Orenburg.

SystemZ has extensive experience in projects using SharePoint and Office 365 technologies. Among our clients are large companies from 2000 people from different industries: finance and insurance, manufacturing, logistics, construction, medicine and pharmaceuticals, oil and gas, education, retail, IT, telecommunications.

We are a certified Microsoft Gold Partner and a multiple winner of Microsoft Partner Awards in Russia in various categories.



Contacts



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[More about ZChatBot](#)



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