## “Virtual IT Support”

## ChatBot – Test Cases and Responses

## Hi <Amol>! Thanks for contacting Virtual IT Support. How can I help you today?

**You can select from the following or just type your query:**

**“New IT issue” “New IT service request” “Status of existing IT ticket”**

**IF “New IT issues”**

**What is the Issue you are facing?**

**“Password or Account Issue” “VPN Issue” “Internet/WIFI Issue” “Jabber issue” “Outlook/Email issue” “TIKS card issue” “Other”**

1. **IF “Password or Account Issue”**

**“Windows/EMEA2” “WIW” “CIAM or Jabber”**

* **IF “Windows/EMEA2” (OR types below questions/keywords at any time)**
* How to reset Windows/EMEA2 password?
* How to unlock/reset password using Password Management Self Service Tool?
* How to complete Windows/EMEA2 Password Profile?

**Chabot Response/ Answer :**  To reset or unlock your EMEA2 account password from any PC, please ensure you complete your profile at Password Management Tool - <https://MyIT.telekom.de/PM> (with PIN set, security questions etc.). Refer attached guide for the same.

**(EMEA2 Support Guide-** [\\10.197.192.69\Common\IT\Helpdesk](file:///\\10.197.192.69\Common\IT\Helpdesk) Doc\ChatBot\Windows or EMEA2 Account.pdf**)**

Did this resolve your issue?

“Yes” (User should see chat end line)

“No – Create ticket” (Create a ticket by T-Bot)

Okay, I have raised an IT Incident <XXXX> for this issue and sent you an email. I will ask an IT support engineer to look into this issue shortly. Please close this chat now. Thanks!

* **IF “WIW” (OR types below questions/keywords at any time)**
* Unable to login to WIW
* WIW Locked
* Do not remember WIW Password
* WIW Password reset
* WIW password expired
* How to complete WIW Registration?

**Chabot Response:**

To change or reset your WiW password, please follow below steps-

1. Go to WIW (<https://websso.t-systems.com/wiw/wiwauth/uss> )
2. On home page, select appropriate option and enter your details
3. You will get an option to change WIW password with the help of security question/answer.
4. 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.

For more information and WiW registration, please refer attached guide (**WIW Support Guide-** [\\10.197.192.69\Common\IT\Helpdesk](file:///\\10.197.192.69\Common\IT\Helpdesk) Doc\ChatBot\WIW Support.docx)

Did this resolve your issue?

“Yes” (User should see chat end line)

“No – Create ticket” (Create a ticket by T-Bot)

Okay, I have raised an IT Incident <XXXX> for this issue and sent you an email. I will ask an IT Support engineer to look into this issue shortly. Please close this chat now. Thanks!

* **IF “CIAM or Jabber” (OR types below questions/keywords at any time)**
* Unable to login to CIAM
* CIAM Locked
* Unable to set CIAM Password
* How to set password for Jabber/CIAM?
* How to complete CIAM registration?

**Chabot Response:**

If your CIAM account is locked, please send an email to- FMB Myportal Support [Myportal.Support@telekom.de](mailto:Myportal.Support@telekom.de) with the error screenshot.

To reset your CIAM or Jabber password, please refer below guide. (**CIAM Registration & Jabber Account requisition Procedure Guide-** [\\10.197.192.69\Common\IT\Helpdesk](file:///\\10.197.192.69\Common\IT\Helpdesk) Doc\ChatBot\CIAM Registration & Jabber Account requisition Procedure for New Users.pdf)

Did this resolve your issue?

“Yes” (User should see chat end line)

“No – Create ticket” (Create a ticket by T-Bot)

Okay, I have raised an IT Incident <XXXX> for this issue and sent you an email. I will ask an IT Support engineer to look into this issue shortly. Please close this chat now. Thanks!

1. **IF “Global Remote/VPN Issue” (OR types questions/keywords) :**

* VPN/Global Remote is not working
* Unable to access office network
* Unable to connect through Global Remote

**Chabot Response:**

Please check that you have a good internet connection. While using hotspot please use 3G as preferred network. If you are traveling and in hotel, please note some hotels block VPN access from their wireless network. Here is a step wise guideto help you to solve Global Remote/VPN connectivity issues.

(**Remote Access VPN Support Guide-** [\\10.197.192.69\Common\IT\Helpdesk](file:///\\10.197.192.69\Common\IT\Helpdesk) Doc\ChatBot\Global Remote Connectivity Guide.docx)

Did this resolve your issue?

“Yes” (User should see chat end line)

“No – Create ticket” (Create a ticket by T-Bot)

Okay, I have raised an IT Incident <XXXX> for this issue and sent you an email. I will ask an IT Support engineer to look into this issue shortly. Please close this chat now. Thanks!

1. **IF “Internet/WiFi Issue” (OR types questions/keywords) :**

* Unable to connect to WIFI
* WIFI is not working
* Unable to connect to office network
* Internet is not working
* Limited access on WiFi
* Wireless disabled.

**Chabot Response:**

Please follow the below steps to resolve wireless connection issues:

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.

Did this resolve your issue?

“Yes” (User should see chat end line)

“No – Create ticket” (Create a ticket by T-Bot)

Okay, I have raised an IT Incident <XXXX> for this issue and sent you an email. I will ask an IT Support engineer to look into this issue shortly. Please close this chat now. Thanks!

1. **IF “Jabber Issue” (OR types questions/keywords) :**

* Login to Jabber
* Unable to Call through Jabber
* Display name in Jabber Client is incorrect

**ChatBot Response:**

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

(**Jabber Support** **Guide-** [\\10.197.192.69\Common\IT\Helpdesk](file:///\\10.197.192.69\Common\IT\Helpdesk) Doc\ChatBot\Jabber Support.docx)

Did this resolve your issue?

“Yes” (User should see chat end line)

“No – Create ticket” (Create a ticket by T-Bot)

Okay, I have raised an IT Incident <XXXX> for this issue and sent you an email. I will ask an IT Support engineer to look into this issue shortly. Please close this chat now. Thanks!

1. **IF “Outlook/Email issue” (OR types questions/keywords) :**

* Outlook is not connected and asking for login credentials frequently
* Outlook is slow
* Outlook mailbox is full
* Unable to send/receive Email
* Unable to setup a WebEx meeting
* WebEx Add-In is disable

**Chat Bot Response:**

Here is a guide to help you to solve Outlook issues.

(**Outlook Support Guide-** [\\10.197.192.69\Common\IT\Helpdesk](file:///\\10.197.192.69\Common\IT\Helpdesk) Doc\ChatBot\Outlook Support Guide.docx)

Did this resolve your issue?

“Yes” (User should see chat end line)

“No – Create ticket” (Create a ticket by T-Bot)

Okay, I have raised an IT Incident <XXXX> for this issue and sent you an email. I will ask an IT Support engineer to look into this issue shortly. Please close this chat now. Thanks!

1. **IF “TIKS card issue” (OR types questions/keywords) :**

* How to change TIKS Card PIN
* TIKS card is blocked

Here is a guide to reset/unlock TIKS Card PIN.

(**How to Unlock the TIKS Card Guide-** **-** [\\10.197.192.69\Common\IT\Helpdesk](file:///\\10.197.192.69\Common\IT\Helpdesk) Doc\ChatBot\How to Unlock the TIKS Card.pdf)

Did this resolve your issue?

“Yes” (User should see chat end line)

“No – Create ticket” (Create a ticket by T-Bot)

Okay, I have raised an IT Incident <XXXX> for this issue and sent you an email. I will ask an IT Support engineer to look into this issue shortly. Please close this chat now. Thanks!

1. **“Other”**

**Please type your specific issue or query:**

1. **IF questions/keywords : Bitlocker**
2. How to reset Bit locker key
3. I forgot Bit locker Key.

**ChatBot Response:**

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

(**Bitlocker Support** **Guide-** [\\10.197.192.69\Common\IT\Helpdesk](file:///\\\\10.197.192.69\\Common\\IT\\Helpdesk) Doc\ChatBot\Bitlocker Support.docx)

Did this resolve your issue?

“Yes” (User should see chat end line)

“No – Create ticket” (Create a ticket by T-Bot)

Okay, I have raised an IT Incident <XXXX> for this issue and sent you an email. I will ask an IT Support engineer to look into this issue shortly. Please close this chat now. Thanks!

1. **IF questions/keywords : FMB or DL**

Please refer below link for your queries related to FMB and DL Support- <https://yam.telekom.de/docs/DOC-458807>

Did this resolve your issue?

“Yes” (User should see chat end line)

“No – Create ticket” (Create a ticket by T-Bot)

Okay, I have raised an IT Incident <XXXX> for this issue and sent you an email. I will ask an IT Support engineer to look into this issue shortly. Please close this chat now. Thanks!

1. **IF questions/keywords : Printer**
2. How to add Printer
3. 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-** [\\10.197.192.69\Common\IT\Helpdesk](file:///\\10.197.192.69\Common\IT\Helpdesk) Doc\ChatBot\Printer Support.docx)

Did this resolve your issue?

“Yes” (User should see chat end line)

“No – Create ticket” (Create a ticket by T-Bot)

IF No keyword, then “Sorry I cannot help you with this topic. Please [click here](file:///C:\http:\supportcenter.in.t-internal.com) to raise a ticket on IT Support center portal. Thanks!”

* **IF “New IT service request”**

**What service are you requesting?**

**“Admin rights” “Homeshare or Commonshare” “TIKS card” “URL whitelisting”**

Okay, I have raised an IT Service Request <XXXX> and sent you an email. Please seek Manager’s approval for your requests and attach it to the ticket <XXXX> for further processing by IT. I will ask an IT support engineer to look into this. Please close this chat now. Thanks!

* **IF “Status of existing IT ticket”**

I can provide you status of tickets created by you. Please enter the ticket number.

<Provide ticket details like ticket number, open date, status, last updated notes with date/time, engineer name etc>

**Please ensure the window of chatbot is large enough to fit most q&a within one screen, allow scrolling as well.**