

TEAMS CHAT ASSIST.

PRODUCT SHEET

Real-time help and support, delivered by the in-house experts

With the rise and normalisation of the disparate workforce, the need to quickly find answers has never been greater. Teams Chat Assist enables users to 'Ask the Expert' directly from Microsoft Teams and get the answer they need quickly in the flow of their work, whatever the size of the organisation.

INSTANT ACCESS TO ANSWERS.

Imagine being able to walk over to your legal department, stand in the middle of the room, ask for help, and be provided with the answer instantly. Well, that's exactly what Teams Chat Assist does.

It works via a chat function, pinned to the sidebar within Microsoft Teams. Once subject matter experts have been identified and appointed, the Teams bot can be rolled out to users. Users then can ask a question, and within seconds will be connected to a team member who can provide the answer.

- New software roll-out; "How do I add a colleague to the project?"
- Staff onboarding; "Where can I find the org chart?"
- Legal queries; "Can we trade with non-EU countries?"
- Brand and marketing; "Where's a jpeg of our logo?"
- HR, health and wellbeing; "What's our holiday purchase policy?"

User enquiries are intelligently routed to all available (and appropriate) responders wherever they are in the world, allowing users to get a quick answer to their query and making it easier for them to do their jobs.

The reporting insights enable managers to have real-time visibility of all conversations between team members and the appointed experts, allowing them to jump in and help if needed. Power BI reporting also shows the performance and usage of all instances of Teams Chat Assist, helping effectively manage agents and identify common themes.

KEY FEATURES.



Easy and quick to install



Customisable quick response buttons



Agent sign-in/out



Ghost listener functionality



Out of hours messages



Intelligent question routing



Power BI Reports



Unlimited agents



Free 30-day trial available

HOW IT WILL BENEFIT YOUR CUSTOMERS.



Improved accessibility and fewer missed appointments

Provide access to critical services for those who struggle to attend in-person appointments.



Time efficiencies

Virtual consultations can take place from any location, at any time, bringing existing services to more people.infrastructure.



Adaptable and scalable

depending on gateway model there is no limit on the number of users using the line.



Secure and GDPR compliant

Hosted in Azure, users can be assured that confidential information is secure.



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HOW IT WILL BENEFIT YOUR BUSINESS.



Resourceful partner portal

Full access to campaign support, product collateral, and training materials.



UK-based support

Dedicated account management and professional services support tailored to your business needs.



Easy provisioning

Ordering and account management via our dedicated partner portal.



Quick to deploy, fully supported

The service can be up and running in a matter of days. And once setup, you'll be supported by a high availability managed service.

WHY CHOOSE NASSTAR CHANNEL?

Everything you need for you and your customers, right there in black and white

We remove the complexity and keep it simple. Our Teams Chat Assist solution meets the needs of your customers and provides unrivalled support and experience you can't get anywhere else.

- Established provider with years of experience
- Highly trained UK-based service and support team
- Access to the best expertise and resources
- Tried and tested, innovative products that deliver when you need them to
- Simple on-boarding process
- Dedicated partner portal
- Full commitment and dedication to the channel and its needs



**Passionate
people**



**Innovative
technology**



**Exceptional
experience**



Channel-centric



**Straightforward
solutions**

**FIND OUT MORE ABOUT THIS PRODUCT AND THE REST OF THE
NASSTAR CHANNEL PORTFOLIO.**

Contact us on enquiries@nasstarchannel.com