

What is FreDi and how to use it?

Article ID: KB0039441

Created: 2024-12-19 14:01:49

Updated: 2024-12-19 14:01:50

Author: {'link':

'https://fmcnadev.service-now.com/api/now/table/sys_user/acaf843397d74958f7e3bb8fe153afe3',

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This article gives an overview of FreDi and the offered functionalities. Below you find a description as well as an overview of where you can find and use FreDi.

Content:

What is FreDi?Where can it be found?General informationHow to open a ticket?How to check my ticket status?How to chat with an agent (live chat)?

What is FreDi?

*FreDi Icon

Hello! My name is FreDi. I'm your chat support in the Fresenius Service Portal (ServiceNow) and Microsoft Teams. I am happy to support you if you have any IT issues. What I can do is:

Create a ticket for you at the Global IT Service DeskQuery the status of your ticketConnect you to a live agent via chat

And in addition Global IT Service Desk first level agents can reach out to you via chat now as well

Note: Currently I'm able to support you in English and German. But before you can interact with me it's important that you to check your language settings in the Service Portal of ServiceNow and in Teams!

Please ensure that both platforms are set to the same language! Otherwise you will get a mix of bi-lingual phrases in my chat window.

Where can you find me?

I am available in your Fresenius Service Portal (ServiceNow) and in Microsoft Teams.

In the Service Portal

In your Fresenius Service Portal you will find me in the lower right corner of the screen. When you click on the image a chat window opens:

General information

This section explains the meaning of the icons in FreDi's chat window.

1. Start a new conversation

If your previous conversation has ended you can start a new one. Simply click on the speech bubble with the "+" in the header of the chat window.

2. End a conversation

You can cancel a running conversation by clicking on the speech bubble with the "X":

You will then be prompted to confirm your action:

3. Close the chat window

An open chat window can be closed by clicking on the big "X" which appears in the lower right corner instead of the FreDi icon:

Note: FreDi cannot be closed completely. Only the window which will then be minimized and reduced to the FreDi icon again.

4. Miscellaneous

Further information and a few functions can be found by clicking on the three dots in the header of the chat window:

There you can find:

A link to the knowledge article: "Which Service Desk shall I contact?"
The option to disable audio notifications

How to:

- Open a ticket

FreDi also offers you the possibility to open a ticket yourself. To do this you don't need to talk to an agent, but only have to select the according option from the menu.

1. To open a ticket select "Open a ticket" from the list of available options:
2. You can now either choose on of our top services from the list or choose "Other". If you click on "Other" you need to specify the service area you need support for:
3. Select whether you want to raise an incident (failure) or request:
4. In case of a "Failure" please follow the next steps and answer the questions by either choosing an option or providing information by typing into the chat window.
5. At the end you will receive your ticketnumber and information about the raised incident.

If you choose "Request" please continue from 4. (see above) and provide the requested information. At the end you will receive your ticketnumber and information about the raised incident.

Note: The option "Request" will raise an incident with the type "Request". You cannot request any service or change via this option! You still need to use the according request forms available in the Service Catalogue.

- Check my ticket status

1. When starting FreDi and getting the list of available functions, click on "Check ticket status" to check the status of one of your tickets.
2. In the next window select whether you want to check your incidents or your requests:

When selecting "Incidents" or "Requests" you will receive an according list to select from for getting further details. Simply click on a linked element to see its details.

Click on the ticketnumber in the header to be forwarded to the Fresenius Service Portal where you can leave a comment:

- Chat with an agent (live chat)

After having clicked on the FreDi icon, the chat window opens, showing a welcome message and all available functionalities.

To chat click on: "Connect me with a live agent".

"Connect me with a live agent" will ask you if you really want to chat with an agent and initiates a chat session after confirmation.

Note: If no agent is available FreDi lets you know: