# Microsoft Teams HotHBot Guide V2

The MS Teams HotHBot is a quick and easy way for your end-users or helpdesk team to raise tickets within House-on-the-Hill without having to come out of the Teams app.

NOTE: Ensure the email you sign into MS Teams with matches the email account in your HotH system.

Setting up HotHBot

To get started, ensure that your system administrator has installed the bot in Teams and has made it accessible for all members of your organisation.

1) On MS Teams, navigate to 'Apps', and select the HotHBot application
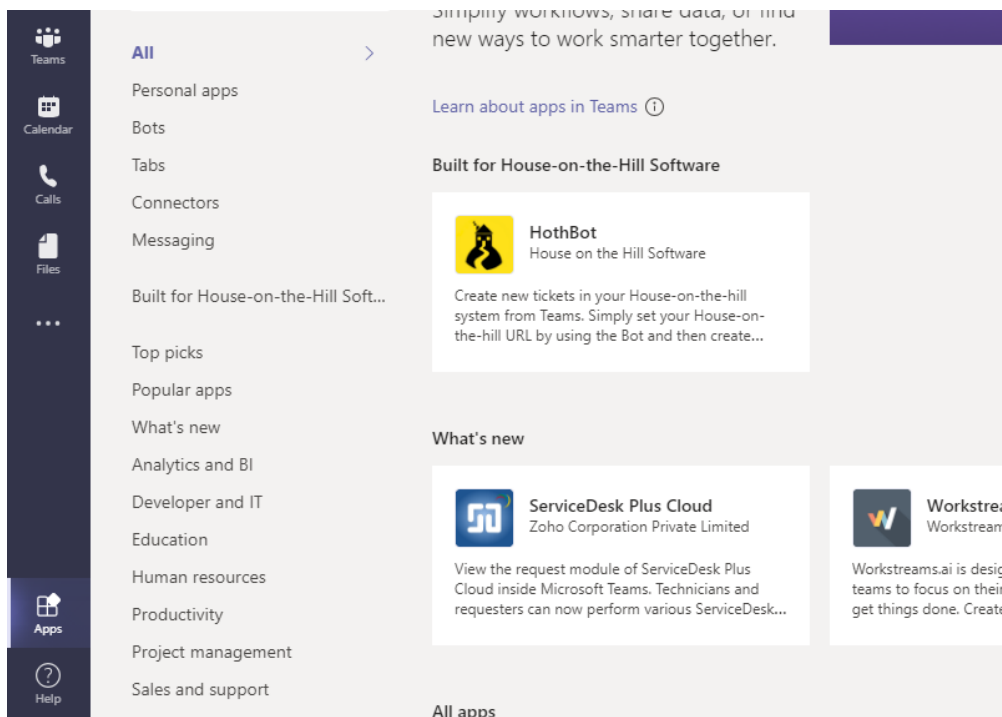
2) Once here, click Add to install the HotHBot onto your MS Teams account

HothBot
House-on-the-Hill Software

Add

About

Permissions

Create tickets in House-on-the-hill

Create new tickets in your House-on-the-hill syste
on-the-hill URL by using the Bot and then create

Bots
Chat with the app to ask questions and find info

Created by: House on the Hill Software
Version 1.0.1

Permissions

This app will have permission to:
- Receive messages and data that I provide t
- Send me messages and notifications.
- Access my profile information such as my r
  and preferred language.
- Receive messages and data that team mem

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Now that you have the HotHBot installed, search for a contact called 'HotHBot'
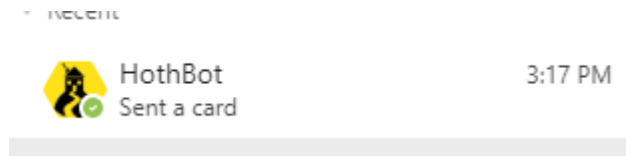
Begin a chat by saying 'Hello', this will present a 'Sign In' card
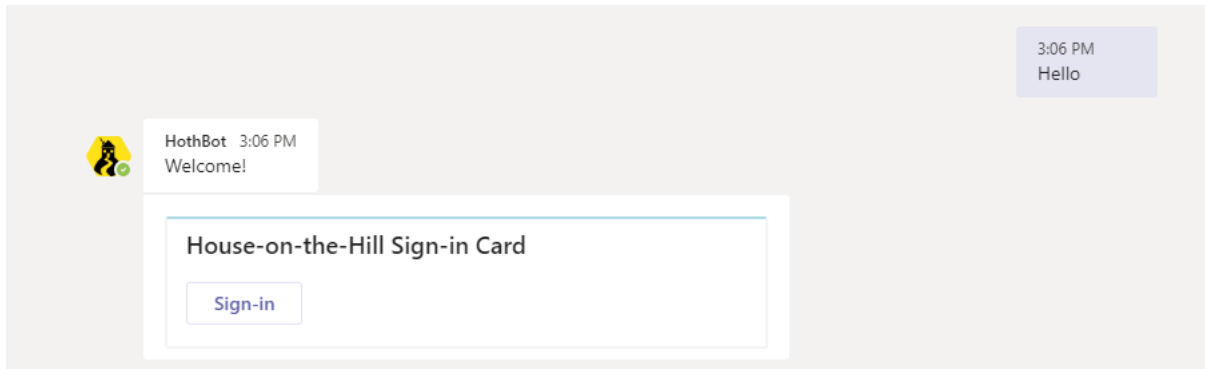
1) Click Sign-In, and then enter your House-on-the-Hill URL

2) Once you click 'Connect House-on-the-Hill', you will be able to enter your HotH portal login details, linking your HotH account to the HotHBot

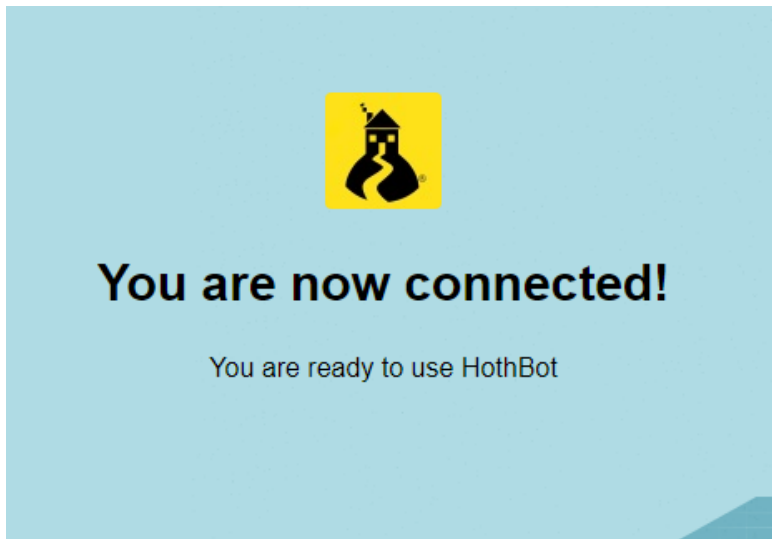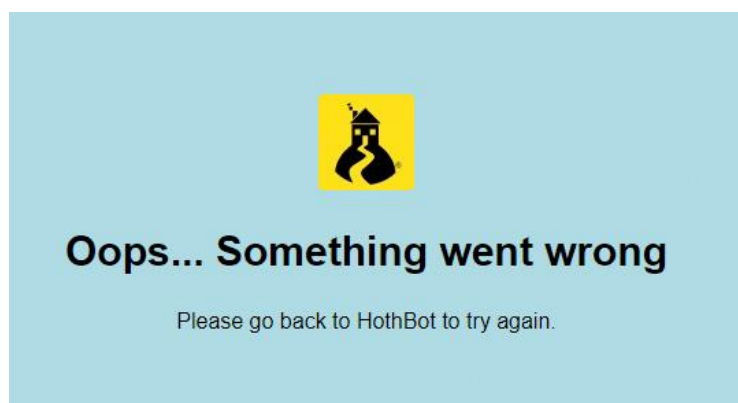Once you click Sign In, you will be presented with a successful connection screen if all the details have been inputted correctly. You are now ready to start using HotHBot!

If the connection is unsuccessful (e.g. Incorrect username or password, poor connection), you will be presented with the below screen

Try calling the HotHBot again, and attempt the sign-in process again, ensuring the URL, username and password are all correct to establish a connection correctly

HotHBot & SSO

To connect the HotHBot via SSO, enter your SSO URL on the HotHBot sign in page

Once you click connect, SSO will link your account with HotHBot, and you will be provided with the 'You are now connected!' (provided you are signed into your Microsoft account on the device)
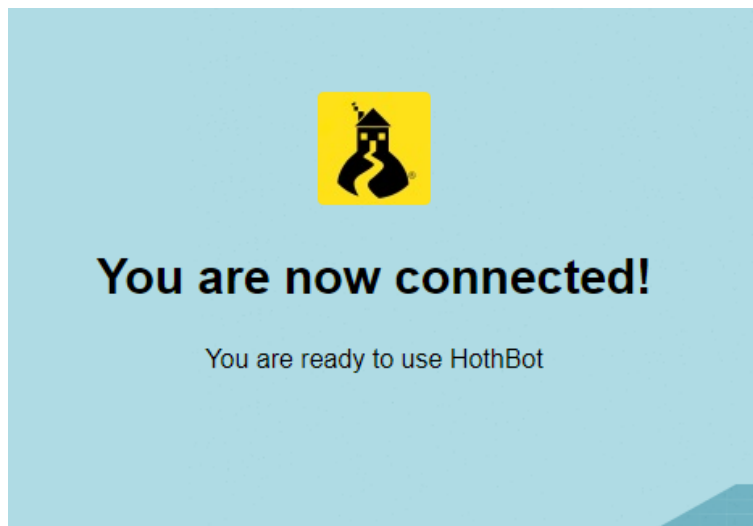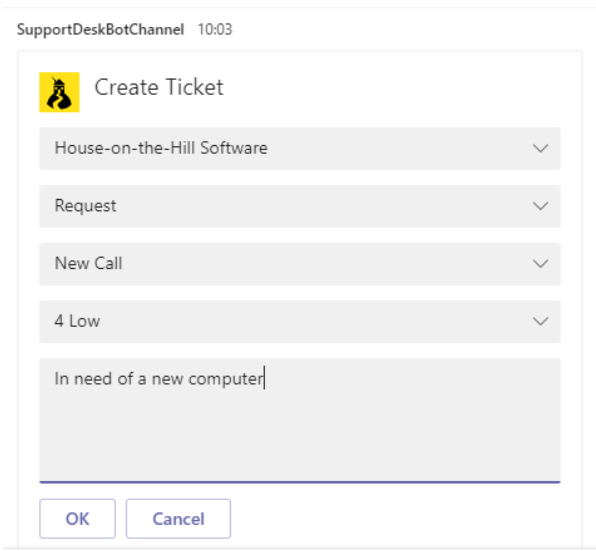

3) Once connected, call HotHBot again by typing 'Hello'. You will now be presented with the option to create a ticket, request a Notifications Token or Remove Credentials
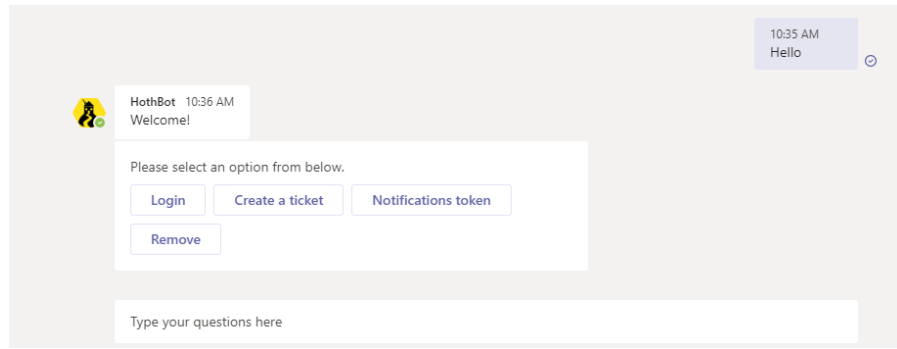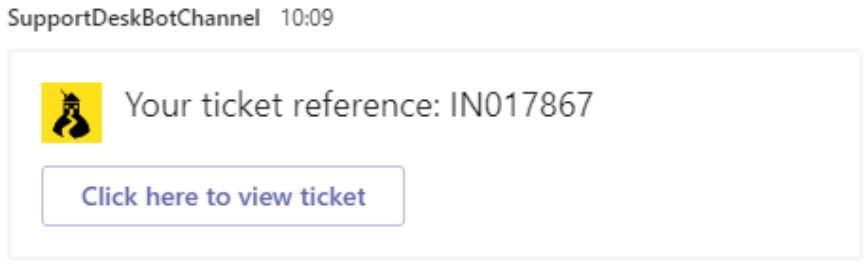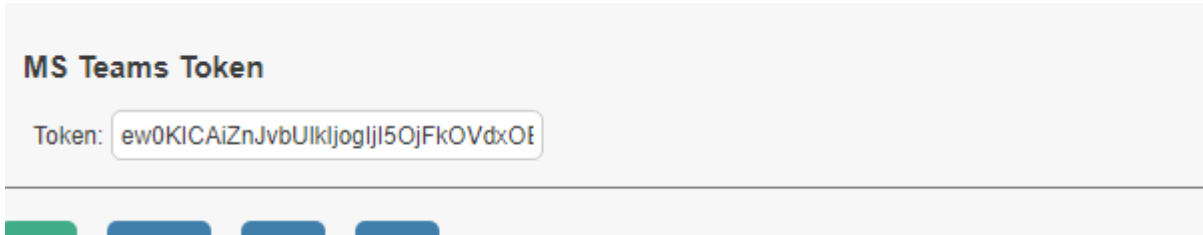
Ticket Creation

4) Click Create a Ticket. You will then be presented with a form, where you can enter the **Customer, Type, Status, Priority & Subject**
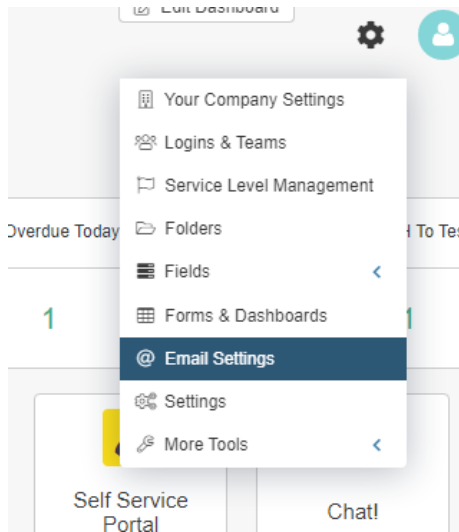

5) Once these details have been entered, clicking OK will generate the ticket, providing you with a unique reference number

You are provided with a link to directly open your ticket, straight from Teams.

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The ticket will then be raised in your system, with the Subject pre-populated on the form

HotHBot Notifications

6) After calling HotHBot, select Notifications Token to generate a code which needs to be copied and pasted into the required HotH login in your system

7) In your HotH system, go to Settings>Logins and find the Login you will be linking to MS Teams. On the Options & Lock-Ins tab, scroll down to MS Teams Token, and paste in your code, and Save

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MS Teams Token

Token: ew0KICAiZnJvbUlkIjogIjI5OjFkOVdxOE

8) To activate notifications for the relevant templates, go to Settings>Email Settings

9) Navigate to the template you would like to activate notifications for, e.g. 'On New Call to Assignee'. Check the 'MS Teams Notification' box, allowing notifications to be sent whenever that template is active
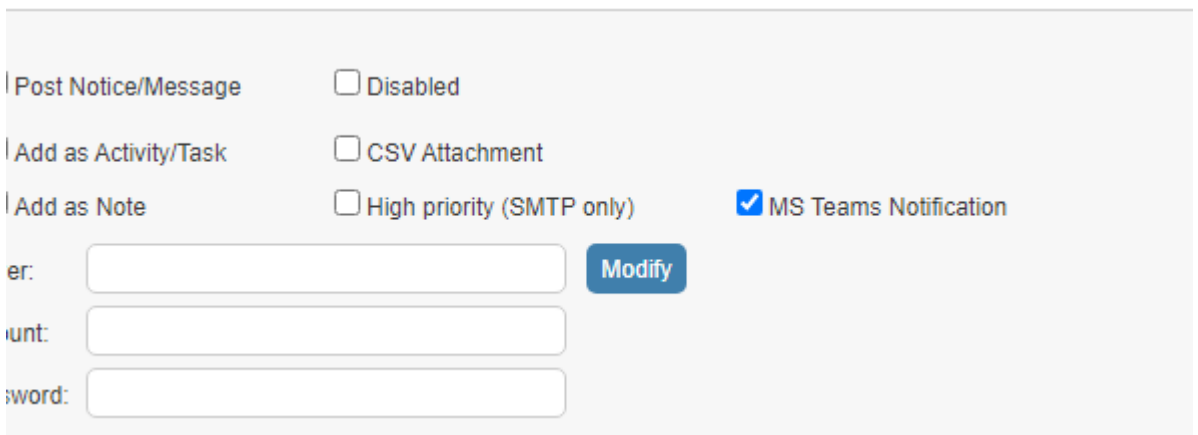
Note: Ensure the Subject of the email template relates to the action which will be taken as much as possible. For example, the 'On New Call to Assignee' template, the Subject for this should read something relevant, as this will come through on the notification to the user.

10) When the template is activated, in this case a ticket being assigned, a HotHBot notification will be sent to the user
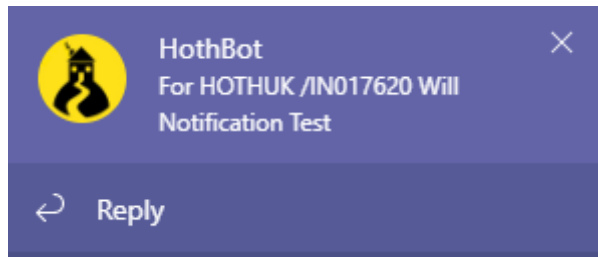
If you have signed in on a mobile device, you will also receive notifications here, so you can keep up to date with your tickets on the go