* Text

  Description automatically generated with medium confidence

Welcome to '#ITMate', the IT bot. I can answer your questions about IT applications and services.

Sent at July 26 at 12:54 PM

* Bot ITMate said:

1 attachment.

Sent at July 26 at 12:55 PM

Press ENTER to interact.

Bot attached:

Please login with your G0X credentials

Login

Sent at July 26 at 12:55 PM

* Bot ITMate said:Welcome Go, Zachary

Sent at July 26 at 12:55 PM

Bot ITMate said:

Welcome Go, Zachary

Sent at July 26 at 12:55 PM

* Bot ITMate said:

1 attachment.

Sent at July 26 at 12:55 PM

Press ENTER to interact.

Bot attached:

**Frequently Asked Topics**

Outlook

PHGDC Sites

My Open Incidents

Sent at July 26 at 12:55 PM

4 minutes ago

* You said:how can we change our mobile number for authentications?

Sent at July 26 at 12:55 PM

You

Icon

Description automatically generated

You said:

how can we change our mobile number for authentications?

Sent at July 26 at 12:55 PM

3 minutes ago

* Bot ITMate said:Yes. We need ticket number to queue your incident or requests for assistance.

Sent at July 26 at 12:55 PM

ITMate

A picture containing text

Description automatically generated

Bot ITMate said:

Yes. We need ticket number to queue your incident or requests for assistance.

Sent at July 26 at 12:55 PM

3 minutes ago

* You said:how?

Sent at July 26 at 12:55 PM

You

Icon

Description automatically generated

You said:

how?

Sent at July 26 at 12:55 PM

3 minutes ago

* Bot ITMate said:Sorry, I do not know 'how?'

Sent at July 26 at 12:55 PM

ITMate

A picture containing text

Description automatically generated

Bot ITMate said:

Sorry, I do not know 'how?'

Sent at July 26 at 12:55 PM

* Bot ITMate said:

1 attachment.

Sent at July 26 at 12:55 PM

Press ENTER to interact.

Bot attached:

I can help here to raise a ticket . Do you want to raise a ticket ?

For Self

On Behalf

No

Sent at July 26 at 12:55 PM

3 minutes ago

* You said:For Self

Sent at July 26 at 12:56 PM

You

Icon

Description automatically generated

You said:

For Self

Sent at July 26 at 12:56 PM

3 minutes ago

* Bot ITMate said:Please mention the issue Title.

Sent at July 26 at 12:56 PM

ITMate

A picture containing text

Description automatically generated

Bot ITMate said:

Please mention the issue Title.

Sent at July 26 at 12:56 PM

3 minutes ago

* You said:Change Mobile number for Authentication

Sent at July 26 at 12:56 PM

You

Icon

Description automatically generated

You said:

Change Mobile number for Authentication

Sent at July 26 at 12:56 PM

3 minutes ago

* Bot ITMate said:Please describe the Issue in detail.

Sent at July 26 at 12:56 PM

ITMate

A picture containing text

Description automatically generated

Bot ITMate said:

Please describe the Issue in detail.

Sent at July 26 at 12:56 PM

3 minutes ago

* You said:The sim of mobile number that I register for authentication i starting to have problems can I cant replace the sim since it is only a prepaid. So I pln to change te phone number to my post paid number (0917)709-1613

Sent at July 26 at 12:58 PM

You

Icon

Description automatically generated

You said:

The sim of mobile number that I register for authentication i starting to have problems can I cant replace the sim since it is only a prepaid. So I pln to change te phone number to my post paid number (0917)709-1613

Sent at July 26 at 12:58 PM

A minute ago

* Bot ITMate said:

1 attachment.

Sent at July 26 at 12:58 PM

Press ENTER to interact.

ITMate

A picture containing text

Description automatically generated

Bot attached:

Great! I’m going to create a ticket with Title “Change Mobile number for Authentication”. The description I will use is “The sim of mobile number that I register for authentication i starting to have problems can I cant replace the sim since it is only a prepaid. So I pln to change te phone number to my post paid number (0917)709-1613”. Can you please confirm that this information is correct?

Yes

No

Sent at July 26 at 12:58 PM

A minute ago

* You said:Yes

Sent at July 26 at 12:58 PM

You

Icon

Description automatically generated

You said:

Yes

Sent at July 26 at 12:58 PM

A minute ago

* Bot ITMate said:

1 attachment.

Sent at July 26 at 12:58 PM

ITMate

A picture containing text

Description automatically generated

Bot attached:

Logo, company name

Description automatically generated

**Raising an issue**

Please wait, I am creating ticket for you.

Sent at July 26 at 12:58 PM

* Bot ITMate said:Issue raised successfully! Please find the ticket details. IT Service Desk will contact you shortly.

Sent at July 26 at 12:58 PM

Bot ITMate said:

Issue raised successfully! Please find the ticket details. IT Service Desk will contact you shortly.

Sent at July 26 at 12:58 PM

* Bot ITMate said:

1 attachment.

Sent at July 26 at 12:58 PM

Press ENTER to interact.

Bot attached:

**Ticket #FG-INC0251994**

|  |  |  |
| --- | --- | --- |
| **User Email:** |  | [z.go@fujitsu.com](mailto:z.go@fujitsu.com) |
|  |  |  |
| **Issue title:** |  | Change Mobile number for Authentication |
|  |  |  |
| **Issue Description:** |  | The sim of mobile number that I register for authentication i starting to have problems can I cant replace the sim since it is only a prepaid. So I pln to change te phone number to my post paid number (0917)709-1613 |