

# Q&A Session for Connect with Remedy Digital Workplace: Modernize the face of IT with Virtual Chat Webinar

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Date: December 16, 2015

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Q: Any there plans to integrate with other products, except Lync, on the roadmap? For example, Google Hangouts or Google products?

A: We have looked at this - but so far most of the customers have requested Lync as that is the corporate chat tool for a majority of them. We can certainly add it to our backlog and see how much demand there is.

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Q: With Virtual Agent, end users can also use Lync (V9.1)?

A: yes it is the end users who use Lync. The support agents are on the agent console

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Q: I saw "Fix It" as an option. Does this provide integration with the Microsoft Fix It tool?

A: You can create knowledge that links to a MS Fix It item. But we don't have any direct or integrated Fix It integration

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Q: I suppose Skype for business is also supported?

A: Yes

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Q: How do you authenticate and/or recognize end users?

A: You can either go to the AR system user store or integrate with any ASSO or RSSO

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Q: The KB article opened in Midtier. Can it also be open using the My it web server ?

A: Yes, the integration configuration allows to open a URL with incident / chat information

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Q: How does virtual agent deal with typos. For instance, typing in password as password?

A: It depends on the Knowledge source being accessed. In the case of the AIML (that's the automated responses from Jenn the chatbot), there is a substitutions.xml file that can be edited to accommodate frequently misspelled words, conjunctions, contractions, etc.

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Q: How is the interaction between Lync and Live Chat?

A: It's integrated via a windows service application running the UCMA libs. This service runs on the Lync App server and acts as a gateway between Lync and BMC Virtual Agent.

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Q: What is the roadmap for SmartIT with this product?

A: It's on the roadmap but no timelines yet

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Q: Would this "Transfer" task be captured in a Audit log?

A: The transfer to live agent is captured in an event log that reports can be run against.

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Q: Would this "Transfer" task be captured in a Audit log?

A: When a session is transferred to another agent, it is captured in the Chat Log which is permanently recorded in both the Master Chat Record and the Work Log in the Incident ticket.

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Q: If a chat is dropped can the Live agent send something to the user to restart the chat

A: No, the Live Agent cannot "ping" the user to restart the chat. However, the Chat Session will remain open until either the end-user "Cancels" the session or the Live Agent "Abandons" or "Closes" the session. If the User logs back into the Self Service Portal, they can rejoin the dropped chat by going to the "Open Items" tab and clicking on the dropped session.

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Q: If an user opens chat window then decides to leave without waiting for live agent.. I believe an incident will be opened at this point. Will that be auto Resolved/cancelled with

A: If the user leaves the session by hitting "Cancel", then in that case, the incident ticket "Status" would be set to "Cancelled" and the Chat Session record (Master Chat Record) would be set to "Abandoned". If the user left the session by simply closing their browser, then the chat session, and the related incident ticket, will both remain open until either the Session is rejoined by the end-user to continue the session, or the Live Agent "Abandons" the session, at which time the incident ticket status would also be set to "Cancelled".

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Q: Can a routing be configured to a ITSM support group

A: Yes. It can route with just our own defined queues, by ITSM companies, or ITSM support groups.

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Q: To configure new AIML, does the midtier need a restart and is there a mechanism to deploy the aiml files from a admin screen?

A: No restart is required. Any changes are detected in real-time and updated.

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Q: Can the virtual agent be integrated to Skype as well?

A: Only Lync and Skype for business for now

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Q: And the deployment of AIML is manual or via a admin screen

A: The deployment of new or edited AIML content is manual.

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Q: In the Demo. There were 2 alerts. How do the alert information end up there ? Is that a manual action by someone ?

A: Service Alerts are created and managed in the Virtual Chat Admin Console.

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Q: For the Skype extension window, does it use default browser in the user system?

A: Yes

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Q: How does the auto translate work? Does it link to a Microsoft/Google translate library?

A: It uses the Google translate API.

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Q: Can this product be used in a secure network, with no connection to internet?

A: Yes, it can work over an intranet without access to the internet. There are some functions that would become unusable, such as language translations and access to Internet knowledge sources such as Microsoft Office Online and Google Search.

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Q: Can you integrate with other tools - such as Identity Management or PeopleSoft, for things like password resets?

A: This is totally dependent on the tool. The answer is usually "yes", but the level of effort will vary depending on the technology.

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Q: Is the UI brand able?

A: Yes, the UI is highly brand able in and customizable via the Chat Admin Console.

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Q: Does the solution work on mobile devices?

A: Yes, it does.

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