AskMe

Real-Time Service Desk Support in Microsoft Teams

Overview: AskMe embeds Calance Service Desk directly into Teams. Users simply type their issue and connect instantly to a live agent—no extra portals or apps.

Key Benefits:

- **Instant Chat Support**: Type "Hi" to start a live conversation. Your request is queued and routed to the correct agent in seconds.
- **On-Demand Help**: Type "Help" at any time for guidance on using AskMe or understanding wait messages.
- **Quick Onboarding**: Admins provide only Organization Name and Tenant ID; AskMe handles bot registration, licensing, and configuration.
- **Scalable Architecture**: Built to serve small teams and global enterprises with high availability.

How It Works:

1. **Provision**: Admins raise a request on our provisioning page—our backend team will then handle the rest of the configuration by contacting you.
2. **Install**: Click the Team's Store link to add AskMe to your Teams client.
3. **Connect**: Open AskMe chat, type "Hi," and get connected to Calance Service Desk via Genesys Cloud.
4. **Resolve**: Discuss your issue in real time and receive status updates directly in Teams.