

# Tim-Talk Help Desk BOT



# Problem Statement

In the enterprise, IT helpdesk has become an indispensable part of business operations. It is playing a critical role in supporting business users with uninterrupted technology services.

Without IT helpdesk, employees would keep running into level 1 general issues that could affect their productivity.

IT Helpdesk efficiency will be being impacted by a plethora of factors. These include:

- Escalation support team having to attend to low-value tickets and being involved in resolution of basic issues that takes a lot of time to answer hence impacting SLAs for severity 'A' tickets
- Employees approaching IT support team for trivial issues and subsequently having to wait long hours till the issue gets resolved
- To create tickets, employees have to access external service desk tool, over calls and emails

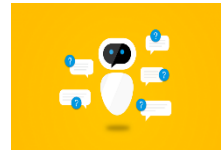
# TIM-TALK BOT Solution



Softline's BOT building platform



❖ Automation:  
Provide automated solutions to tedious tasks such as navigating a knowledge base



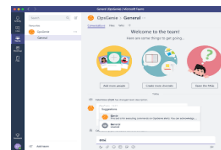
❖ Bot Conversational Interface:  
Provide support on Incident/Service Management, Knowledge Base search and send real-time alerts



❖ Integration:  
Integration with Symphony Summit platform along with Band Mapping

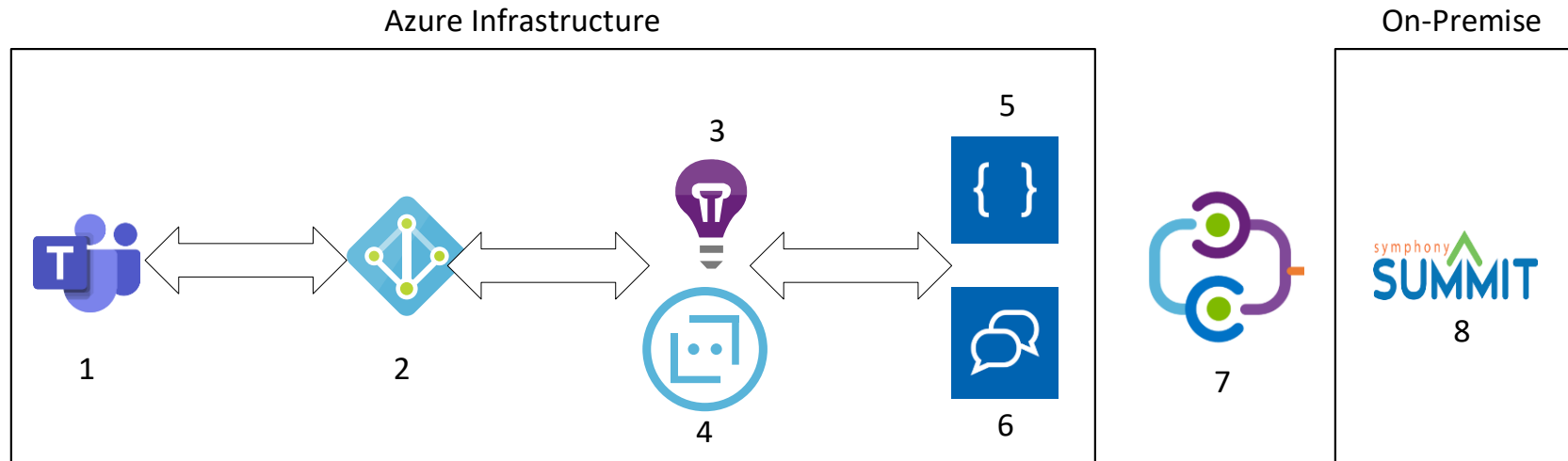


❖ Knowledge base search:  
Provide the most relevant solution to users problems based on historical effectiveness



❖ Interaction:  
Interaction through Teams using LUIS

# TIM-TALK Architecture and Conversation Flow



1. Employee starts the TIM-TALK BOT via Teams Channel
2. Employee will be authenticated via Azure AD
3. Employee interaction with TIM-TALK BOT will be captured by Application Insights for Monitoring
4. Employee will interact with BOT Service for creating requests
5. Employee inputs will be moderated using LUIS NLP Engine
6. BOT responds with Level 1 solution from QnAMaker/SS KB
7. Azure BOT infrastructure is connected directly with On-Premise SS Infrastructure using Azure Hybrid Connection
8. TIM-TALK BOT will connect to SS using APIs to serve employee requests

# TIM-TALK Features

- ITSM integration
- Create a Service/Incident request with a dynamic adaptive card for custom parameters
- Manage Service/Incident request including “View” integration
- Luis based intelligent service/incident and category/catalogue selection while raising requests
- Luis based intelligent dialogue transitions
- Luis category/catalogue training from BOT
- User band-based create and manager requests
- SLA based proactive request updates
- BOT handoff to engineers
- Messaging Extensions to share ticket information as a card
- Teams Tab to view all request and details
- Task Module to show KB videos and BOT overview

# Tools and Technologies

- Microsoft Teams as Channel
- Microsoft Bot Framework
- Symphony Summit as Service Desk
- Azure Services as Cloud Infrastructure
- Azure Cognitive Services as AI Engine

# Demo – Creating Requests

TIM-TALK 10:23 PM  
Hey!  
I'm TIM-TALK, your virtual support assistance. You can quickly file IT and Admin tickets to report an incident or create a service request.

**What can I do?**  
Select any of the below option or start describing your issue to get started!

Create Incident Request    Create Service Request

Check Request Status

10:23 PM  
not able to set outlook signature

TIM-TALK 10:24 PM  
Let's go ahead and create a incident request

**Here's how to set signature in outlook**  
Click the button to play

Open

Do you still want to create 'not able to set outlook signature' incident request in 'Laptop' category?

Yes    No

TIM-TALK 10:24 PM

Enter the ticket information

Submit

Robosoft, Please hold on for a sec while I raise the request. . .

**IR raised**  
not able to set outlook signature  
Incident request created with Ticket No: 120038!

INCIDENT ID - 120038

Dashboard    Reports    IT Clinic    Incident    Call    Request    Asset    Change    CMDB    Knowledge    Problem    Catalog    Release    SLA

Viacom18    Technology  
Location    mumbai  
Medium    Chatbot  
Source    Mobile App  
Log    2020-05-28 22:24:45  
Time  
Logged By    Summiluait  
Symptom  
not able to set outlook signature  
Description  
Test request. Please ignore.

**ATTACHMENTS**  
No Attachments  
Max Upload File Size 4MB

NEW    ASSIGNED    IN-PROGRESS    PENDING    RESOLVED    CLOSED    CANCELLED

GENERAL    COMMUNICATION    CHECKLIST    RELATIONSHIP    TROUBLE SHOOTING    VENDOR INFORMATION    ADDITIONAL INFORMATION

**CLASSIFICATION**  
Urgency \*    Medium    Classification \*    Software  
Impact \*    Medium    Category \*    Laptop  
Priority \*    Remote

**ASSIGNMENTS**  
Workgroup \*    Helpdesk Executive    Assigned To    SELECT  
Schedule Date       Service Window \*    WeekDays

Response SLA    Deadline 2020-05-29 10:00:00    Actual    Violation  
Remote    (30 Mins)

Resolution SLA    Deadline 2020-05-29 13:30:00    Actual    Violation  
Remote    (240 Mins)

**DEFAULT GROUP**  
Issues \*    SELECT  
Type of support \*    SELECT

ACTIONS  
CHANGE HISTORY  
AUDIT FLOW  
COMMUNICATION HISTORY

# Manage Requests

The screenshot displays a chat conversation for managing requests. It features two main panels on the left and a chat window on the right.

**Left Panel - Incident Requests:**

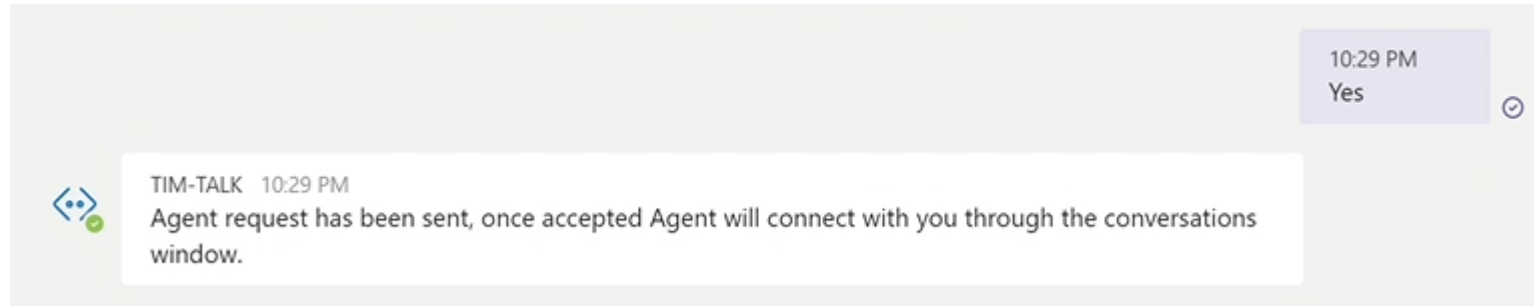
- Message: TIM-TALK 11:32 PM: Here is the list of last 5 incident requests
- Request Card: **IR120038**, Status: New, Description: not able to set outlook signa..., Button: View in Summit
- Message: Here is the list of last 5 service requests
- Request Card: **SR32539**, Status: Pending for Approval, Description: Temporary Laptop, Button: View in Summit

**Right Panel - Chat Window:**

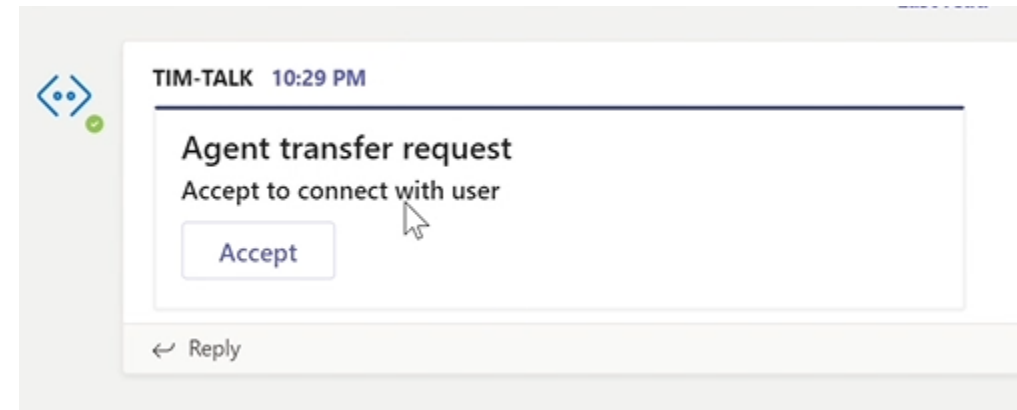
- Message: 11:32 PM list requests
- Message: 11:33 PM request status of SR32539
- Message: TIM-TALK 11:33 PM: Hold on, let me get the status of the request no SR32539. . .
- Request Card: **SR32539**, Status: Pending for Approval, Description: New Service Request raised for -Information Technology\Hardware - Information Technology\Laptop - Information Technology\Temporary Laptop, Button: View in Summit
- Confirmation Dialog: Do you want me to connect to support engineer? (Buttons: Yes, No)
- Message: 11:33 PM No
- Message: TIM-TALK 11:33 PM: That's okay.



# BOT Hand-Off



This screenshot shows a chat interface. On the left, a message from 'TIM-TALK' at 10:29 PM reads: "Agent request has been sent, once accepted Agent will connect with you through the conversations window." On the right, a response from the user at 10:29 PM says "Yes".



This screenshot shows a chat window with a dialog box for an "Agent transfer request". The dialog text says "Agent transfer request" and "Accept to connect with user". Below the text is a button labeled "Accept". A mouse cursor is hovering over the "Accept" button. Below the dialog box, there is a "Reply" button with a left-pointing arrow.

# Messaging Extensions

TIM-TALK 10:29 PM  
Hold on, let me get the status of the request no SR32539. . .

**SR32539**  
Status: P  
New Ser  
Informat  
Laptop

**TIM-TALK**  
Enter the request to search (IRxxxxx / SRxxxxx) 🔍

View

- SR32539  
Status Pending for Approval  
New Service Request raised fo
- SR32516  
Status Pending for Approval  
New Service Request raised fo
- SR32497  
Status Pending  
New Service Request raised fo
- SR32485  
Status Pending for Approval  
New Service Request raised fo
- SR32447  
Status Rejected  
New Service Request raised fo

Do you v  
Yes

TIM-TALK  
Agent re  
window.

Type yo

TIM-TALK

**SR32539**  
Status Pending for Approval  
New Service Request raised fo

View in Summit

TIM-TALK [ Enter the request to search (IRxxxxx / SRxxxxx / Open / Closed ) ]

- Status Pending for Approval  
New Service Request raised fo
- SR32447  
Status Rejected  
New Service Request raised fo
- SR32434  
Status Pending for Approval (Refer Back)  
New Service Request raised fo
- SR32370  
Status Pending for Approval (Refer Back)  
New Service Request raised fo
- SR32366  
Status Closed  
New Service Request raised fo

# Teams Tab

The screenshot shows a Microsoft Teams chat window for a contact named 'TIM-TALK'. The chat history shows a message: 'Agent request has been sent, once accepted A...'. The main content area displays a 'Hello, Robosoft!' greeting followed by a 'List of Service Requests' table. The table lists various requests with columns for Catalog Name, SR ID, and Log Time. The row for 'New Laptop and Email (Co...)' with SR ID 'SR32062' is highlighted. To the right of the table, the details for this specific request are shown, including the catalog name, customer information, description, location, log time, pending reason, and refer back information.

Catalog Name	SR ID	Log Time
Port Whitelisting (Firewall)	SR32485	Sunday, May 24, 2020 1:20:...
Distribution Group creation	SR32497	Monday, May 25, 2020 10:3...
Temporary Laptop	SR32434	Wednesday, May 20, 2020 2...
Server Access via PMP	SR32028	Saturday, April 11, 2020 5:0...
Creation of New Database	SR32370	Friday, May 15, 2020 9:38:4...
Snapshot Backup	SR32364	Friday, May 15, 2020 7:34:4...
New Laptop and Email (Co...	SR32062	Wednesday, April 15, 2020 ...
Port Whitelisting (Firewall)	SR32122	Thursday, April 23, 2020 7:5...
Temporary Laptop	SR32516	Wednesday, May 27, 2020 6...

**Details for SR32062:**

- CatalogName: New Laptop and Email (Contract Employee)
- Customer: IS
- Description: Please provide laptop to Sachin Baliga for Graphic use
- Location: mumbai
- LogTime: 4/15/2020 7:50 PM
- Pending Reason: Pending for Approval (Refer Back)
- Refer Back: SR32062
- Status: Pending for Approval (Refer Back)



GO GLOBAL



GO CLOUD



GO INNOVATIVE