



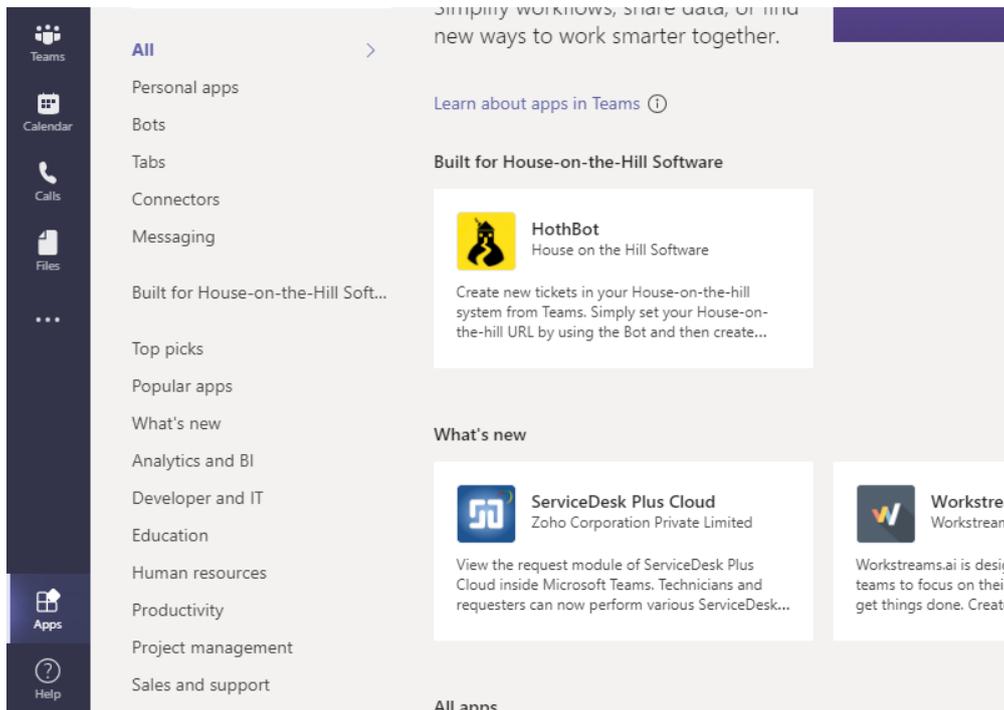
House-on-the-Hill HotHBot (End-user guide)

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.

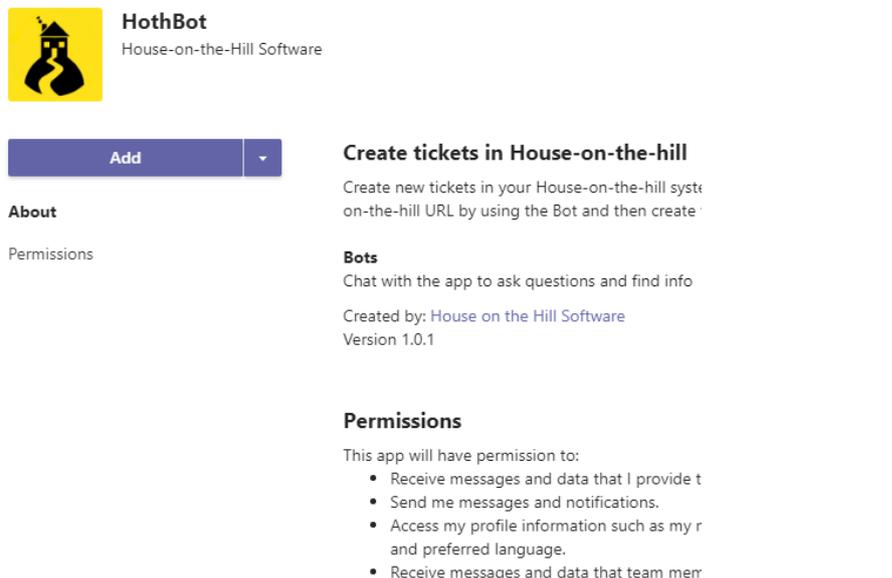
Setting up HotHBot

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

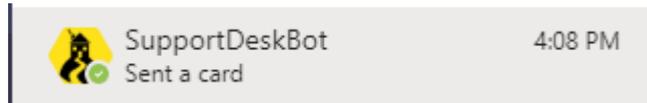


- 2) Once here, click Add to install the HotHBot onto your MS Teams account

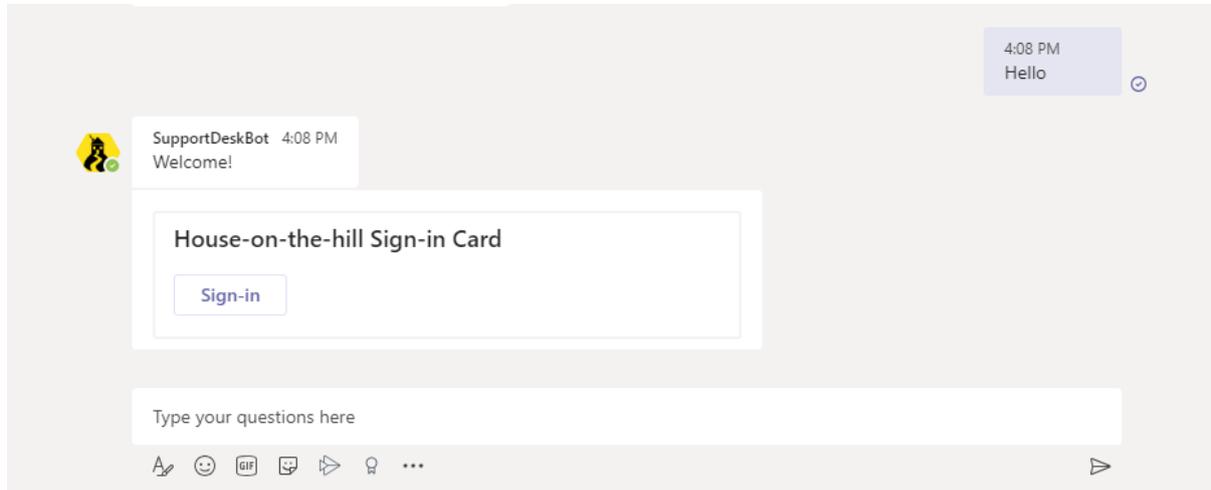




- 3) Now that you have the HotHBot installed, search for a contact called 'SupportDeskBot'



Begin a chat by saying 'Hello', this will present a 'Sign In' card



- 4) Click Sign-In, and then enter your House-on-the-Hill URL, and then click 'Connect House-on-the-Hill'



- 1) 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.



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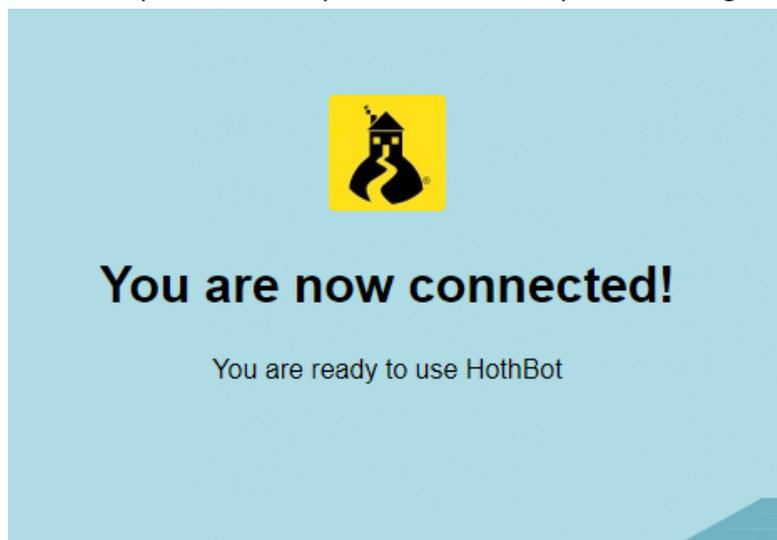
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Keep me signed in

Sign in

[Forgot your Password](#)

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:





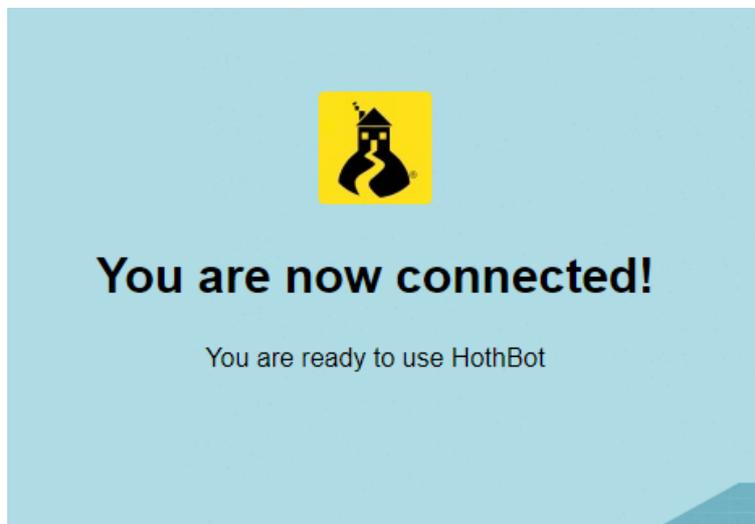
Try calling the HotHBot again, and attempt the sign-in process again, ensuring the URL, username and password are all correct to establish a connection correctly.

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).



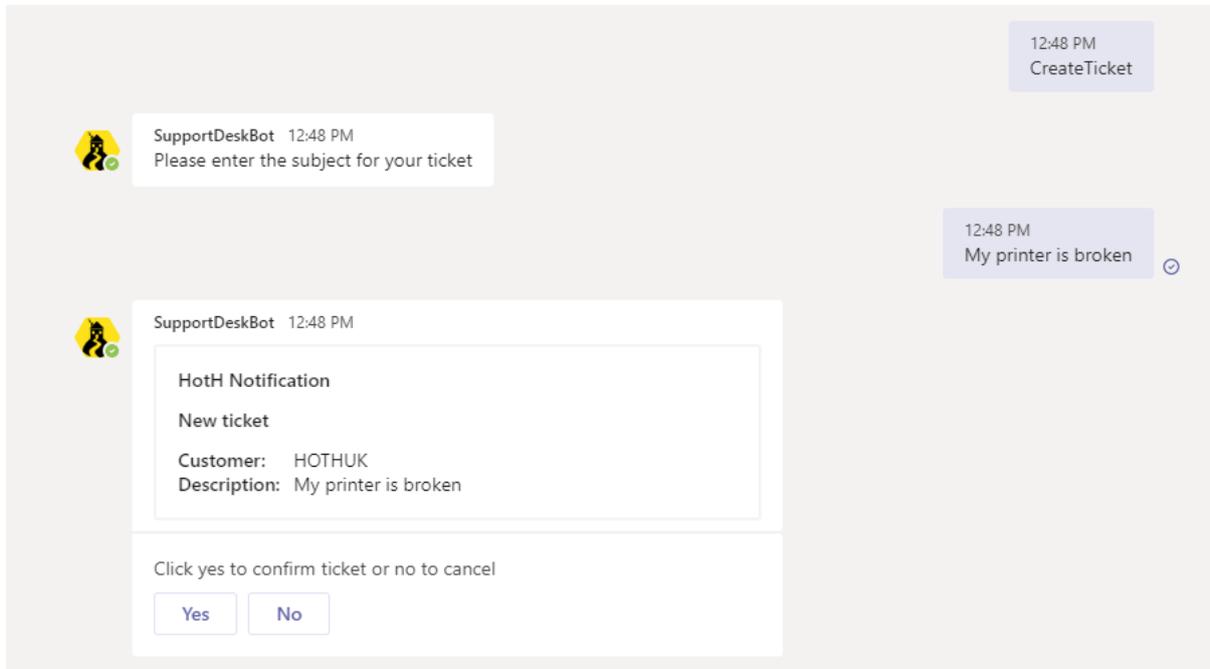
- 2) Once connected, call HotHBot again by typing 'Hello'. You will now be presented with the option to create a ticket



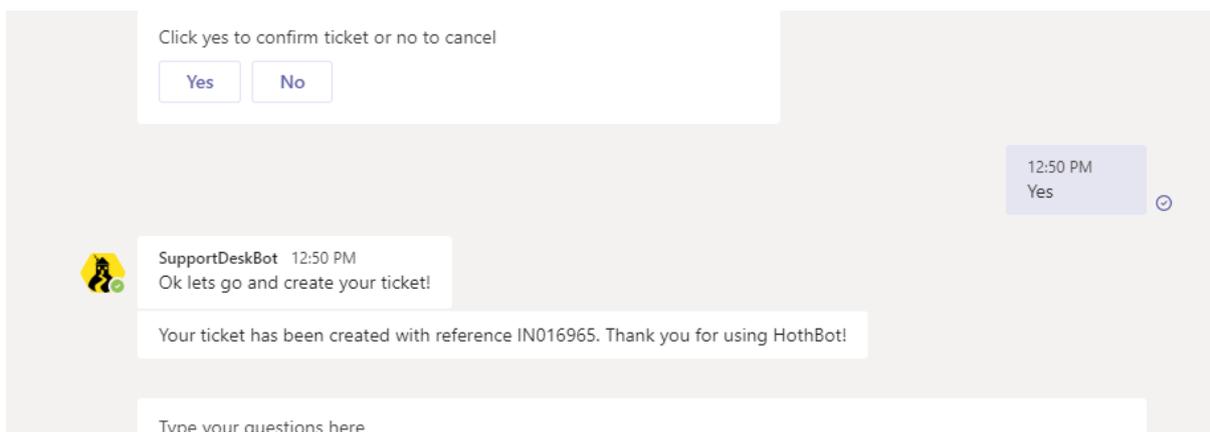
The screenshot shows a chat window with a light gray background. In the top right corner, there is a purple message bubble containing the text "12:45 PM" and "Hello" with a small circular icon to its right. On the left side, there is a yellow and black bot icon. Next to it is a white message bubble containing the text "SupportDeskBot 12:45 PM" and "Welcome!". Below this, a white box contains the text "Please select an option from below." and two buttons: "Create a ticket" and "Remove". At the bottom of the chat window, there is a white input field with the placeholder text "Type your questions here".



- 3) Click Create a Ticket, and you will be asked to enter a ticket subject. Once a subject has been entered, an overview of the ticket will be presented – asking you to confirm the ticket details. Selecting ‘Remove’ allows the user to remove their credentials, not the app itself.



- 4) Clicking ‘Yes’ will go ahead and create your ticket within HotH, and present you with a unique reference number





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

Incident Details IN016965 Forms Attachments Extra Fields Knowledge Base Print Add to KBase Mark as Hot! Sales Opp

Customer:	House-on-the-Hill Software	Type:		Date:	17/11/2020
Contact Name:	Buddy Dog	Code Required:		Time:	12:50
Phone No:	0161 449 7057	Status:	New Call	Raised By:	Buddy Dog
E-Mail:	buddy@houseonthehill.com	Remote Session		Your Reference:	
Dept:	USI	HotH Priority:		Priority:	
CustEmailCC:					
Product:		HotH Analysis:		Fix Version:	

Summary:

Subject: My printer is broken

Group: Customer_Support Assignee: Raised By: Buddy Dog