



Chatbot

Quick and efficient
customer support

Your benefits

- ✓ Directly measurable time savings in the service desk for recurring requests
- ✓ Availability around the clock
- ✓ Proactive ticket avoidance thanks to interactive access to knowledge database
- ✓ Prequalification of tickets through guided input of information
- ✓ High user acceptance through integration with established chat tools (e.g., MS Teams)
- ✓ Easy data maintenance and functional extension via OMNITRACKER configuration

Smooth communication in service management

The chatbot enables your users to interact with OMNITRACKER quickly and easily. By using the Microsoft Bot framework, the chatbot can be used in a variety of ways, e.g. in the familiar environment of MS Teams. The chatbot is continuously available; even outside business hours or when your service desk is very busy.

Thanks to an integration in standard applications, all data required for the chatbot can be centrally maintained and functionally extended directly in OMNITRACKER. The OMNITRACKER chatbot serves multiple purposes: self-help for end users, prequalification of support messages, and easy creation and status queries of tickets—or any other objects—by end users and service agents.

Features of OMNITRACKER Chatbot



Generic
OMNITRACKER integration



Improved
service experience



Quick communication
and interaction



Enhancement through Azure
speech recognition services



Usage in MS Teams and
other systems/websites



Simple management and
data maintenance



Independent solutions

For companies of the SME sector to global players: We support all enterprises in the digitization and automation of IT and non-IT services. OMNITRACKER is used in all industries and company sizes. Thanks to our experience and flexibility, we serve all branches as well as niche sectors with individual solutions.

More services

Our consulting experts advise you on the development and implementation of your digital projects. As a reliable software partner, we have accompanied thousands of software projects in over 750 running systems. With this extensive experience and know-how, we support you in all phases: from requirement analysis and implementation to system migrations and workflow optimization —always with assistance of our technical support. Our trainings for end users, administrators and customizing trainings as well as web-based seminars complete the OMNINET service portfolio.



About OMNINET

OMNINET, headquartered in Eckental near Nuremberg, Germany, and with other national branches and international subsidiaries, is one of the market leaders in the field of business process software, especially in the field of IT and enterprise service management. The product portfolio ranges from a highly flexible platform for the digitization and automation of business processes to BI tools and cloud-based service management solutions.

OMNINET is certified to ISO standards and has been delivering certified and award-winning software products for 25 years—100% made in Germany. OMNITRACKER is the industry-independent software solution for an ITIL®4- and GDPR-compliant implementation of individual digitization strategies.

Contact

OMNINET Software-, System- und Projektmanagementtechnik GmbH

Dr.-Otto-Leich-Straße 3
90542 Eckental

+49 (9126) 25 979-0
sales@omninet.de
www.omnitracker.com