Wats presentation









Preferred solution





Cosell – Transact - MACC



The spark that integrates with your Digital Workplace to enable your teams to better collaborate, innovate and unlock their potential.





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Teams4IT : A support access hub from MS Teams

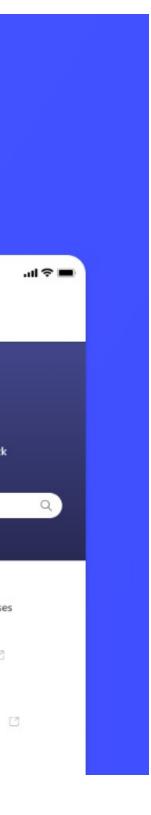
The collaborator can directly from Microsoft Teams :

- Search the knowledge bases connected to the app
- Access your current support cases from the MS Teams interface
- Create an incident from the MS Teams interface or through the ITSM portal
- Create a request through the ITSM portal
- Schedule a callback request by the service desk
- Contact the service desk

Quick and easy access to all your IT services

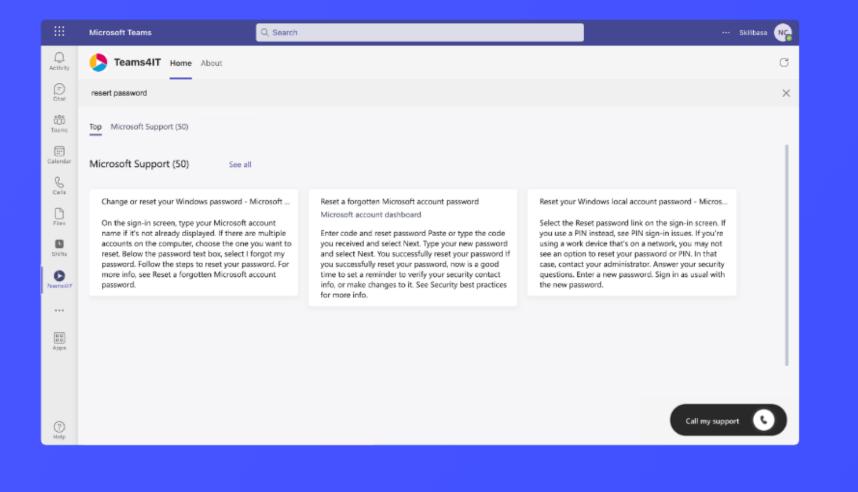
| | Microsoft Teams | Q, Rechercher | ··· Skilbase | 8:14 |
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| 000 Toarre | wats | | | Wats |
| Calendar | | | | |
| S. Cali | | Teams4IT Your IT support in one click | | Teams4IT Your IT support in one click |
| Fint | | What are you looking for? Q | | |
| C SNRs | | | | What are you looking for? |
| 0 Teatradit | | | | |
| | | | Call my support | |
| Apps | | | | Check-in progress case |
| | | C | | |
| | Check-in progress cases | Report an incident Create a request | Be callback by my support | Report an incident |
| (?) Help | | | | |
| | | | | Create a request |





Teams4IT : A support access hub from MS Teams

Easily search through Microsoft Sharepoint and OneDrive



The Teams4IT app connects in API to different tools / knowledge bases. The Teams4IT app is deployed directly from the Microsoft marketplace.

| Consult in 1 click |
|----------------------------------|
| your current IT support requests |

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| 635 | N* | Date | Description | Туре |
| Toams | INC0010013 | 06/02/2023 | I would like to change my password | Incident |
| Calendar | | | | |
| Scala | | | | |
| Files | | | | |
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| Apps | | | | |
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| (?) Help | | | | Call my support |
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