

Ask Ignite ChatBot

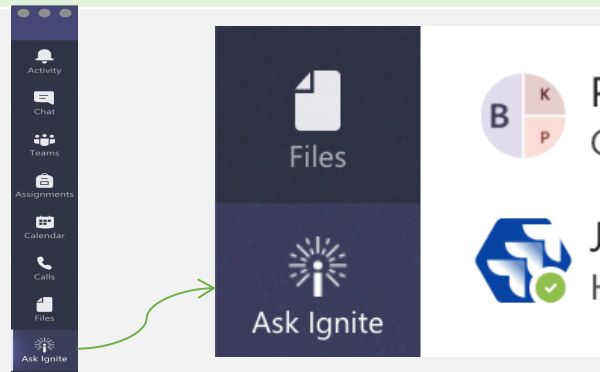
What is Ask Ignite?

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!



Ask Ignite Chat Help About



Ask Ignite 8:29 AM

Ask a question



You can ask me a question by typing it in the chat box below I'll try my best to answer it...



Ask Ignite 10:41 AM

Here is what I found:

How do I request leave time?

You can follow this [Job Aid](#) or [video](#).

[Ask an expert](#)

[Share feedback](#)

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 .