Chatbot Meta

Request Rephrasing Or Present Service Catalog

[Chatbot Meta]

Asks the user to rephrase their question or offers to direct them t...

Helpdesk Information

Provide Cau Contact Information

[Helpdesk Information]

Provides contact information for the Centro de Atenci\u00f3n a Usua...

Outputs

Cau Email: The email address of the CAU (Customer Assistan... Cau Phone Number: The phone number of the CAU (Customer Assistanc... Cau Physical Address: The physical address of the CAU (Customer Assis... Cau Operating Hours: The operating hours of the CAU (Customer Assist... Cau Operating Hours Suspension: The operating hours of the CAU (Customer Assist...

General Information

Inform Holiday Hours Unavailable

[General Information]

Informs the user that information about holiday hours is not availa...

Provide Uam Description And Faculty List Link

[General Information]

Provides a general description of the Universidad Autónoma de Madri...

Outputs

University Description: brief description of UAM Faculty List Link: link to the list of faculties and schools at UAM

Provide Directory Update Information

[General Information]

Provides information about UAM directory inclusion criteria and con...

Outputs

Directory Inclusion Criteria: Explains that only PTGAS and PDI with active co... Service Contact Email: Email addresses for contacting PTGAS, PDI, and...

Present Directory Options

[General Information]

Presents options related to the UAM contact directory (e.g., updati...

Parameters

Directory Option: ACTUALIZAR DATOS DIRECTORIO UAM, CONOCER E-MAIL...

Outputs

Available Actions: Options to update directory data or find UAM pe...

Provide Uam Contact Directory Link

[General Information]

Provides a link to the UAM contact directory (PÁGINAS BLANCAS) wher...

Outputs

Directory Link: URL to the UAM contact directory (PÁGINAS BLANC...

Student Services

Provide Academic Certificate Information [Student Services]

Provides information on how to request an Academic Certificate from...

<u>Outputs</u>

Certificate Instructions Current Students: Instructions for current students to access or... Certificate Instructions Former Students: Instructions for former students to access or o... Certificate Instructions Former Foreign Students: Instructions for former foreign students to obt...

Account & Access

Provide Uam Identity Management Policy Information

[Account & Access]

Provides information about the UAM's identity management and logica...

Outputs

Policy Summary: Summary of the identity management policy inclu... Faq Link: Link to FAQ about saving email content Cau Contact: Contact information for the CAU

Provide Id Uam Account Recovery Information

[Account & Access]

Provides information on how to recover a forgotten ID-UAM user ID o...

Id Recovery Instructions: instructions for recovering ID-UAM user id and... Password Change Instructions: instructions for changing password using activa...

Software & Applications

Suggest Teams Help Resources [Software & Applications]

Suggests consulting TEAMS tutorials and provides button links relat...

Outputs

Teams Help Options: List of common TEAMS issues with links to help...

Teams Tutorial Link: Link(s) to tutorials for using UAD TEAMS.

Inform About Teams Telephony Migration And Redirect

[Software & Applications]

Informs the user about the ongoing migration of telephony to Micros...

Outputs

Migration Status: Informs the user that the migration of telephon... Migration Support Contact: Explains that users will be contacted by CAU te... Telephony Service Request Instructions: Instructs users to complete a form for submitti... Teams Telephony Migration Information: Provides an explanation of the Microsoft Teams... Service Request Form Link: Provides a link to the telephony service reques...