What is Ask Ignite?
This tool was developed by ITS, with assistance from Microsoft, as a supplemental support tool. This is an app that works within Microsoft Teams. Users can access this Bot and ask questions about Ignite.

How do I access it?
It appears on the icons bar found within Microsoft Teams. It will also appear in your chats!

How can it help?
Based on FAQ and other data loaded into a backend system, users receive instant response to their question using the "Ask Ignite" Chat feature. For example, you can just ask in the chat “How do I request leave?”

If the answer doesn’t adequately respond to the presented need, they can use the “Ask an Expert” option. At that point, a short form is presented to them within the chat requesting more info. Once submitted, it is fed to a Teams channel that the Ignite support desk will monitor and then either answer or route accordingly.

What other features does the Bot have?
- Ask the ChatBot any questions related to Ignite. If it doesn’t know an answer, you’ll be redirected.
- Please share your feedback about positive or negative experiences within the chat bot environment.