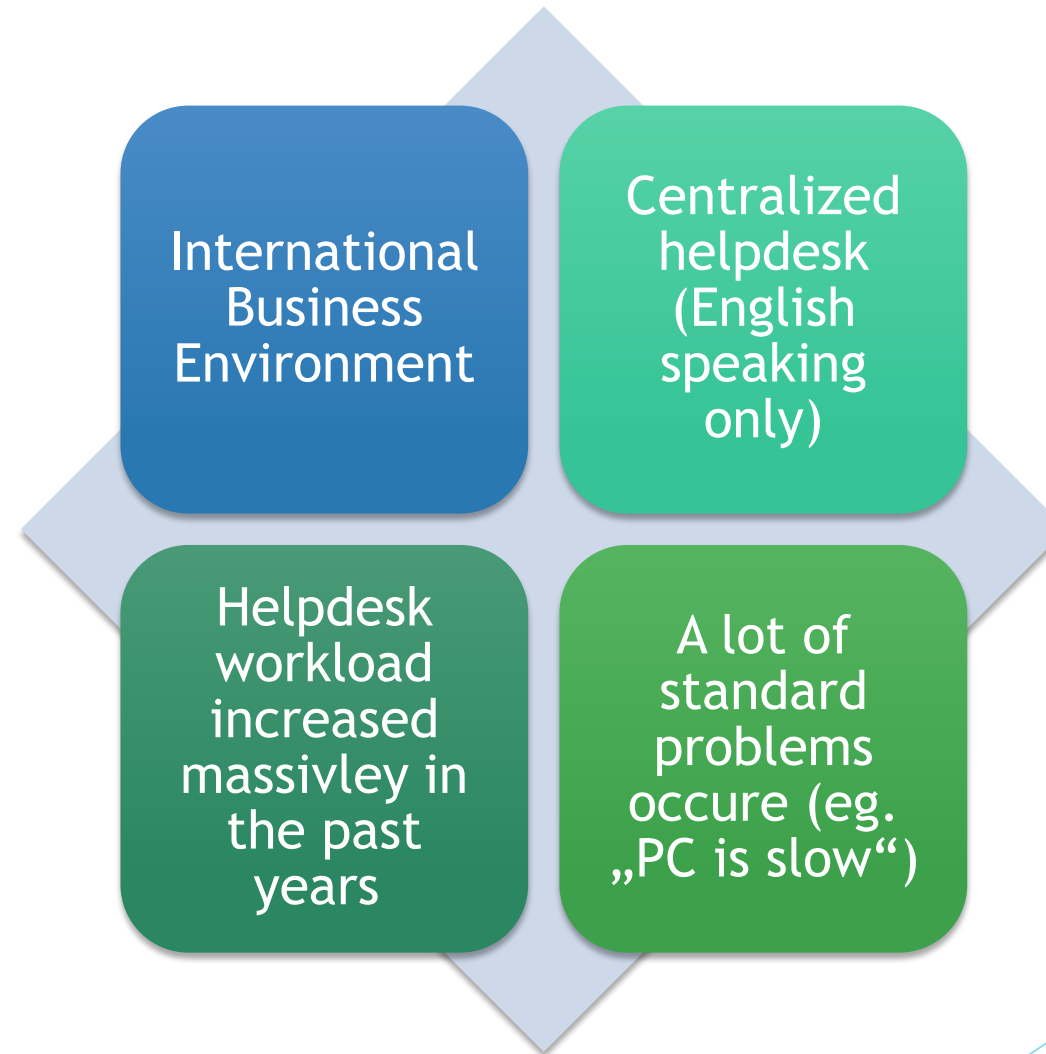


Digitalization of Incident-Management Process

Group: Gempen

6/6/2019

Business Case



Goals

Centralize & standardize Helpdesk process

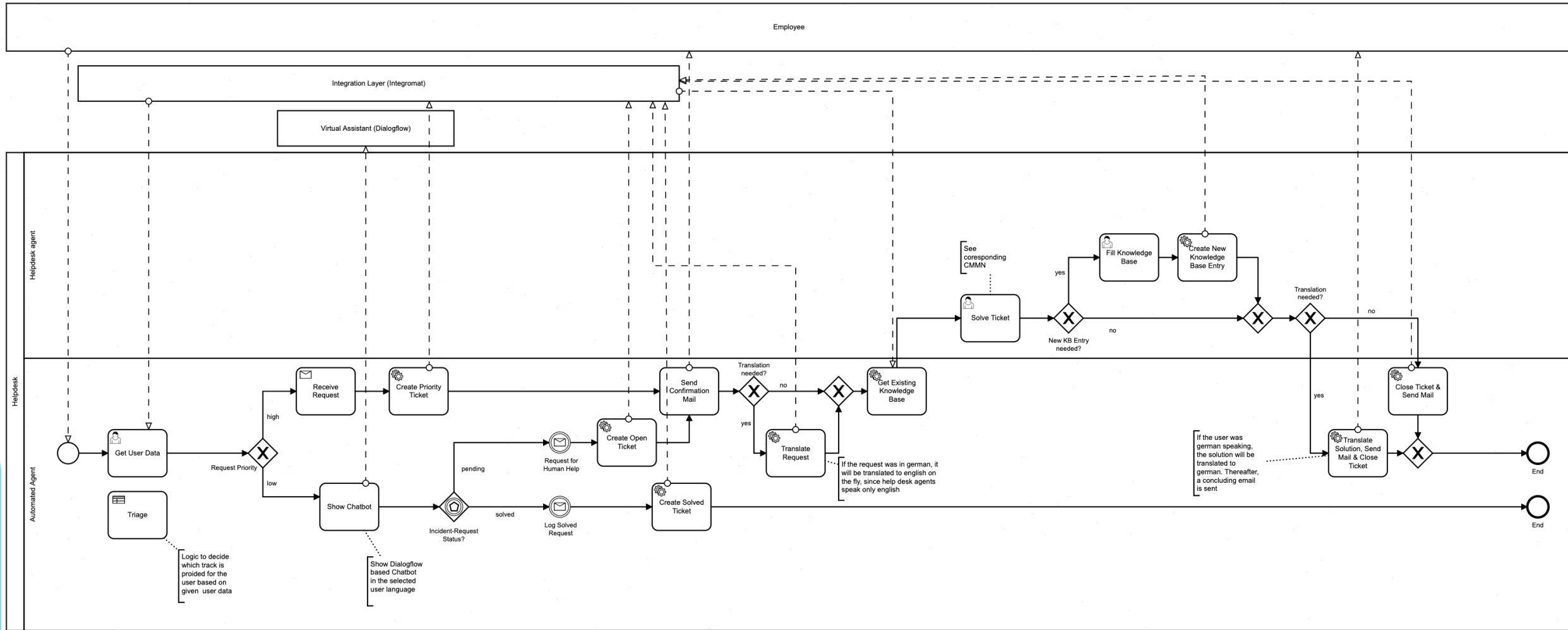
Build standardized user-interface to create incident requests

Handle multilanguage support

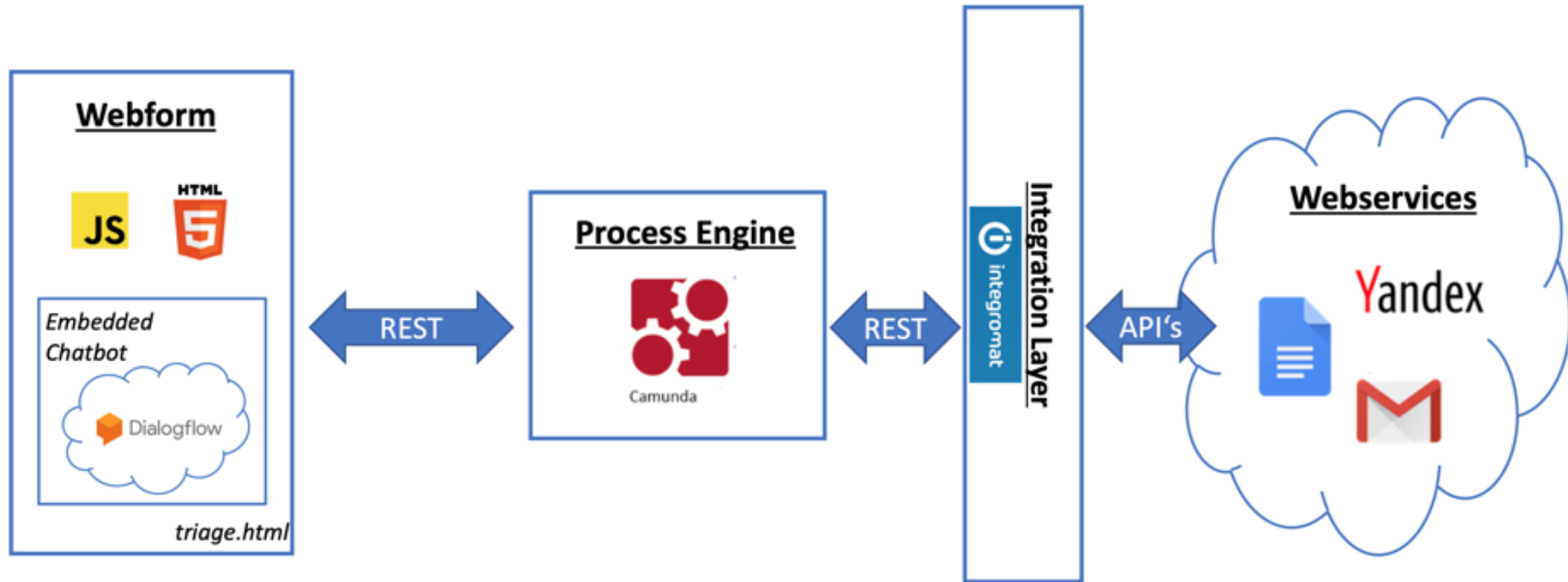
Take advantage of chatbot to solve standard request automatized

Ensure priority support for VIP-Employees or urgent requests

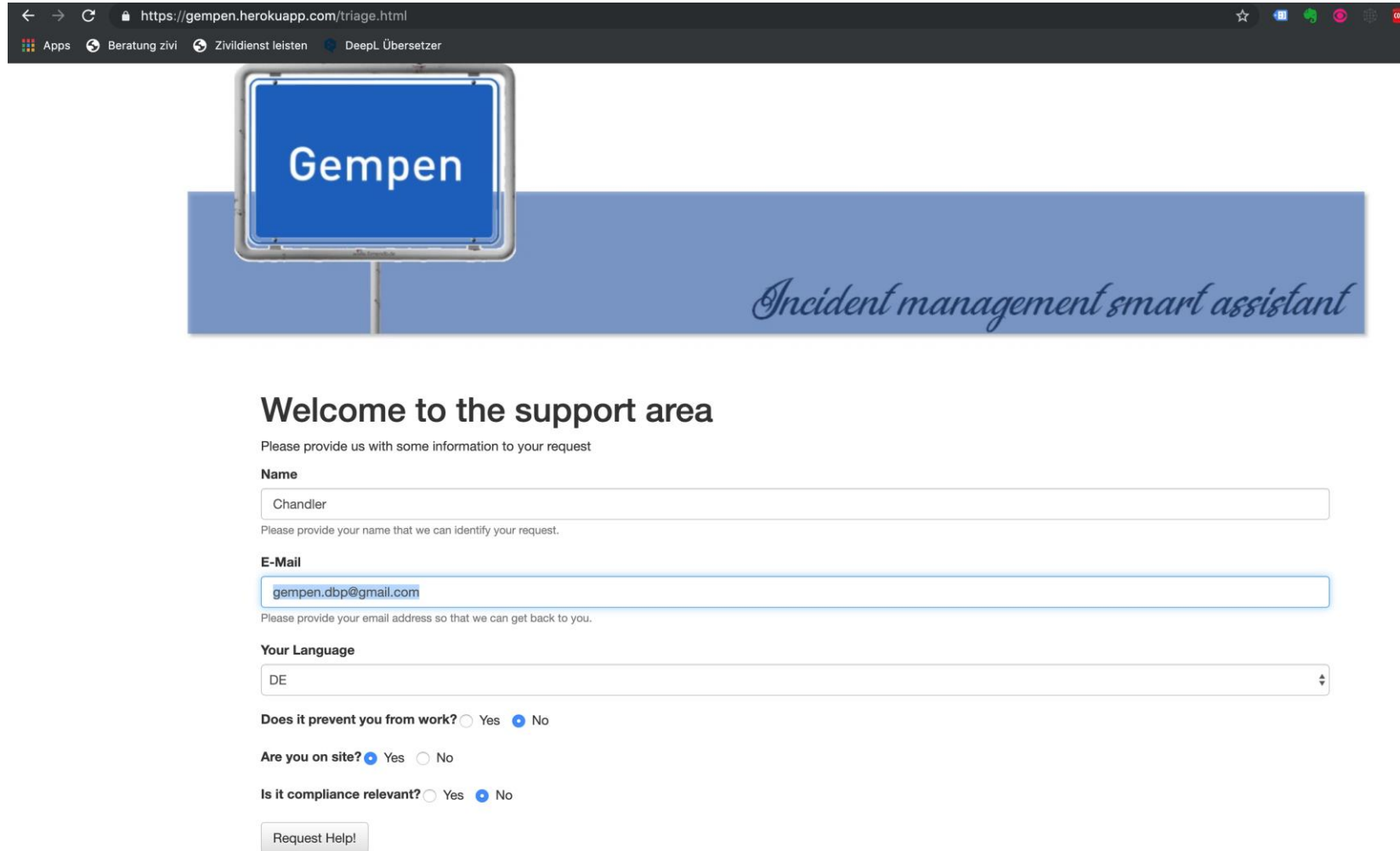
Process



Architecture



Frontend for Employees



The screenshot shows a web browser window with the URL `https://gempen.herokuapp.com/triage.html`. The browser's address bar and tabs are visible. The main content area features a blue header with a sign that says "Gempen" and the text "Incident management smart assistant" in a cursive font. Below the header, there is a "Welcome to the support area" section. This section contains a form for submitting a request, with fields for Name, E-Mail, and Your Language. There are also three radio button questions: "Does it prevent you from work?", "Are you on site?", and "Is it compliance relevant?". A "Request Help!" button is at the bottom of the form.

← → ↻ 🔒 `https://gempen.herokuapp.com/triage.html` ☆ 🌐 📄 📄 📄 📄

Apps Beratung zivi Zivildienst leisten DeepL Übersetzer

Gempen

Incident management smart assistant

Welcome to the support area

Please provide us with some information to your request

Name

Chandler

Please provide your name that we can identify your request.

E-Mail

`gempen.dbp@gmail.com`

Please provide your email address so that we can get back to you.

Your Language

DE

Does it prevent you from work? ☐ Yes ☒ No

Are you on site? ☒ Yes ☐ No

Is it compliance relevant? ☐ Yes ☒ No

Request Help!

Priority Form

Priority Support

Sie sind für den Priority-Support qualifiziert. Bitte schildern Sie uns kurz Ihr Problem.

Information

User: Chandler
Severity: red

Digi BP Gempen

Ticket erstellt ed87813b-c1c1-4276-26cc-4711eae11c13
An: oliver.faust90@gmail.com

Sehr geehrter Kunde

Ihr Ticket wurde erstellt:
Priorität: high
Name: Chandler
Hierarchie: 5
Problem: Ich habe eine wichtige anfrage

Freundliche Grüße
Support-Team

Ihr Anliegen:

Senden

Chatbot

Chatbot Support

Please ask the chatbot for help. If you can not find an answer, you can create a ticket later.

Information

User: Ross
Severity: green

Hi! I am your personal assistant. Please tell me what you need, I'll be happy to help you.

i need to install new software

Please follow the instructions in this PDF file.
Knowledgebase Artikel

Did you find the Software?

Yes, I'll send you the Software ID!

I didn't find it, please open a Ticket.

Chat

Helpdesk Agent

Solve Ticket

incident_process_2 [🔗](#)

 Set follow-up date

 Set due date

 Add groups

 Helpdesk Agent ×

Form

History


Diagram

Description

Problem

Chatbot: i need to install new software ---

Solution

 *On the fly translation of
problem and solution*

New KB entry?

☐

Existing KB Entry

Rebooting the PC ----- you have to update windows -----

 *Existing knowledge base*

Ticket Priorisation

green

 *Green = chatbot*

Save

Complete

Demo

Report Incident

- <https://gempen.herokuapp.com/triage.html>

Incident Management

- <http://gempen.herokuapp.com/>
- Username: helpdeskagent
- Password: helpdeskagent



Thank you