



Teams Chat Support

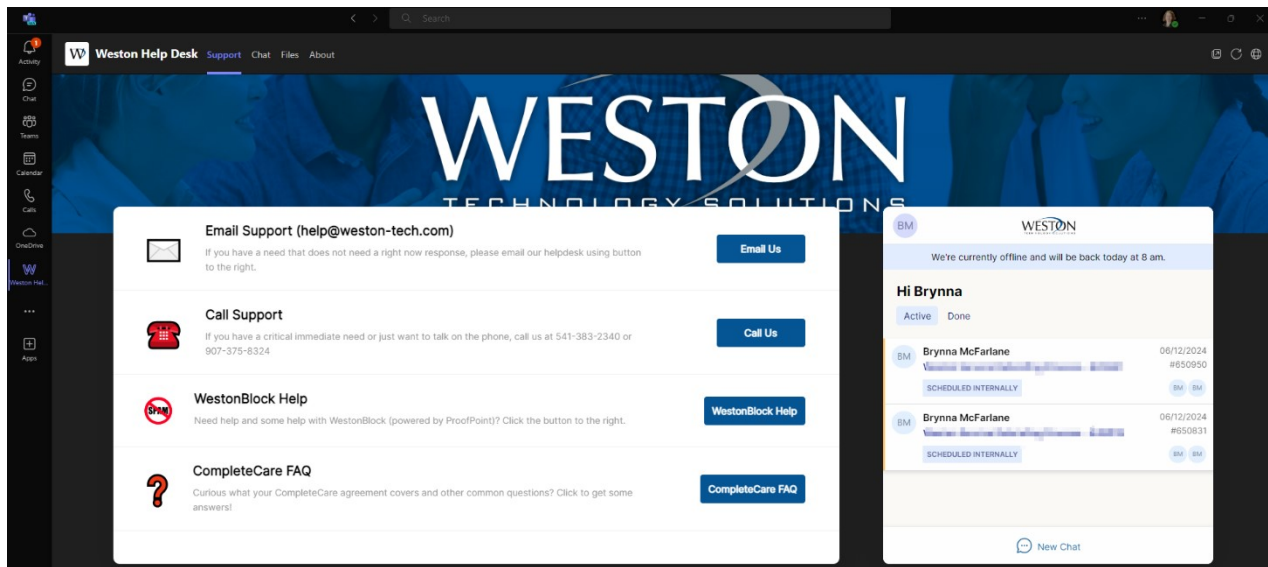
User Guide

Teams Support Tab

You can now raise tickets and request support from within Microsoft Teams.

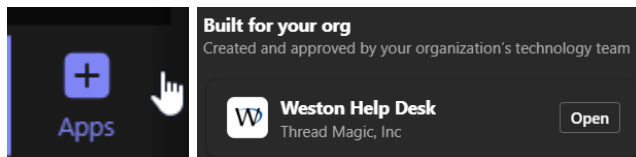
 Meet your friendly  **Weston Help Desk support bot!**

Our Weston Help Desk chat bot can help you with any problem or request, and keep you up to date on current tickets. You can find it in your Microsoft Teams on the left navigation bar. It enables you to start a live chat with our team and to create new tickets.



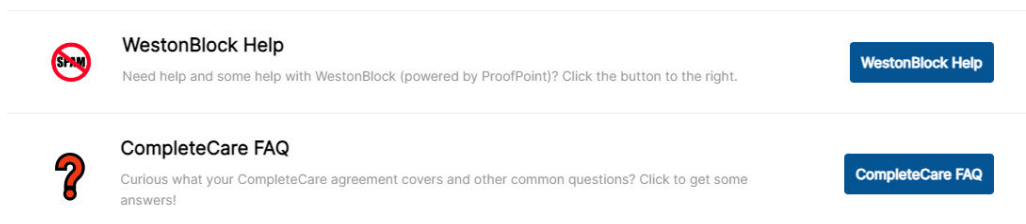
How do I raise a new ticket from Teams?

In Microsoft Teams, click on the Weston Help Desk tab in the navigation and you should see the support page. If you don't see the tab, contact your admin or go to Apps and see if it's located there.



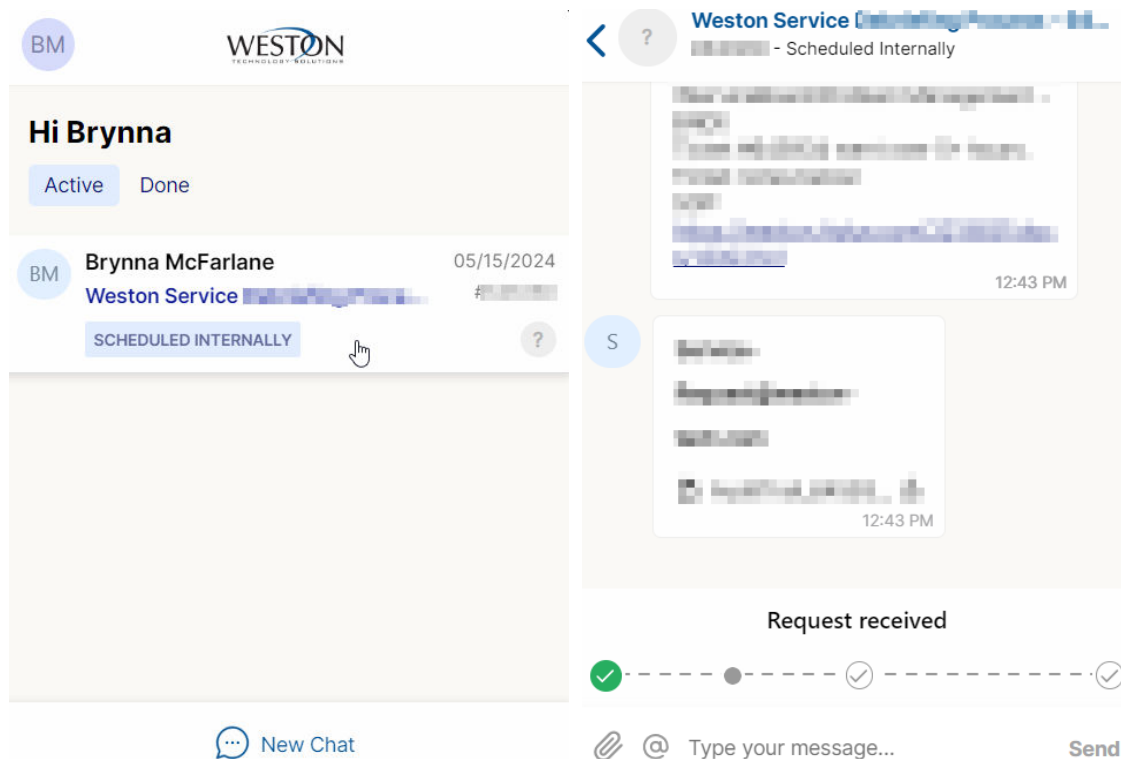
On the right side of the support page, you can click "New chat" and start a new chat. The bot will help you get started by asking you to describe the issue. We will then connect you with our Help Desk Support Team.

We also have helpful informational tabs for frequently asked questions and issues.

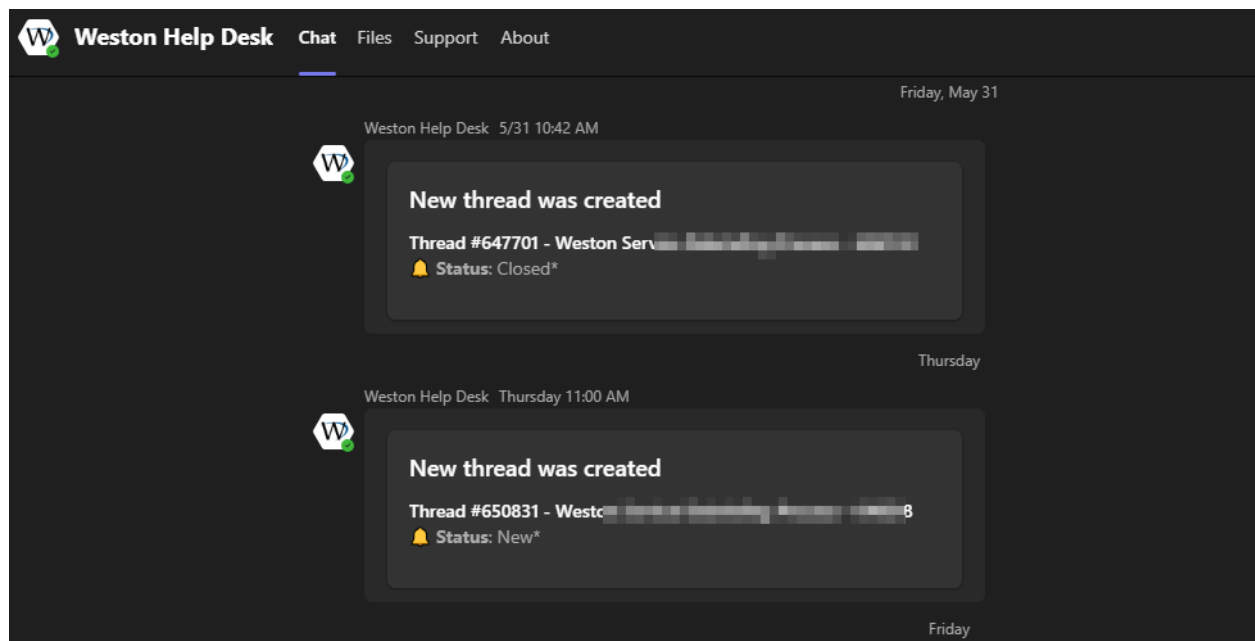


How do I see updates on my chats?

In the chat window, you should see a card with the ticket information. Click on it to open the conversation and type your reply.



Whenever there's a new update on one of your chats, you'll also get a notification in Microsoft Teams in a separate teams chat notification channel. For communication on your chats, we recommend using the chat window in the Help Desk app (above screenshots), not the notification chat channel (see below).



Have any more questions?

Please feel free to contact your account manager or our service team for more information on this new chat tool!