## ChatBot – Test Cases and Responses

## Hi <Name>

**Thanks for contacting Virtual IT Support. How may I help you?**

**You can ask me about following**

1. **Access Issues:**
2. Bitlocker Issue
3. CIAM Issue
4. Windows/EMEA2 Issue
5. FMB/DL Issue
6. SharePoint Issue
7. TIKS Card Issue
8. WIW Issues
9. **Hardware Issues:**
10. IP Phone/Headset Support
11. Laptop/Desktop Repair/Upgrade Support
12. Printer Support
13. **Network Issues:**
14. Homeshare/Common Share Drive Issue
15. Network/Wireless Connectivity Issue
16. Remote Access VPN: Global Remote Issue
17. **Software Issues:**
18. Browser Issue
19. Cisco Jabber Issue
20. Email/Outlook Issue
21. **New Service Request:**
22. Admin Rights Request
23. Hard-Disk/Pen Drive Request
24. Homeshare /Common Share Drive Access
25. IP Phone/Headset Request
26. IT Accessories Request
27. Jabber Softphone Request
28. Request to enable RDP
29. Software/Tool Installation Request
30. TIKS Card Request
31. URL Whitelisting Request
32. **Things you need to know if you are a New Employee:**

Below are the IT services for new employees:

1. TIKS Card (To connect to Office Network and secured emails access)
2. Adding to DL T System
3. Jabber Activation

To request these please [click here](http://supportcenter.in.t-internal.com/helpdesk/WebObjects/Helpdesk.woa) and submit a ticket at IT Support with request type as New Employee. You will receive email for further updates.

**NOTE**: Once you receive TIKS Card please complete the process of password setting for Jabber/CIAM using below guide. By Default every system has been installed with the Cisco Jabber Application, however, unless and until

CIAM Registration has been completed, the Activation Process does not take place.

(**CIAM Registration & Jabber Account requisition Procedure Guide**)

**1.1 Bitlocker Issue**

**Queries: Questions**

1. How to reset Bit locker key
2. I forgot Bit locker Key.

**ChatBot Response:**

Here is a document which will help you to reset Bit locker PIN.

Please try this. If you are still unable to resolve the issue, please [click here](http://supportcenter.in.t-internal.com/helpdesk/WebObjects/Helpdesk.woa) to submit a ticket

(**Bitlocker Support** **Guide**)

**1.2 CIAM Issue :**

**Queries: Questions**

1. Unable to login to CIAM
2. CIAM Locked
3. Unable to set CIAM Password
4. How to set password for Jabber/CIAM?
5. How to complete CIAM registration?

**Chat Bot Response:**

For A and B:

Please send an email to- FMB Myportal Support [Myportal.Support@telekom.de](mailto:Myportal.Support@telekom.de) with the error screenshot.

For C and D:

For any Jabber or CIAM password related queries, please refer below guide.

(**CIAM Registration & Jabber Account requisition Procedure Guide**)

If you are still unable to resolve the issue, please [click here](http://supportcenter.in.t-internal.com/helpdesk/WebObjects/Helpdesk.woa) to submit a ticket.

**1.3 Windows/EMEA2 Issue:**

**Queries: Questions**

1. How to reset Windows/EMEA2 password?
2. How to unlock/reset password using Password Management Self Service Tool?
3. How to complete Windows/EMEA2 Password Profile?

**Chat Bot Response:**

In case you forget your EMEA2 account password, then unlocking and changing account password is a Self Service. Please ensure you complete your profile at Password Management Tool - <https://MyIT.telekom.de/PM> (with PIN set, security questions etc.) so that you can unlock or reset password through colleague’s PC.

If you do not complete this step, your account will not be reset.

Refer attached document for the same.

**(EMEA2 Support Guide)**

**1.4 FMB/DL Issue:**

**Queries: Questions**

1. How to order FMB?

2. How to order DL?

3. How to change FMB/DL list name?

4. How to order as a key user?

5. How to set or change manager of FMB/DL?

6. How to change the owner of an FMB/DL?

7. How to make modifications to FMB/DL?

8. How to set “send as” permission for FMB?

9. How to check who has “send as” permissions for FMB?

10. How to allow sender for a DL?

11. How to add not GWS+ users to an FMB/DL/FBDX/Savvy suite?

12. How to create a profile for DL in outlook?

13. How to create a profile for FMB in outlook?

**Chabot Response:**

Please refer below link for all your queries related to FMB and DL Support-

<https://yam.telekom.de/docs/DOC-458807>

If you are still unable to resolve the issue, please [click here](http://supportcenter.in.t-internal.com/helpdesk/WebObjects/Helpdesk.woa) to submit a ticket.

**1.7 WIW Issue**

**Queries: Questions**

1. Unable to login to WIW
2. WIW Locked
3. Do not remember WIW Password
4. WIW Password reset
5. WIW password expired
6. How to complete WIW Registration?

**Chabot Response:**

IF A or B or C:

Check status of your account using below steps-

1. Go to WIW (<https://websso.t-systems.com/wiw/wiwauth/uss> )
2. On home page, select “Issues with user account option”
3. Enter your details and proceed
4. You will get an option to change WIW password with the help of security question/answer.
5. If there is any problem with your account or you do not remember the security question/answer to reset password, please call the WIW Service Desk on +49 391 5976 2317.

IF D or E:

1. Go to the WIW : [**https://websso.t-systems.com**](https://websso.t-systems.com)
2. Enter the User ID & Password and Login.
3. Once you login, click on Change Password under WIW Quick Links and set a new password
4. Please refer attached guide for reference (**WIW Support Guide**)

IF F:

Please refer below document which will help you with WIW registration and other WIW queries.

(**WIW Support Guide**)

If you are still unable to resolve the issue, please [click here](http://supportcenter.in.t-internal.com/helpdesk/WebObjects/Helpdesk.woa) to submit a ticket.

**2.1 IP Phone/Headset Support**

Please create a ticket at IT Support, [click here](http://supportcenter.in.t-internal.com/helpdesk/WebObjects/Helpdesk.woa) to submit a ticket

**2.2 Laptop/Desktop Repair/Upgrade Support**

Please create a ticket at IT Support, [click here](http://supportcenter.in.t-internal.com/helpdesk/WebObjects/Helpdesk.woa) to submit a ticket

**2.3 Printer Support/Issue**

**Queries: Questions:**

1. How to add Printer
2. How to take access of printer

**Chabot Response:**

Please follow below steps to get the Printer Access:

1. Press “Windows+R” on your Keyboard.
2. Type, “\\10.197.192.69” in Run Command prompt & press Ok
3. Double click/Select a particular floor of which the printer access you need.
4. A Prompt will pop up, select Printer>Printing Preferences>Details>Set a pin>ok

Please refer below document which will help you with Printer Access.

(**Printer Support Guide**)

If you are still unable to resolve the issue, please [click here](http://supportcenter.in.t-internal.com/helpdesk/WebObjects/Helpdesk.woa) to submit a ticket

**3.1 Home share/Common Share Drive Issue**

Please create a ticket at IT Support, [click here](http://supportcenter.in.t-internal.com/helpdesk/WebObjects/Helpdesk.woa) to submit a ticket

**3.2 Network/Wireless Connectivity Issue**

**Queries: Questions:**

1. Unable to connect to WIFI
2. WIFI is not working
3. Unable to connect to office network
4. Internet is not working

**Chabot Response:**

Use below steps if the wireless connection issue comes with Dell & Lenovo laptops,

1. Go to wireless icon & open network and sharing center, If Network connection status continuously blinking, then close that window from task manager and follow below process.

2. Delete the following file:

C:\users\select the user's folder \AppData\Roaming\Microsoft\Network\Connections\Pbk\ \_hiddenObk\rasphone.pbk.

3. Also check the Wireless Service:

i) Go to Start and open services or press Windows+R and type “servicesmsc”

ii) Search for WLAN “AutoConfig” service. Right click and stop start the service.

If you are still unable to resolve the issue, please contact IT Support Team or [click here](http://supportcenter.in.t-internal.com/helpdesk/WebObjects/Helpdesk.woa) to submit a ticket.

* 1. **Remote Access VPN Issues: Global Remote Issues**

**Queries: Questions:**

1. Unable to access office network
2. Unable to connect through Global Remote
3. VPN/GR is not working

**Chabot Response:**

Here is the troubleshooting Guide which will help you to solve Global Remote/VPN connectivity issues. Please try this.

(**Remote Access VPN Support Guide**)

If you are still unable to resolve the issue, please [click here](http://supportcenter.in.t-internal.com/helpdesk/WebObjects/Helpdesk.woa) to submit a ticket.

* 1. **Jabber Issue:**

**Queries: Questions:**

1. Login to Jabber

2. Unable to Call through Jabber

3. Display name in Jabber Client is incorrect

**ChatBot Response:**

Here is the troubleshooting Guide which will help you to solve Jabber issues. Please try this.

(**Jabber Support** **Guide**)

If you are still unable to resolve the issue, please [click here](http://supportcenter.in.t-internal.com/helpdesk/WebObjects/Helpdesk.woa) to submit a ticket.

**4.4 Email/Outlook Issue:**

**Queries: Questions:**

1. Outlook is not connected and asking for login credentials frequently
2. Outlook is slow
3. Outlook mailbox is full
4. Unable to send/receive Email
5. Unable to setup a WebEx meeting
6. WebEx Add-In is disable

**Chat Bot Response:**

If A: Please verify below points:

1. Whether you are connected to CWLAN Office network
2. Your EMEA2/Windows Password is not expired.
3. If you have changed EMEA2/Windows Password recently make sure you login to Outlook as other user with Emea2\AXXXXXXX and new password.

IF B and C:

1. Click the File tab
2. Click Cleanup Tools
3. Click Archive
4. Click the Archive this folder and all subfolders option, and then click the folder that you want to archive. Any subfolder of the folder you select is included in this manual archive.
5. Under Archive items older than, enter a date.
6. Under Archive file, make sure the location will have enough disk space to support manual archiving. If you do not want to use the default file or location, under Archive file, click Browse to specify a new file or location. Browse to find the file that you want, or enter the file name, then click OK. The destination file location appears in the Archive file box.
7. Note: Saving the file to your Home Drive (M:) will count towards your allowed space. Another place to save your pst file is on your Desktop. Always remember where you save your archived mail.
8. Select the Include items with “Do not AutoArchive” checked check box to include any items that might be individually marked to be excluded from automatic archiving. This option does not remove that exclusion from these items, but instead ignores the Do not AutoArchive check box for this archive only.

IF C and D:

**5. New Service Request (For all except 5.6 and 5.9)**

For any New Service Request please [click here](http://supportcenter.in.t-internal.com/helpdesk/WebObjects/Helpdesk.woa) and submit a ticket at IT Support along with Manger’s Approval.

**5.6 Jabber Request-**

**Queries: Questions**

1. Jabber Request
2. Softphone Request
3. Need Cisco Jabber

**ChatBot Response:**

1. Jabber Activation list for new Employee is sent Every \*. It takes almost \* days to get your account activated.
2. You will be notified by Jabber Team once account is activated.
3. Meanwhile please set password for Jabber/CIAM Password- (How to set CIAM/Jabber Password Guide)
4. Login credentials for Jabber are as below-

Username- CID

Password- CIAM Password

If you are still unable to resolve the issue, please [click here](http://supportcenter.in.t-internal.com/helpdesk/WebObjects/Helpdesk.woa) to submit a ticket.

**5.9 TIKS Card Request: - Used to connect to office network**

**Queries: Questions**

1. TIKS Card request
2. Need TIKS Card
3. Global Remote Access.
4. How to connect to office Network.
5. How to apply for TIKS Card.

**ChatBot Response:**

Please specify your request

1. New employee and needs new TIKS Card - Please [click here](http://supportcenter.in.t-internal.com/helpdesk/WebObjects/Helpdesk.woa) and submit a ticket at IT Support
2. TIKS Expired and needs new TIKS Card- Please [click here](http://supportcenter.in.t-internal.com/helpdesk/WebObjects/Helpdesk.woa) and submit a ticket at IT Support
3. TIKS Blocked and needs new TIKS Card- Please [click here](http://supportcenter.in.t-internal.com/helpdesk/WebObjects/Helpdesk.woa) and submit a ticket at IT Support and attach Manager's Approval to ticket.

Please share your rating and experience of this chat by clicking the good/bad button which will help us to serve you better after close the chat box.

