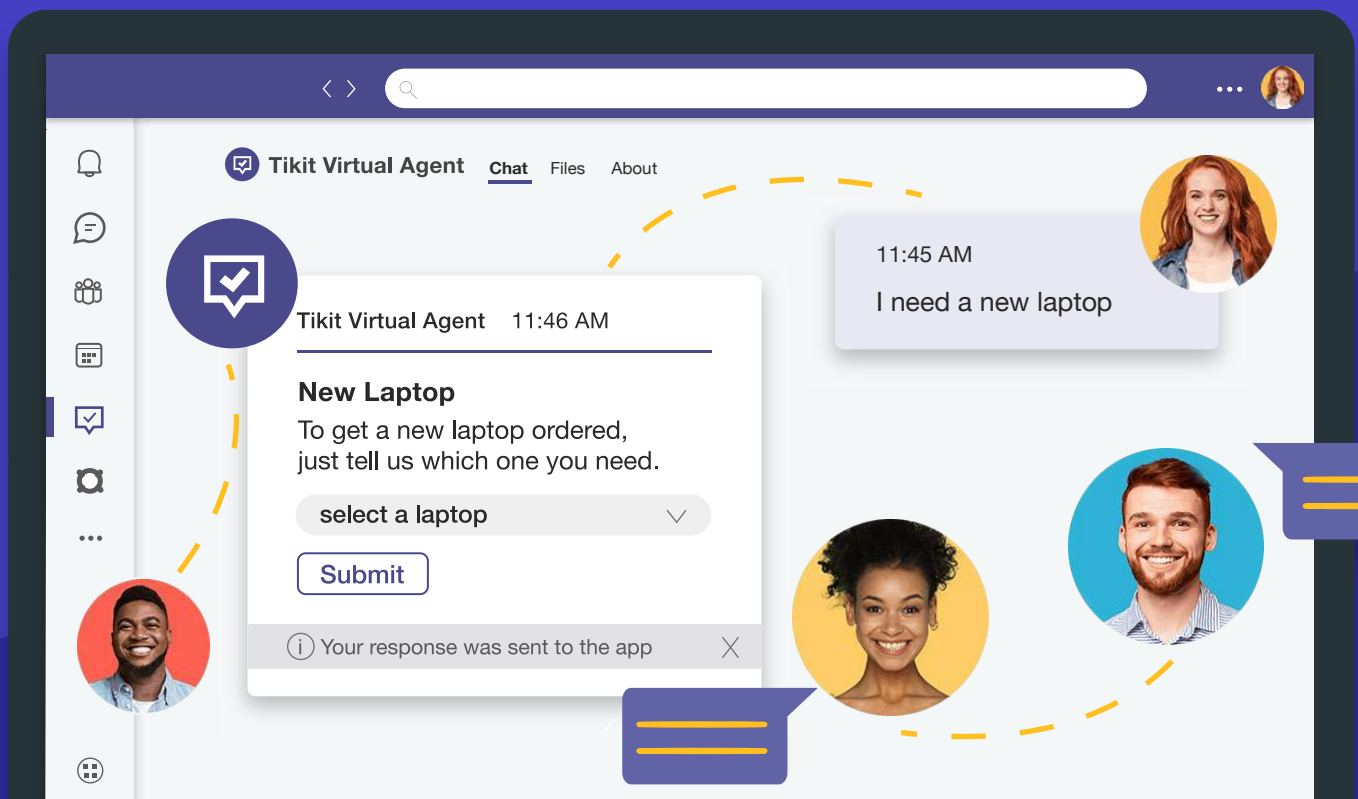




THE DEFINITIVE GUIDE TO CONVERSATIONAL TICKETING IN MICROSOFT TEAMS

Everything You Need to Know About Implementing a
Microsoft Teams Ticketing System



FORWARD

How can your organization get the greatest long-term value from technology investments?

It's certainly a point of concern given the rapid change in product development, the IT function, organizational processes and service desk operations. Microsoft addresses these concerns via its interconnected ecosystem and third-party partnerships. These platforms grow in functionality and scale according to organizational needs.

Conversational ticketing is a modernized approach to traditional service desk operations that enables agents and end users to work where and how they prefer, while expanding on your existing Microsoft 365 investment.

This guide demonstrates how conversational ticketing serves organizations of various maturity levels and resolves common IT challenges.





Today's **IT LANDSCAPE**

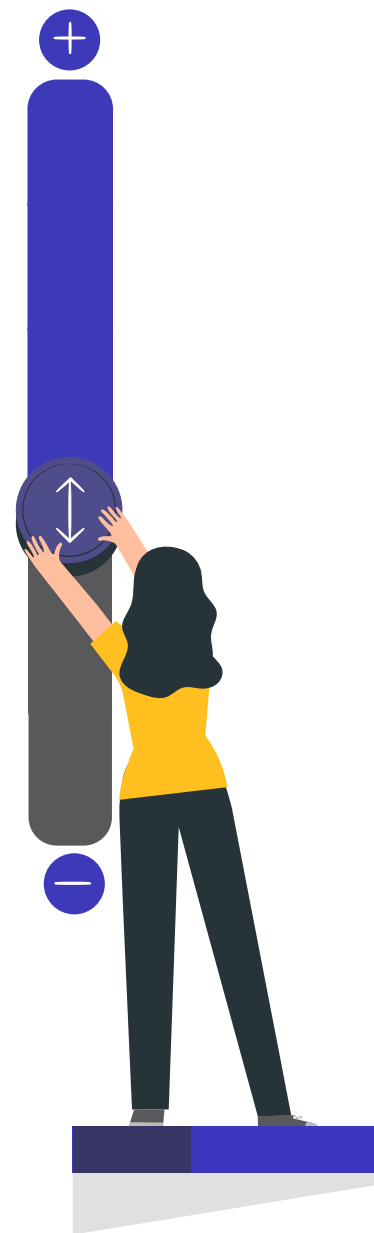
Despite technology's critical role in supporting business operations, most companies need to be cautious about tech investments. Migrating to new platforms can be expensive, disruptive and time-consuming.

IT departments generally weigh the risk and cost associated with new technology. Management must evaluate how platforms will work with existing infrastructure and security posture, not to mention their short-term and long-term viability. Return on investment (ROI) is key to any IT investment, so the goal is to always choose wisely.

Microsoft Scales **AND EXPANDS FUNCTIONALITY**

As a business productivity platform, [Microsoft 365](#) (M365) is an ideal investment. A service desk that leverages M365 should be on your IT technology consideration list. It is cloud-based, scalable, and it supports hybrid, remote and in-house employees alike. M365 connects to other Microsoft products so users receive expansive and [fluid functionality](#).

A tangible example of this is [conversational ticketing](#), which provides a native Microsoft Teams experience for your organization's service desk operations.



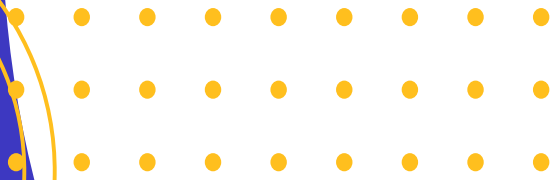
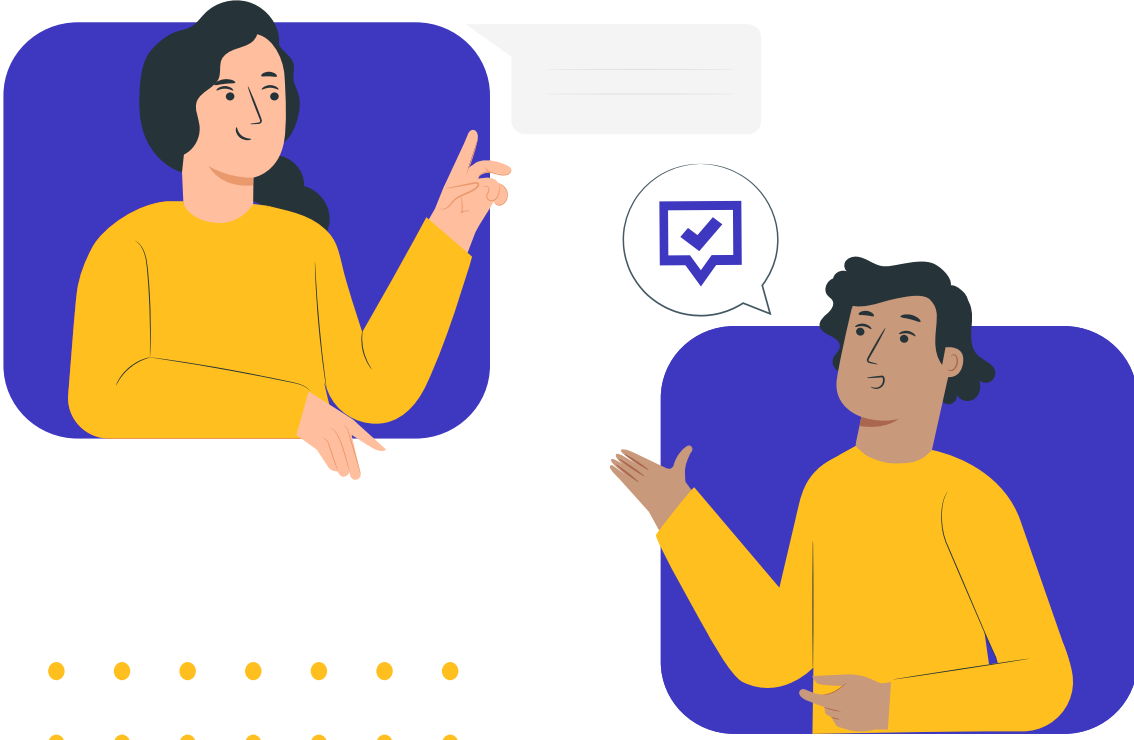


What is **CONVERSATIONAL TICKETING?**

Conversational ticketing makes the process of asking and receiving IT support interactive, realtime and chat-based using a collaboration platform. The interaction is more natural and human. It also speeds up ticket resolution, balancing the efficiency gained via artificial intelligence (AI) with higher quality live agent experiences.

End users and service desk agents benefit from conversational ticketing because:

- Both receive real-time updates in a platform where they are already working.
- It's easier to document and manage ticket requests and activity, since it all lives in the chat platform.



You Could Benefit from **CONVERSATIONAL TICKETING IF...**



YOU DON'T HAVE A SERVICE DESK SOLUTION

Your company might not have needed a formal service desk until now. Small businesses, for example, can be remarkably agile. But it's getting more challenging to accommodate IT requests for help today without a service desk solution because:

- The amount of technology companies use is growing.
- Employees prefer to work a combination of remote, hybrid, and/or in-house, which affects system accessibility, security and other factors.

Without a system to organize and resolve support requests and issues, companies risk employee and system downtime and dissatisfaction. They also lack insight into how technical issues affect the organization.



YOU NEED A SIMPLER SERVICE DESK SOLUTION

Sometimes bigger isn't better. A robust service desk solution can certainly provide enterprise functionality. If it doesn't fit the maturity level of your team or organization, however, you could face budget, maintenance, service delivery and end user satisfaction issues.

A complex solution might not be cost-effective anymore, which could create:

- Consulting costs for workflow or other changes requiring specialized knowledge.
- Inefficiencies and lag time while training or upskilling the team.
- Lack of KPI improvement, including lagging response and resolution times.

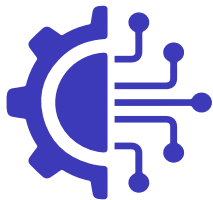


KPIS AREN'T IMPROVING

What if you are using a service desk but can't move the needle on KPIs? The culprit could be process related. You might need specific process tweaks to address:

- A self-service portal or knowledge base that end users find difficult to search or navigate.
- Time lags in gathering information about the request, or ineffective back-and-forth dialogue.
- Incomplete ticket history and/or inconsistent information.
- Time consuming processes to submit an IT request.
- Tickets sitting too long in triage, unattended.
- Ineffective escalation, causing tickets to bounce from tier to tier.
- Reporting inaccuracy or disconnect regarding data being tracked.

These are just a few examples that could slow down response rates and resolution times.



THE WORKFORCE LANDSCAPE IS CHANGING

In a perfect world, your organization's infrastructure wouldn't have to change. But rapid growth, downsizes, mergers, acquisitions and other external forces trigger a great deal of adjustment for IT. Even if new technology isn't part of the plan, there can be concerns about cost, performance, security and overall disruption related to migrations and integrations.

Companies today need to be dynamic. Right sizing technology to a company's needs saves money, improves service and makes the service desk easier to manage.

Technology is complicated, so how can you find a flexible, fluid, scalable solution that accommodates changing business dynamics?

CONVERSATIONAL TICKETING EXCLUSIVELY IN MICROSOFT TEAMS SOLVES THESE PROBLEMS

Although Microsoft Teams and Slack are both used in conversational ticketing, when conducted exclusively in Microsoft Teams, you receive unique, valuable benefits.

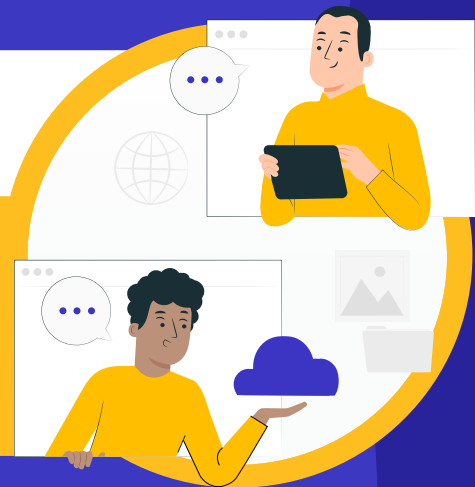


WORK IN TEAMS WITH FLUID ACCESS TO ADDITIONAL M365 PRODUCTS

Thanks to Microsoft 365 authentication, end users and service desk agents can access, share and store information in real-time from OneNote notes, Tasks by Planner, Excel spreadsheets, Outlook, WorkBoard and Word docs.

A CLOUD-BASED FOUNDATION PROVIDES STRUCTURE AND PROCESS

M365 provides a simple, secure foundation that connects employees wherever they are working, integrates productivity tools they value and provides a simple, responsive service desk process so that tech issues can be resolved efficiently. It's easy.



CAPITALIZES ON SCALABILITY INHERENT IN M365

Service desk processes are able to mirror the scalability, accessibility and flexibility found in the M365 platform.





Meet Tikit:

INNOVATIVE CONVERSATIONAL TICKETING FOR TODAY'S IT LANDSCAPE

Tikit is a Microsoft 365 service desk solution that helps you realize the benefits of conversational ticketing while reaping even greater value from your M365 investment.

Because Tikit was built exclusively for Microsoft Teams, it provides a [native Teams experience](#). You manage the ticket lifecycle in Microsoft Teams and perform many classic ticketing functions a bit differently—and more effectively—than with other SaaS ticketing solutions.



Tikit Virtual Agent MITIGATES REPETITIVE REQUESTS

Tikit includes the Tikit Virtual Agent, an AI-powered chatbot that acts as another member of the service desk. It proactively engages with end users and guides the process, giving human service desk agents more time to address complicated issues.

Tikit Virtual Agent is a big help, mitigating repetitive requests that may include password resets, software access requests, computer hardware issues and laptop order requests.

The result? Agents love being able to offload repetitive requests, quantify the value of deflected tickets and experience a more efficient ticketing process. End users are a fan, too. They receive consistent attention, updates and transparency.





TIKIT IMPROVES PROCESSES WITH AN INNOVATIVE TWIST

Reimagined, Automated Self-Service

Why make the end user navigate various systems for guidance? With Tikit, they ask for help and receive it—without searching. An AI-powered virtual agent interprets the request, finds relevant knowledge base (KB) resources, serves it to the end user and either resolves or escalates the request to a human agent.

Get More Information in the First Interaction


Back and forth exchanges are consolidated in Tikit. With customizable templates, you can offer choices for a request or collect relevant information upfront as the ticket is created. If an end user requests a new laptop, for example, Tikit Virtual Agent can respond with laptop options to choose from.

Consistent Look, Feel and Flow of Data That is Automatically Documented

Information can be exchanged, collected, managed and stored in the ticket history with a consistent look and feel using Microsoft Adaptive Cards. Not only does this transparency help the service desk team see previous troubleshooting efforts, it also helps them spot recurring or broader issues and collaborate on ticket resolution.

Create a Ticket from a Teams Chat or Email

The ticketing process can be initiated where employees are working, whether that be in Outlook or Teams. It reduces time spent jumping to a separate system and keeps everyone in the natural flow of work.





Escalate Tickets to Specialized Agent Groups

Agents can categorize and route tickets to predefined, specialized support groups—a smooth way to organize the service desk team, reduce silos and prevent a ticket pileup. Support groups allow a way to distribute tickets evenly among the team, with greater visibility into workloads. They also help increase response times and resolution rates.


Additional Data Points to Directly Route, Report and Analyze Tickets

You may want to categorize tickets as incidents, service requests and change requests. But you also have the ability to choose the name and meaning assigned to ticket types—and change it at any point in the process. With more ways to categorize, your reports can be more accurate and insightful.

Set Up Unique Workflows in Teams

Connect to Microsoft Power Automate and bring even greater workflow efficiency into your Teams service desk experience. Tikit's Power Automate connector helps you centralize tasks from Microsoft and non-Microsoft applications and build automated processes for yourself and the greater team.

Reporting



You have greater categorization capacity and flexibility in Tikit. This flexibility carries over into how you create and display reports. Ticket data can be quickly visualized by connecting to Power BI. You can also create custom dashboards for insightful reports.

Choose the Best Place to **START WITH TIKIT**

Because it is built exclusively for Microsoft Teams, operates from Microsoft 365 authentication and grows with your M365 adoption, Tikit flexibly accommodates companies of all sizes and growth stages. And though it simplifies complexities in service desk operations, it doesn't require complicated training or specialized skills to use. An intuitive interface helps end users and agents easily catch on. With a solution so simple, it can be implemented in under 30 minutes.

Tikit is available in two editions:

- Microsoft Teams Ticketing: simple IT ticketing.
- Microsoft 365 Service Desk: mature service functionality with added features and M365 integrations.

Both support your business as it grows and changes, with functionality that continues to empower service delivery.

The best way to get to know Tikit is to watch it in action and try it for yourself. You can also [schedule a call](#) to talk through your ticketing needs. We welcome the opportunity to work with you.

Happy Ticketing!

VIEW TIKIT DEMO

14-DAY FREE TRIAL

