

## 4. Using the AI Chatbot for Quick Answers

**Overview:** The AI chatbot is designed to assist you with common issues and FAQs.

**Steps:**

1. Access the chatbot by clicking on the "Chat Now" button on the Help Desk portal.
2. Type your question or issue in the chat window. Examples include:
  - "How do I reset my password?"
  - "What is the status of my ticket?"
3. The chatbot will provide instant responses or guide you to relevant KB articles.
4. If the chatbot cannot resolve your issue, it will escalate your query to a live agent or suggest submitting a ticket.

**Tips for Best Results:**

- Be as specific as possible when typing your questions.
  - Avoid using abbreviations or jargon the chatbot may not understand.
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