

AIG Chatbot in MS teams

Our application is ticketing system using chatbot

We have two type tickets:

1. Service request
2. Incident

Use Cases:

Service Request:

1. Users choose service request
2. Then choose the request is related to:
 - a. Business Application
 - b. Network
 - c. Airport System
 - d. IT Infrastructure
 - e. Information security & Quality
3. Then chose from list what is the specific problem
4. In some problem must chose from more than one list
5. Write description the click submit
6. Will give the ticket number

Incident:

1. Users choose incident
2. Then choose the request is related to:
 - a. Business Application
 - b. Network
 - c. Airport System
 - d. IT Infrastructure
 - e. Information security & Quality
3. Then chose from list what is the specific problem
4. In some problem must choose from more than one list
5. Write description the click submit
6. Will give the ticket number