# IT Bot User Manual & Limitation

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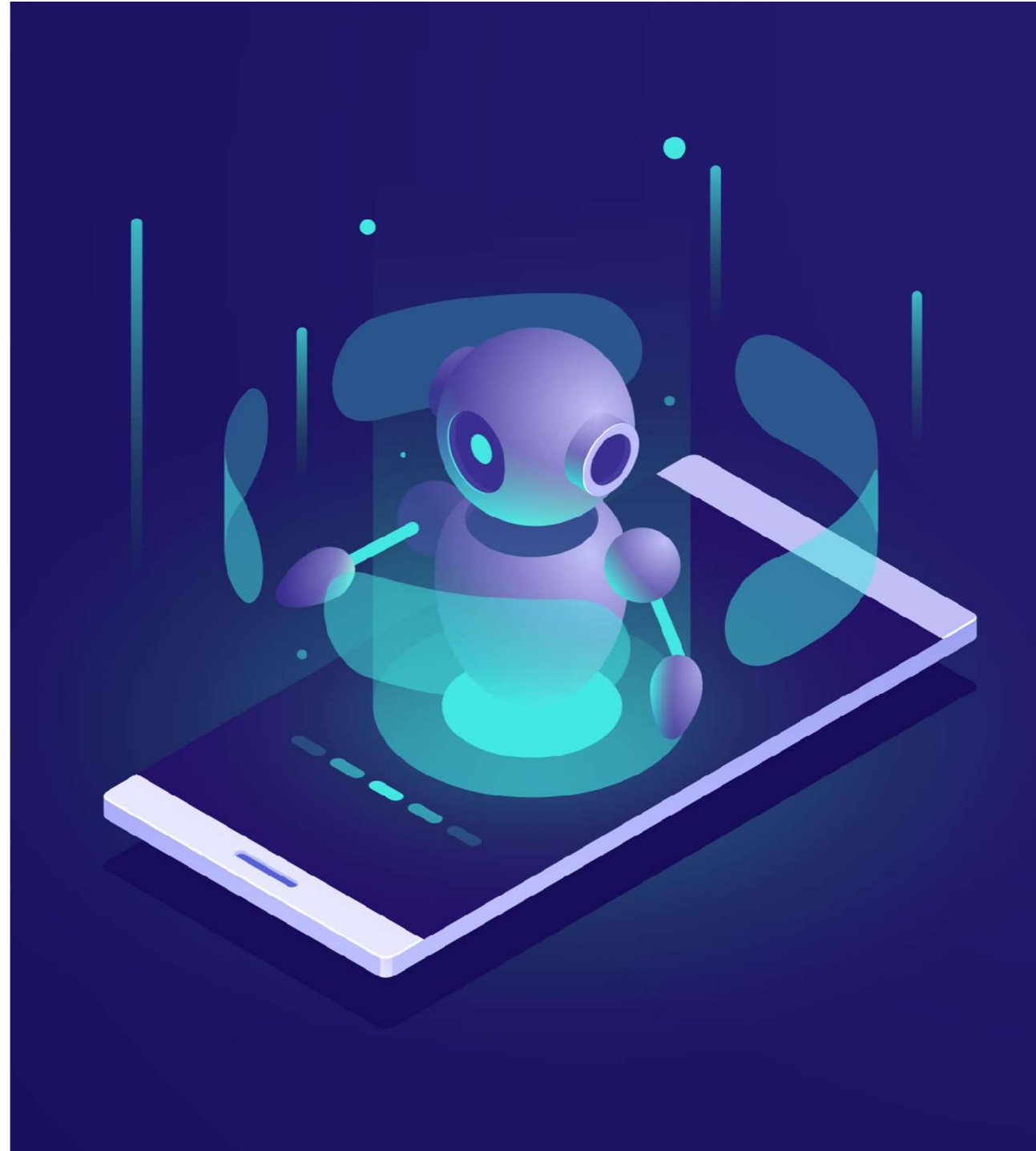
Bot Description: This is an IT Helpdesk Bot with features fulfilling as Digital Assistant.

To start the conversation just say "Hi" or "What can you do"

Our IT Helpdesk Bot capabilities are:

- Answers Natural language queries based on IT data provided to the bot

- Notifications via Email

- Bing Search

- Agent Handover

- RPA functionality

- 24x7 availability

- Instant troubleshooting assistance

Let's get started!

Step – 1: After you click "Try on MS Teams" button, the bot will be added to your Teams chat panel.

Step – 2: Once the Bot Opens, you can get started by saying "Hi" or "What can you do".

- You Can See the Welcome message and "What can you do" Button While you just entered into the chat Window.

- You can click on the "What can you do" directly in the chat (or) you can ask anything to bot,
  If you clicked on the input field You can see the drop down with Two options, here you can select any of the choice.

  - What Can you do

  - Submit Feedback

| Intents / Commands	Description
Hi (or) What can you do	Provides the basic scope of the chatbot
Submit Feedback	Take you to feedback form where you can provide your feedback
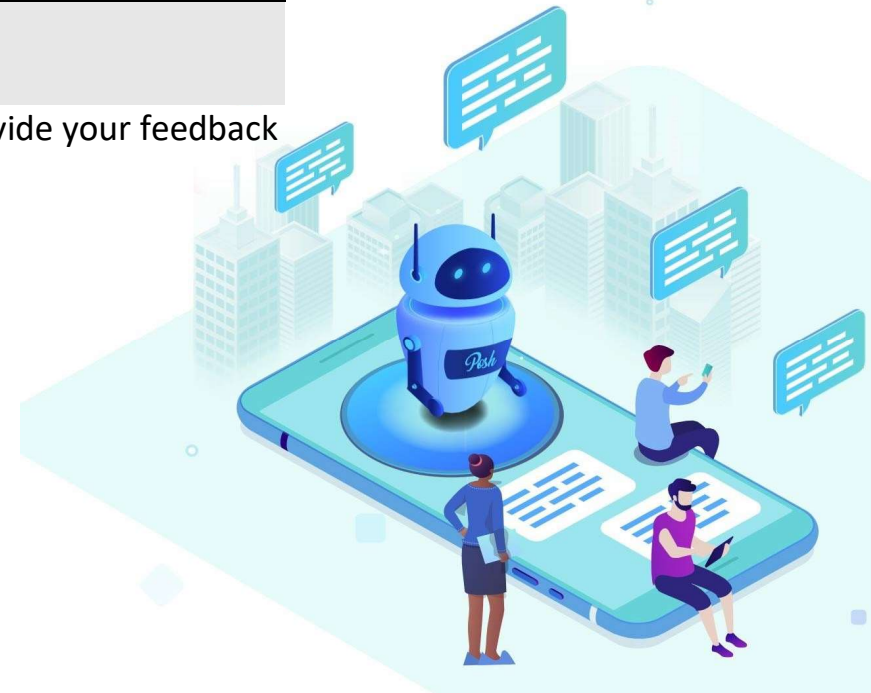
Response for What Can You Do:
Bot will show you some of the key topics which you can select to get solution to fix your issue.
Here are the key concepts:

- **Software Related info**: This card will help you to resolve issues related to the software. Your can choose your software issue to get it resolved.

- **System Malfunction Info:** This card consists more frequently occurring problems related to the Computer and its Physical Parts like Webcam, Mouse, monitor etc. User can select any query to know how to fix the respective issue.

- **Network Related info:** Here you can find resolutions to network related issues.

- **Troubleshooting info:** This card contains queries related to the troubleshooting which you can do himself if you are facing any issues in your system.

- **MS teams Info:** This card will contain the general queries related to the MS teams.

- **Ticket Related info:** This card will help you to manage your tickets/ incidents from the organizational ITSM tool.

*Note: The buttons which are present in the above pages are general queries related to that respective page. If you have any other queries, you can directly type and send.

Response for Submit Feedback: A card with a set of reactions will be displayed, provide feedback by selecting any reaction of your choice.
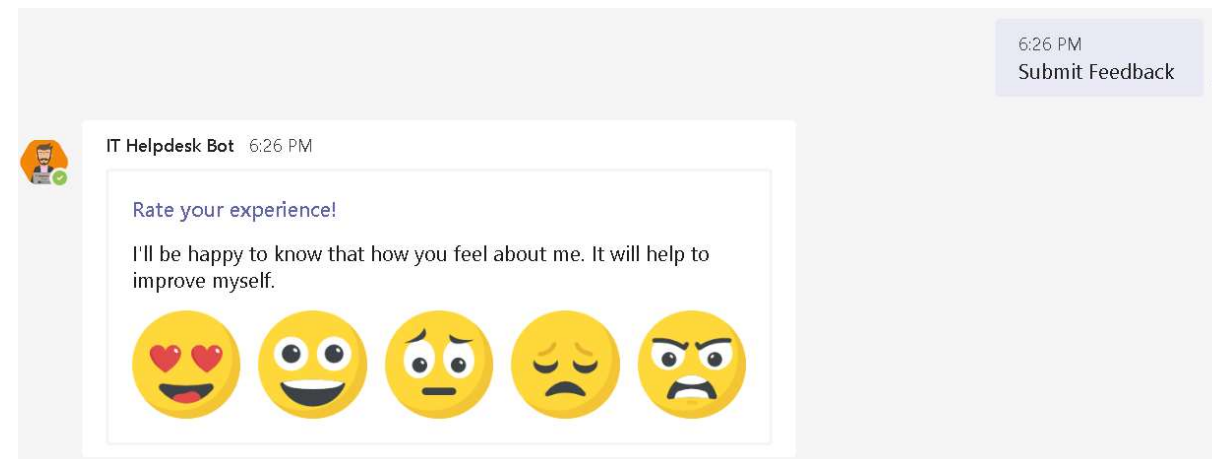
IT Bot Features

S. No	Dialog	Description
1	Help me with login issue	Helps in resolving the login issues in windows, applications, website, devices.
2	Help me with troubleshooting issue	Provide step by step troubleshooting steps and guide for printer, laptop, device, and scanner.
3	Install software in my instance	A complete installation guide for MS office and nitro.
4	Install AirWatch	Provides descriptive guide to install AirWatch in Android and IOS.
5	Raise an incident	Raise ticket/incident with variety of request type (ex. license renewal, incident, and asset request under descriptive category like hardware, network, and software. **ex. ServiceNow, Jira, Service desk, salesforce**)
6	Incident Status	Check your raised ticket status irrespective of ticket management services and with respect to time and date of ticket creation.
7	Troubleshoot Wi-Fi connectivity	Helps in troubleshooting Wi-Fi connectivity issue, covering all the possible scenarios and autodetected operation system.
8	Request a new Laptop	Bot will create request for a new laptop.
9	Request a new Phone	Bot will create request for a new phone.
10	Report a Lost or Stolen Device	Bot will create request according to different type of stolen device.
11	Configure Outlook in a Phone	Complete guided steps on configuring outlook on mobile based on Android and IOS
12	Agent Handover	Get more from IT bot for last escalation step by handover feature where users request will be handled by a live agent.

Advanced Bot Utilities

1	Bing Search	If bot is not able to answer the user's question, it will fetch relative information from internet (Bing search)
2	Confirmation for similar intention questions	When there are confusions between similar type of questions asked by user, bot will confirm the user intention and then fetch data to provide more relevant and helpful information.
3	Email me this info	Bot can send the conversation script via email to user.

Bot knowledge Base

1	OneDrive	Storage management guide, subscription guide, Accessibility of files- online/offline, sharing file guide, common questions, upload/download guide
2	Security	Tips and recommendation for internet security, information on how to know if system hacked, UTM, firewall, deep packet inspection, IPS and IDS information, phishing information
3	VPN	VPN use cases, launching VPN, Double VPN information, VPN encryptions, effects of VPN, VPN security information, legal information on using VPN, VPN tunnel information, VPN cloud server, common questions
4	Hardware	Tips and help on: printer, mouse, hardware, touchpad, microphone, scanner, keyboard, laptop battery, SMPS (Switched Mode Power Supply), Display/Screen, Hard drive, RAM
5	Software	Installation/uninstallation guide, fixing and troubleshooting help, TSR related information, slow PC/Laptop issue troubleshooting
6	Microsoft Teams	Uploading files on Team's channel, sign in guide, chat options information, meeting management guide, calls video/audio management guide, file sharing, installation guide, Teams channel guide, Channel member management information, common questions on Teams

7	Windows	Installation guide, troubleshooting based on different versions, common questions for windows
8	IP Address	Descriptive guide on IP address (ex. Ip address of website, physical location of an IP address, IP address security relation, how to know your IP address) common questions on IP address, static/dynamic IP address information
9	Office 365	Group management information, subscription information, installation guide and system requirement information based on different OS, group/member permission settings guide, approval flow, Global Address List management guide, recovery of deleted account, common questions.
10	Antivirus	Virus Scanning guide and tutorials, installation steps, virus related information, malware information, common questions (ex. best antivirus, how to test the antivirus scanning reliability), update guide
11	Network Printer	Sharing printer between multiple computers, configure connections with network printer guide
12	PC /Laptop parts related issues	PC or laptop damaged parts related common question, WAN / LAN port issues, ethernet problems, crashed PC
13	Microsoft account	Account management and steps to configure different type of settings for account, username, and password management

Things to Know:

1) Whenever you feel that the chatbot response is inaccurate or throws an error, try typing in "/cancel" to clear the chatbot's cache.

2) When in between a Feature (Table: IT Bot Features), try not to jump to another feature, this might in some case cause the bot to throw error message.

3) If you do not recollect the Features, you can always say "What can you do" to bot. It populates the scope of the bot.

4) In case the bot did not understand user's query, user will get top seven Bing search results. But if bot didn't get any results from Bing search the following message will be shown by bot

   "Sorry, I am unable to understand your request. I am still learning. Could you please try another question?"

Please Note: This bot has been trained with minimal natural language data, for Production scenarios the NLU will be much powerful, and you will be able. to handle Interruptions in between dialogs with ease.

Application Windows

1. **Chat** - User can interact with the Bot in this section.

2. **My Incident** – All the incidents created by the user can been reviewed in this tab.

3. **Knowledge** – A client knowledge search will be integrated in this window.

4. **Contact Us** – While on a trial, you can either contact or provide a feedback to Acuvate.

5. **About** – bot info.
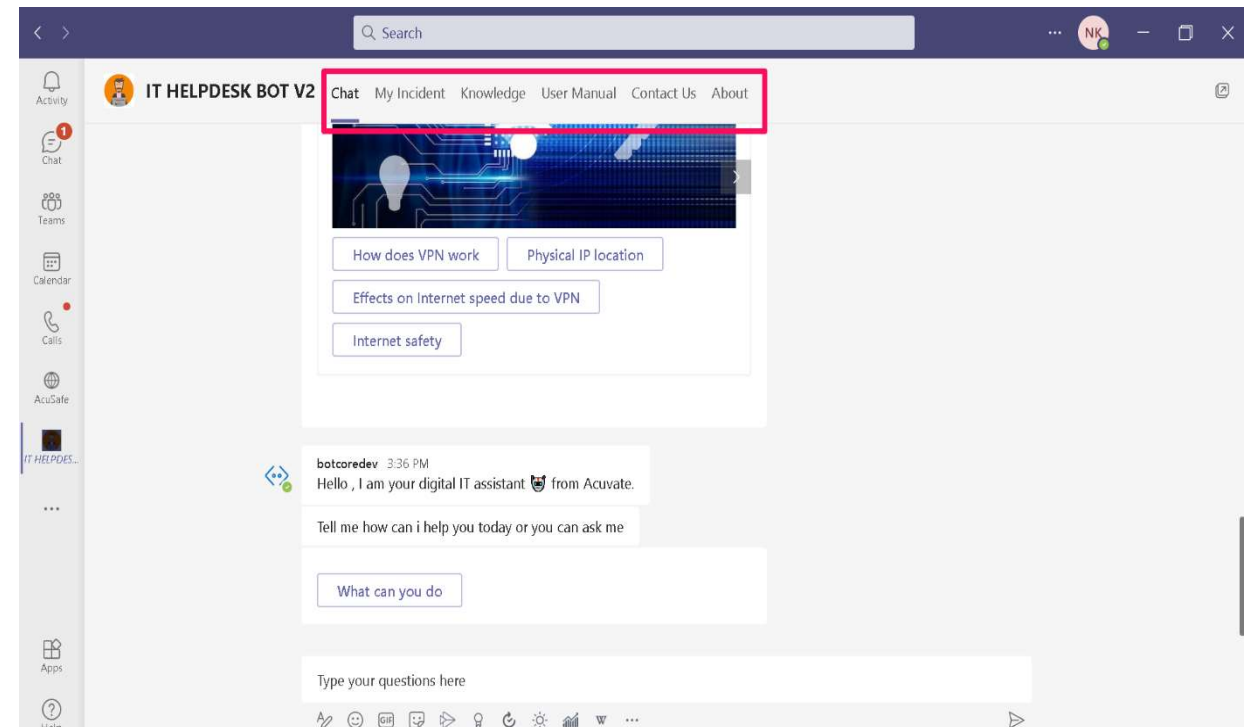
My Incident Tab:

- This section user can access all their incident details.

- Information includes:

  - Ticket Number

  - Title

  - Description

  - Raise Date

  - Status

- If you need more info about the Incident,
  click on the **Title** to get redirected to the respective ITSM.

IT HELPDESK BOT Chat My Incident User Manual Contact Us About

My Incidents

Show 10 entries   Search:

Ticket Number	Title	Description	Status	Created Date
INC0010314	cannot connect to Outlook	Outlook login issue	New	08-06-2021
INC0010313	Login issue	Unable to login Skype for business	Completed	17-05-2021
INC0010301	VPN issue	VPN not connecting	In progress	06-04-2021
INC0010295	issue with service now login	issue with service now login	New	11-02-2021
INC0010293	skype login issue	unable to login to skype	Resolved	05-02-2021
INC0010292	VPN issue	VPN	New	05-02-2021
INC0010291	Issue with login for skype	Unable to login to skype after multiple attemps	Awaiting caller	05-02-2021
INC0010288	Laptop replacement request	Laptop replacement request	New	06-01-2021
INC0010286	VPn issue	VPn issue	New	04-01-2021
INC0010283	Facing issue with VPN	Facing issue with VPN	Resolved	21-12-2020

Showing 1 to 10 of 12 entries

Previous 1 2 Next

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Trial Bot Limitations

1. **Agent Handover** - In a trial bot, user will be able to watch a video which has a preview of how agent handover will function via bot. In Production environment if the client has opted for agent handover, Agent portal details and integration of agent handover with instruction document will be shared.

2. **Ticket Creation** – In a trial bot, tickets will be created in Acuvate's instance and the same will be shown when user ask for ticket status.

Integration with ITSM Tool

Before the IT Bot integration into the client's environment, ITSM tool will be integrated into the Bot. Following are the tools which can be integrated within very less time.

I.   ServiceNow

II.   Service Desk Plus

III.   JIRA

IV.   Salesforce

Note: Any other tool can also be discussed and integrated.

To integrate the Ticketing tool into IT Bot, Acuvate will need two API URLs of the ITSM tool, one to create ticket and the other to fetch the status of the created ticket.

Following are some of the examples of Ticketing via IT Bot.

A. **ServiceNow**

- **Ticket creation**

User can just ask the bot to create a ticket, bot will capture the required info for which the ticket should be created, once the information is filled and submitted by the user the ticket will be created in the ticketing tool.

This is how the bot will create a ticket:

The ticket will be created using the details provided by the user on submit of adaptive card.

Digit Chat

3:09 PM
Service Now

Digit 3:09 PM

servicenow **Please fill the information below to create your ticket in Servicenow.**

Summary :
Login issue *

Description :
Unable to login Skype for business *

Category :
Software ▾ *

Submit

Type your questions here

Digit Chat

3:09 PM
create a ticket

Digit 3:09 PM
Where do you want to create incident?

Service Now   Service Desk Plus

3:09 PM
Service Now

Digit 3:09 PM Updated

Thanks for your input ... Please wait while we process

Digit 3:17 PM
Your ticket is created with number :INC0010313.

Type your questions here

If you check the details of the ticket created in service now with number: **INC0010313,** is created via Bot.

- **Ticket Status**

  Incident status will fetch you all the recently created incident in ServiceNow.

B. Service Desk Plus

- **Ticket Creation**

Similarly ask the bot to create a ticket in service Desk Plus, fill the details in the adaptive card and submit.

Digit Chat

Create New Request

Request Type
Incident

Subject
Laptop Mouse is not functional

Priority
Normal

Group
Hardware Problems

Laptop Mouse is not functional

Submit

Type your questions here

Digit Chat

Id :128156000000498001.

5:36 PM
create a ticket

Digit 5:37 PM
Where do you want to create incident?

Service Now   Service Desk Plus

5:37 PM
Service Desk Plus

Digit 5:37 PM Updated

Thanks for your input ... Please wait while we process

Your ticket has been created in Service Desk Plus with id :128156000000499001.

Type your questions here

Check the details of the ticket created in service desk plus with number: **128156000000499001,** is created via Bot.

- **Ticket Status**

Incident status will fetch you all the recently created incident in Service Desk Plus.

Response handling

Response handling in BotCore is a very simply experience, a portal will be provided to the client who has subscribed to IT Bot.
A user manual of BotCore portal will also be provided, which will be very useful to understand how to add a FAQ, how to create a conversational flow, simply modify any response and much more.
BotCore has a Tool called VRB (Virtual Response builder), which makes the user experience too good to understand and design rich response (Button, Carousel, Image etc.)

Here are some of the glimpses of the portal:

1. Update a Response.

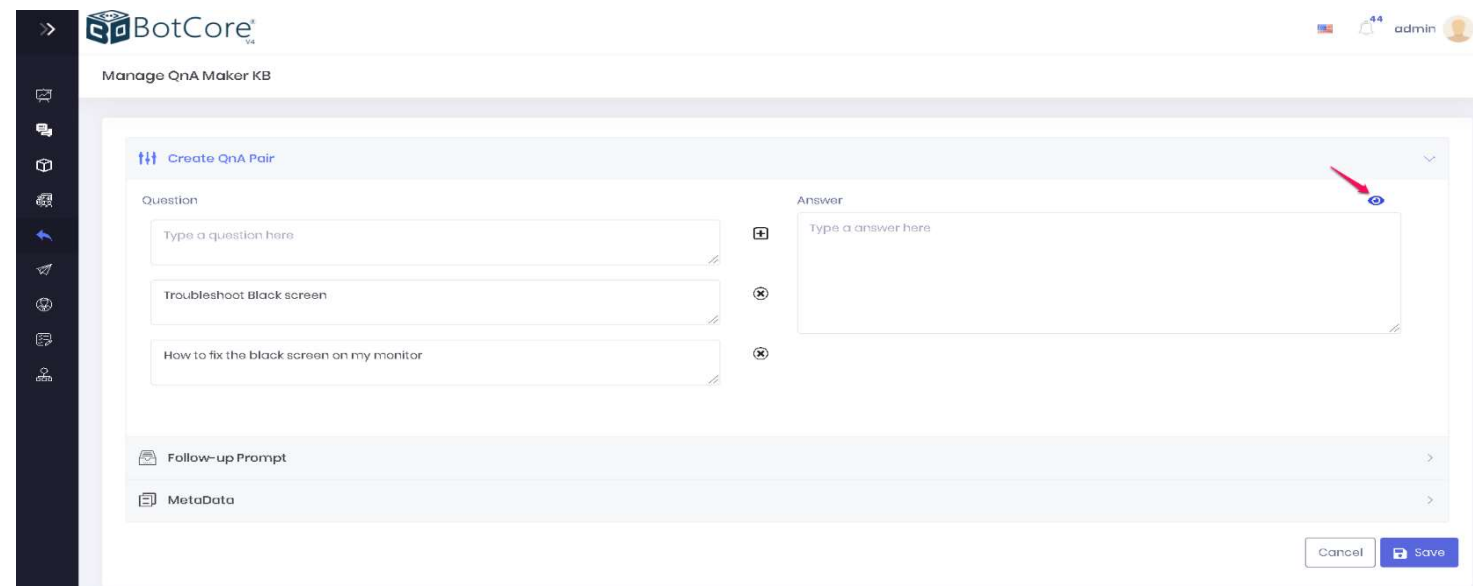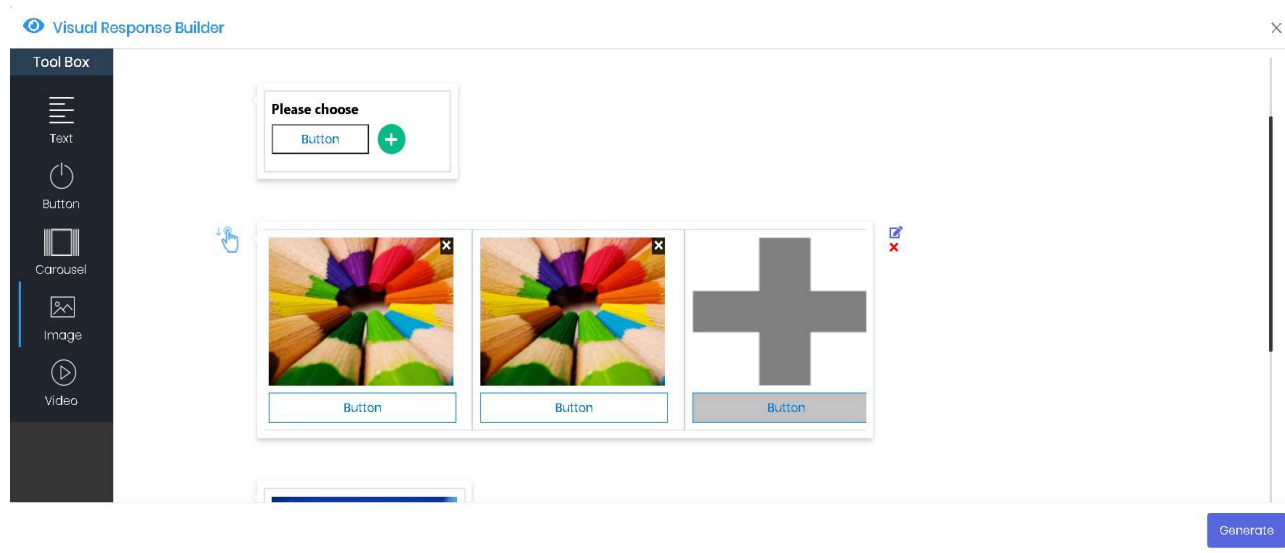   - Search for the desired response to be updated in the QnA Maker section, click on Edit.
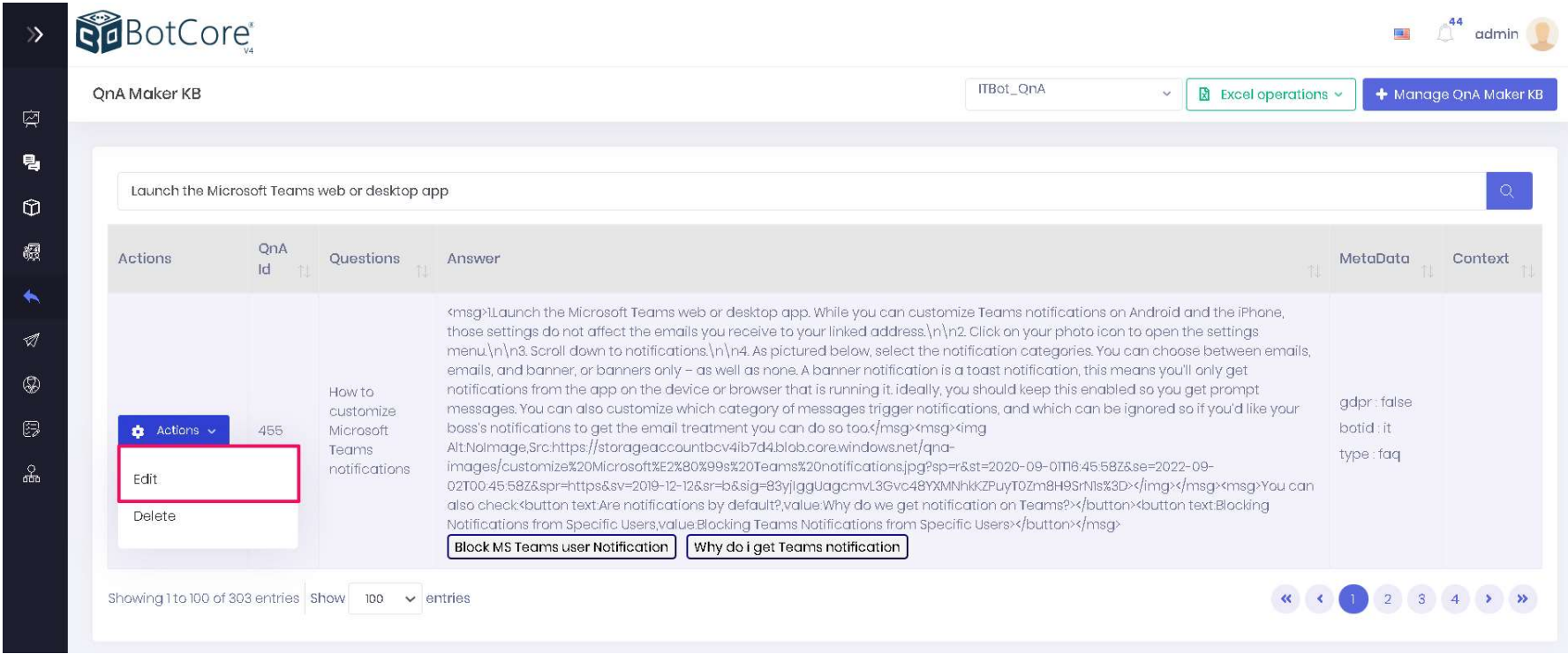
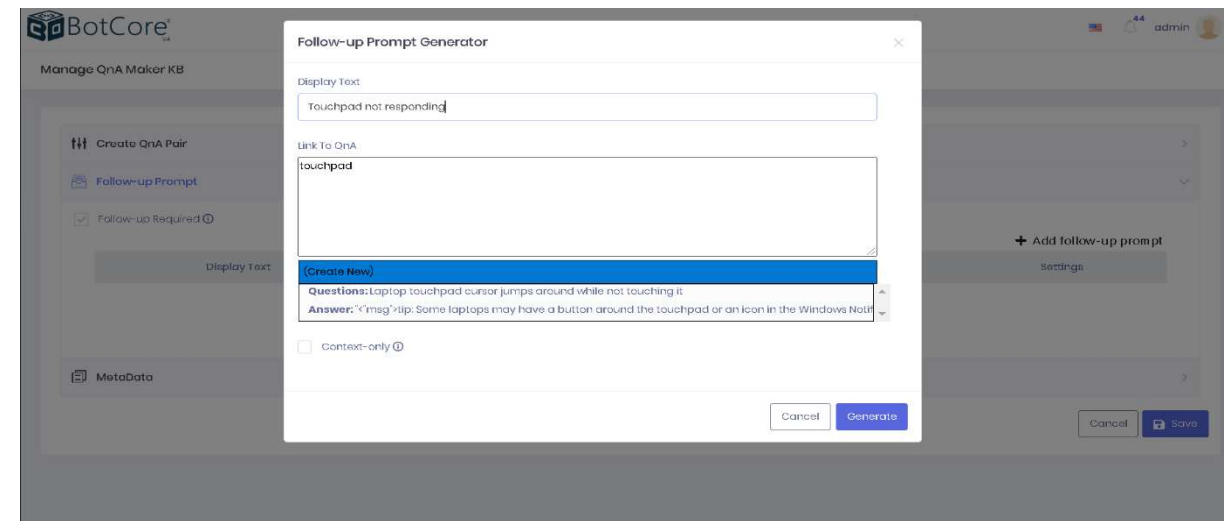- Update the response using VRB and Click on generate
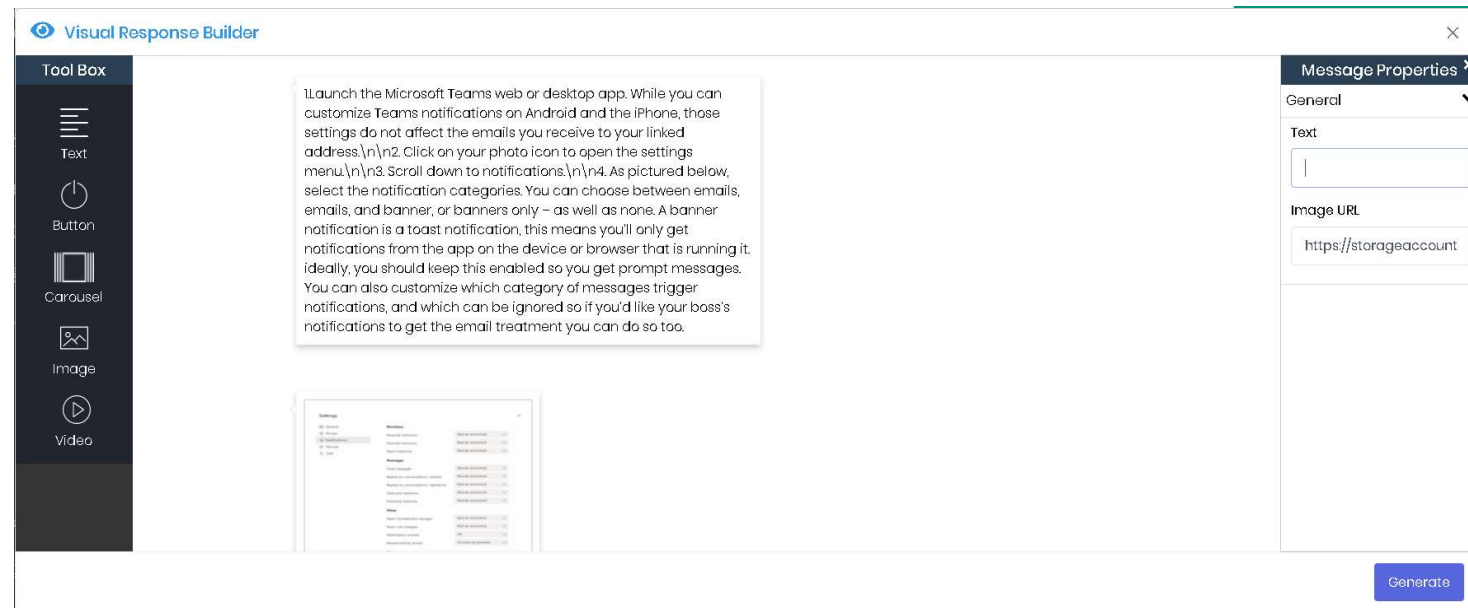
2. Create a response

- Click on Manage QnA Maker KB and then u can add multiple questions and a desired response for it using VRB.

- Click on the eye icon and design the rich response using VRB.

- You can also easily add the follow-up questions after a specific response in the follow-up section.

3. **Multilingual** – Trial bot is compatible only with English as a default language, BotCore is capable to have a multilingual bot.

4. **Response Handling** – User cannot create or update response on a trial bot. But when opted for a subscription, it is very simple to train the bot.

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