MODALITY

TEAMS CHAT ASSIST

REAL-TIME HELP FOR USERS, DELIVERED BY YOUR EXPERTS VIA MICROSOFT TEAMS CHAT

With more people working from home than ever before, the need to quickly find answers has never been greater. Teams Chat Assist enables your users to 'Ask the Expert', directly from Microsoft Teams, whatever the size of your organisation.

- Live help desk facility, direct from Teams chat
- Expert help within users' working environment
- Full Manager visibility and Power BI reporting
- Default responses for out-of-the-box readiness
- Fully configurable workflows
- Unlimited agents per instance

EXAMPLE DEPLOYMENT SCENARIOS

- IT support
- HR shared service centre
- Health and wellbeing teams
- Temporary project support e.g. laptop refresh, new software deployment
- Second line support service - dedicated specialists to help first line customer service teams

HOW DOES IT WORK?

Just identify and appoint your subject matter experts (agents), and roll out the Teams bot to your users. User enquiries are intelligently routed to all available responders, wherever they are in the world.

Teams Chat Assist gives managers real-time visibility of all conversations between their team members and the appointed experts, enabling them to jump in to help if needed. This is perfect for training new team members or giving assistance if needed. Managers are also alerted if questions are not answered within your predetermined period.

POWER BI REPORTS

Power BI reporting shows the performance and usage of all instances of Teams Chat Assist deployed in your organisation. These reports can be used to manage the team of agents and identify common themes, based on the questions posed by users.
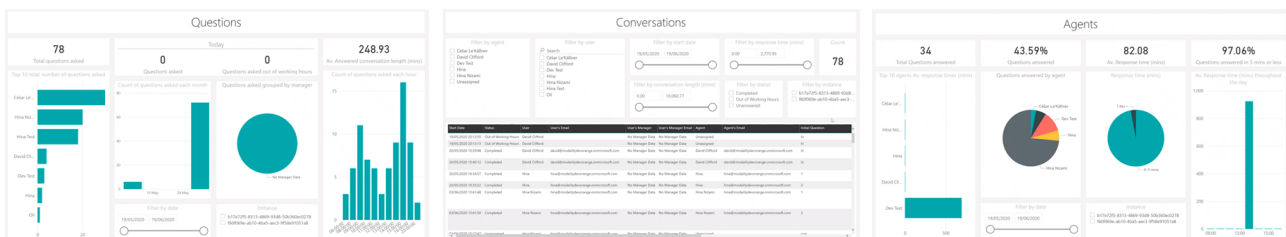
WHAT'S IN IT FOR ME?

Teams Chat Assist delivers more than just expert help. 'Ask the expert' services make it easier for staff to do their jobs; from providing technical expertise and support to access to internal functions such as HR, finance, and expenses. Enabling this directly from Teams with Teams Chat Assist will ensure a consistent, simple user experience that drives adoption across your organisation.
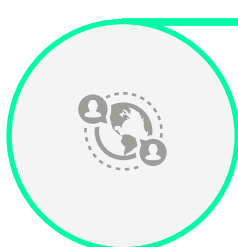
Business Value

- Answer everyday questions staff instantly - greater staff engagement
- Ensure hybrid users know where to get support - digital inclusion
- Provided dedicated project support e.g. Teams roll-out
- Identify common issues and plug knoweldge gaps - user insight
- Reduce burden on existing help desk functions - cost efficiencies
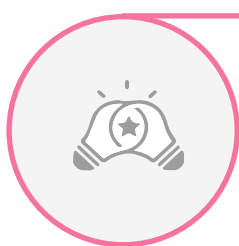
Key Features

- Agent sign in/out
- Customisable quick response buttons for agents, templated answers
- Supervisor/ghost listener functionality
- Configurable opening hours per instance, out of hours messages
- Consistent user experience across all Teams clients and devices

WHY MODALITY?

When it comes to security and compliance, you need an experienced partner.

As a cloud-first, leading Microsoft partner, we help thousands of Public and Private Sector organisations globally to optimise their business with Microsoft technology. Enhanced by world-class consulting, in-house developed software, and Managed Services, we provide outstanding customer experiences and ongoing success. We don't just deliver Microsoft services, we prescribe a unique Secure By Design and data driven approach ensuring that adoption, security and compliance can be measured and, crucially, reported on to track ROI.

Wherever you are on your Microsoft journey, we'd love to hear from you.

REQUEST A FREE TRIAL

For further information or to start your trial of Teams Chat Assist, please contact sales@modalitysystems.com or call +44 2033 001 370

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