



## Aranda Virtual Agent

Aranda Virtual Agent is an extension that allows the end user to interact with the Aranda Service Desk from within the Microsoft Teams environment.

### Prerequisites

### Prerequisites

#### The client must have:

- Active Microsoft Office and Microsoft Teams licenses.
- Aranda Service Management minimum version 9.3.7 with 9.5.26 database, as a service in the Aranda cloud, or in on-premise installation.
- A named user in Aranda Service Management for the connection to Microsoft Teams.
- The Aranda environment that connects to the bot must be under a public domain with a secure protocol (https) mandatory.
- Connection (via the Internet) to the “arandasoft.com” domain.

### Configuration

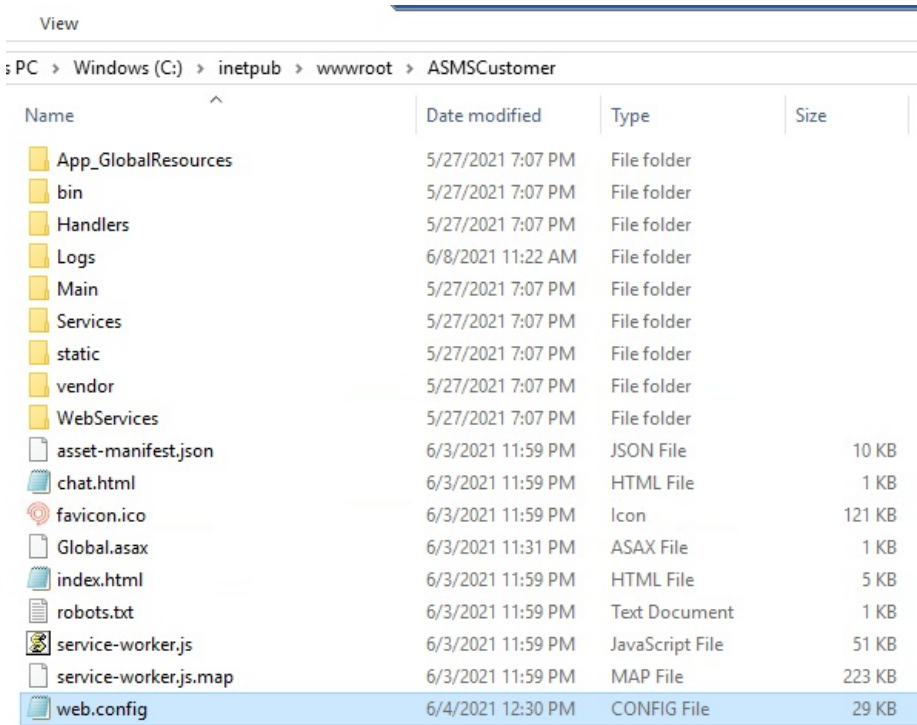
#### Pre-configuration in Aranda Service Management

From the Aranda Service Management Management Console (ASMSAdministrator), create two new users and assign them the roles described below.

| User                      | Role                  | User Type  |
|---------------------------|-----------------------|------------|
| Teams Manager -> tmanager | • Teams configuration | Specialist |
| Teams Client -> tclient   | • Teams client        | Specialist |

If the services of the production bot arranged by Aranda are being used in the arandasoft.com domain, no further prior configurations are required in Aranda Service Management. If the customer has their own implementation of the bot, they must do the following:

1. Enter the server where the Aranda Service Management application is installed.
2. Go to the installation path of the user console (usually C:\inetpub\wwwroot\ASMSCustomer) and once there, locate the file called Web.config



3. Open the file with a text editor and locate the following line:

```
add name="Content-Security-Policy" value="script-src 'self' 'unsafe-inline' 'unsafe-eval'; frame-ancestors 'self' teams.microsoft.com *.teams.microsoft.com *.arandasoft.com" />
```

```
17 <httpProtocol>
18 <customHeaders>
19 <clear />
20 <remove name="Access-Control-Allow-Credentials" />
21 <add name="Access-Control-Allow-Credentials" value="true" />
22 <remove name="Access-Control-Allow-Headers" />
23 <add name="Access-Control-Allow-Headers" value="Content-Type, Authorization, X-Authorization" />
24 <remove name="Access-Control-Allow-Methods" />
25 <add name="Access-Control-Allow-Methods" value="GET, POST, PUT, DELETE, PATCH, OPTIONS" />
26 <remove name="X-Frame-Options" />
27 <remove name="X-XSS-Protection" />
28 <add name="X-XSS-Protection" value="1;mode=block" />
29 <remove name="X-Content-Type-Options" />
30 <add name="X-Content-Type-Options" value="nosniff" />
31 <remove name="Content-Security-Policy" />
32 <add name="Content-Security-Policy" value="script-src 'self' 'unsafe-inline' 'unsafe-eval'; frame-ancestors 'self'
33 teams.microsoft.com *.teams.microsoft.com *.arandasoft.com" />
34 <remove name="X-Powered-By" />
35 </customHeaders>
</httpProtocol>
```

4. Include the DNS of the environment or appservice where the bot is hosted. Example:

```
<add name="Content-Security-Policy" value="frame-ancestors 'self' teams.microsoft.com *.teams.microsoft.com *.arandasoft.com *.dnsambiente.com">
```

5. Go to the installation path of the specialist console (usually C:\inetpub\wwwroot\ASMSSpecialist) and once there, locate the file called Web.config

6. Open the file with a text editor and locate the following line:

```
<add name="Content-Security-Policy" value="frame-ancestors 'self' teams.microsoft.com *.teams.microsoft.com *.arandasoft.com" />
```

```
webClient.config webSpecialist.config
152 <httpProtocol>
153 <customHeaders>
154 <clear />
155 <remove name="X-XSS-Protection" />
156 <add name="X-XSS-Protection" value="1;mode=block" />
157 <remove name="X-Content-Type-Options" />
158 <add name="X-Content-Type-Options" value="nosniff" />
159 <remove name="Content-Security-Policy" />
160 <add name="Content-Security-Policy" value="frame-ancestors 'self' teams.microsoft.com *.teams.microsoft.com
161 *.arandasoft.com" />
162 <remove name="X-Powered-By" />
163 </customHeaders>
</httpProtocol>
```

6. Include the DNS of the environment or appservice where the bot is hosted. Example:

```
<add name="Content-Security-Policy" value="frame-ancestors 'self' teams.microsoft.com *.teams.microsoft.com *.arandasoft.com *.dnsambiente.com" />
```

7. Save the changes and restart the IIS.

Configuring the Aranda Virtual Agent Service

Aranda Virtual Agent

To configure the Aranda Virtual Agent service, follow these steps:

1. Go to the following link: <https://albi.arandasoft.com/>



### Connection to Aranda SERVICE DESK

To connect we need to configure the connection with your tenant where the users application is installed.

Log in with your username and password

### Login

BackEnd URL \*

Versión

V9

User

Password

Email corporate

☐ I'm not a robot



Enter

2. Enter the following data in the requested fields and click Enter:

| Field           | Description                                                                                                                                                                                                          |
|-----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| BackEnd Url     | User console URL                                                                                                                                                                                                     |
| Version         | When you select version 9, if the environment to be configured has the functionality of reCAPTCHA on the admin site, then the reCAPTCHA will be activated on the page. <a href="#">See reCAPTCHA ↗ configuration</a> |
| User            | TMANAGER                                                                                                                                                                                                             |
| Password        | Key defined to the tmanager user                                                                                                                                                                                     |
| Corporate Email | Client's corporate email (usuario@dominio). It is used to extract the domain needed in the bot configuration.                                                                                                        |

3. The following pop-up window will appear:

Editar Configuración

Nombre de la configuración \*

ASMS Version 9

USDK Front End \*

-asms-wo01.arandasoft.com/ASMSCustomer/

USDK BackEnd Url \*

https://vm-asms-wo01.arandasoft.com/AS...

Usuario \*

TClient

Contraseña \*

.....

Email Corporativo \*

william.orozco@arandasoft.com

Versión \*

V9

☒ Activa

Actualizar

Cancelar

4. Enter the following data in the requested fields and click Create:



|                 |                                                                                                                                                                                                                                                                                                                               |
|-----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Field           | Description                                                                                                                                                                                                                                                                                                                   |
| Name            | Name that identifies the connection.                                                                                                                                                                                                                                                                                          |
| Front End       | User console URL.                                                                                                                                                                                                                                                                                                             |
| Back End Url    | URL of the user consdola.                                                                                                                                                                                                                                                                                                     |
| Version         | When you select version 9, if the environment to be configured has the functionality of reCAPTCHA on the admin site, the 'Integration token' field will be enabled. Previously, an integration token must be generated with the TEAMS CLIENT user and set in this field. <a href="#">See Configuring Integration ↗ Tokens</a> |
| User            | TEAMS CLIENT (tclient) user. This field is hidden when the environment has the reCAPTCHA functionality enabled and the configuration is made using an integration token.                                                                                                                                                      |
| Password        | TEAMS CLIENT User Password. This field is hidden when the environment has the reCAPTCHA functionality enabled and the configuration is made using an integration token.                                                                                                                                                       |
| Corporate Email | Customer Corporate Email (usuario@dominio)                                                                                                                                                                                                                                                                                    |
| Active          | Check the box.                                                                                                                                                                                                                                                                                                                |

5. The following window will appear with the configuration made:

^ Configuración de cuenta

✔ Configuración actualizada correctamente.

Lista de conexiones

Conecciones configuradas para el dominio ARANDASOFT.COM

| Conexión       | URL del FrontEnd                  | URL del BackEnd                   | Versión | Usuario | Estado   |  |
|----------------|-----------------------------------|-----------------------------------|---------|---------|----------|--|
| asdkv82        | https://usdk-teams-dev.arandas... | https://usdk-teams-dev.arandas... | V8      | teamsc  | INACTIVO |  |
| ASMS Version 9 | https://vm-asms-wo01.arandaso...  | https://vm-asms-wo01.arandaso...  | V9      | TClient | ACTIVO   |  |

📌 Note: When connections are already configured, the login must be made with the USDK Backend URL of the connection that is active for the domain. If the URL of a connection other than the configured one is entered, the following message will be displayed

⊗ El dominio ya cuenta con una configuración.

Custom bot settings

In this section, you have the ability to configure images, default messages, and enable bot customization for the automatic categorization of cases and extraction of additional fields.

Set up messages

1. Go to the Message Settings. The active setting will be selected by default.

^ Configuración de mensajes

Seleccione la conexión para la cual va a realizar el cambio de mensajes.

ASMS Version 9

Configuración de mensajes

En esta sección puede personalizar los mensajes que utiliza el bot para interactuar con el usuario.

Seleccionar un idioma

Personaliza los mensajes de acuerdo al idioma que seleccione

☒ Español

☐ Inglés

☐ Portugués

Nombre del Bot

Hola soy Aibi ...

Mensaje de atención

Es la segunda vez que interactua con el bot

Voy a atender tu solicitud en unos momentos

Mensaje de despedida

Cuando el bot termina la ayuda

Fue un placer atender tu solicitud

Guardar

2. Select the connection for which you are switching messages. The selected connection will be in an “Active” state.

^ Configuración de mensajes

Seleccione la conexión para la cual va a realizar el cambio de mensajes.

ASMS Version 9

asdkv82

ASMS Version 9

que utiliza el bot para interactuar con el usuario.

3. Enter the name of the bot, the attention message, the farewell message according to the needs that are required to be customized and click on Save.

📌 Note: By pressing save leaving the fields empty (Bot Name – Attention Message – Farewell Message), the default values that the Bot comes with preconfigured are configured.

Modify images

To modify the bot images, follow these steps:

1. Go to the Image Settings section. The active setting will be selected by default.

^ Configuración de imágenes

Seleccione la conexión para la cual va a realizar el cambio de imágenes.

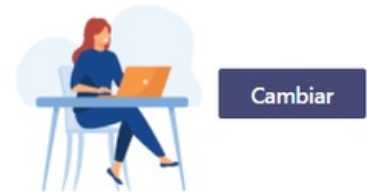
Configuración SQL

Configuración de imágenes

En esta sección puede personalizar las imágenes que aparecen en las acciones del bot.

Crear Caso

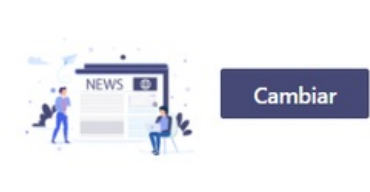
Imagen en formato png, transparente, tamaño 120px - 120px.



Cambiar

Noticias

Imagen en formato png, transparente, tamaño 120px - 120px.



Cambiar

☐

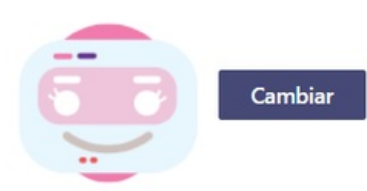
Utilizar las imágenes predeterminadas del bot.

Apariencia del Bot \*

Femenino

Reacciones positivas

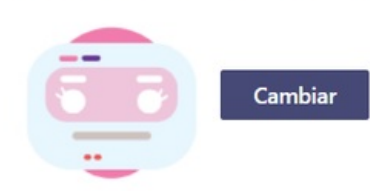
Imagen en formato png, transparente, tamaño 120px - 120px.



Cambiar

Reacciones negativas

Imagen en formato png, transparente, tamaño 120px - 120px.



Cambiar

2. Select the connection for which you are going to change images. The selected connection will be in an “Active” state.

^ Configuración de imágenes

Seleccione la conexión para la cual va a realizar el cambio de imágenes.

ASMS Version 9

asdkv82

ASMS Version 9

Se aplican en las acciones del bot.

3. Click the Change button in the Create Case field, select the URL of the image to be displayed on the case creation card, and click Save.

Crear Caso

Imagen en formato png, transparente, tamaño 120px - 120px.



Cambiar

Noticias

Imagen en formato png, transparente, tamaño 120px - 120px.



Cambiar

Editar Imagen - Crear Caso

URL de la imagen \*

Cancelar

Guardar

4. Click the Change button in the News field, select the URL of the image that will be displayed when viewing news, and click Save.

Crear Caso

Imagen en formato png, transparente, tamaño 120px - 120px.



Cambiar

Noticias

Imagen en formato png, transparente, tamaño 120px - 120px.



Cambiar

Editar Imagen - Noticias

URL de la imagen \*

Cancelar

Guardar

5. If you want to change the bot’s default images for positive and negative reactions, leave the checkbox unchecked Use the bot’s default images. This action will disable the selection of Bot appearance and enable image selection for the Positive Reactions and Negative Reactions fields.

☐ Utilizar las imágenes predeterminadas del bot.

Apariencia del Bot \*

Femenino

Reacciones positivas

Imagen en formato png, transparente, tamaño 120px - 120px.



Cambiar

Reacciones negativas

Imagen en formato png, transparente, tamaño 120px - 120px.



Cambiar

6. Click the Change From the field Positive reactions and select the image URL for the bot's positive reactions.

Reacciones positivas

Imagen en formato png, transparente, tamaño 120px - 120px.



Cambiar

Reacciones negativas

Imagen en formato png, transparente, tamaño 120px - 120px.



Cambiar

### Editar Imagen - Reacciones positivas

URL de la imagen \*

Cancelar

Guardar

7. Click the Change From the field Negative reactions and select the image URL for the bot's negative reactions.

Reacciones positivas

Imagen en formato png, transparente, tamaño 120px - 120px.



Cambiar

Reacciones negativas

Imagen en formato png, transparente, tamaño 120px - 120px.



Cambiar

### Editar Imagen - Reacciones negativas

URL de la imagen \*

Cancelar

Guardar

8. If you want to use the bot's default images for positive and negative reactions, check the checkbox Use the bot's default images and select the bot's appearance (Female, Male). This action will disable image selection for fields Positive reactions and Negative reactions.

☒ Utilizar las imágenes predeterminadas del bot.

Apariencia del Bot \*

Femenino

Reacciones positivas

Imagen en formato png, transparente, tamaño 120px - 120px.



Cambiar

Reacciones negativas

Imagen en formato png, transparente, tamaño 120px - 120px.



Cambiar

☒ Utilizar las imágenes predeterminadas del bot.

Apariencia del Bot \*

Masculino

Reacciones positivas

Imagen en formato png, transparente, tamaño 120px - 120px.



Cambiar

Reacciones negativas

Imagen en formato png, transparente, tamaño 120px - 120px.



Cambiar

Configured messages and images will be displayed in the bot chat.

Bot customization

Configuration of AI functionalities

In this section, you configure the bot’s behavior during case creation for automatic categorization, extraction of additional fields through a request sent by the user and the management of additional missing fields. It is essential to remember that, for the optimal functioning of these functionalities, the corresponding endpoints and actions must be configured in the Admin console. For more details, See [AI Settings](#).

1. Go to the Bot customization. The active setting will be selected by default.

Personalización del bot

Seleccione la conexión para la cual va a realizar el cambio de mensajes.

ASMS Version 9

Personalización del bot

En esta sección puede personalizar el comportamiento del bot.

☐ Habilitar categorización automática

Guardar

2. Select the connection for which you are going to customize the bot and enable the option “Enable automatic categorization.”



⤴ Bot customization

Select the connection you want to customize.

ArandaASMS

▼

Bot customization

In this section you can customize the behavior of the bot.

- ☒ Enable automatic categorization
- ☒ Extraction of additional fields
- ☒ Extraction of list-type fields
- ☒ Prompt user for additional missing fields
- ☒ Enable streaming in the response of the smart search in the knowledge base
- ☒ Enable case creation using Adaptive Card

Save

3. Three fields will be enabled:

- Extracting additional fields: Enable this option to perform value extraction for additional fields, during the request sent by the user.
- Extraction of list fields: Enable this option to perform value extraction for additional fields such list and tree, during the request sent by the user.
- Ask the user for additional missing fields: Enable this option if you want the bot to request the missing additional fields during case creation.

Enable streaming in Smart Search responses in the knowledge base This option allows you to enable real-time write functionality for the responses generated by the command “Consult Article” in the smart article search. By enabling this feature, the answers will be progressively displayed on the screen, mimicking the natural flow of typing.

Adaptive Card This option allows you to enable case creation using adaptive cards. This functionality optimizes the process of creating cases through the bot.

⤴ Personalización del bot

Seleccione la conexión que va a personalizar.

ArandaASMS

▼

Personalización del bot

En esta sección puede personalizar el comportamiento del bot.

- ☐ Habilitar categorización automática
- ☒ Habilitar creación de caso por Adaptive Card

Guardar

Setting Voting Process Notifications and Polls

Preconditions

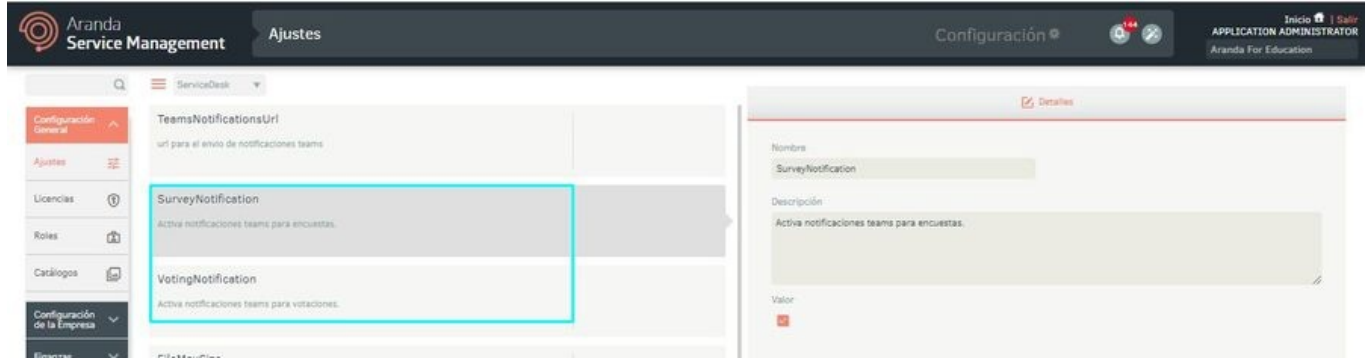
Corresponding URL configuration is required for notification delivery to the Microsoft Teams bot. Access the Administration Console (ASMSAdministrator) and select the TeamsNotificationsUrl option, and set the url as follows:

https://albi.arandasoft.com/api/notify

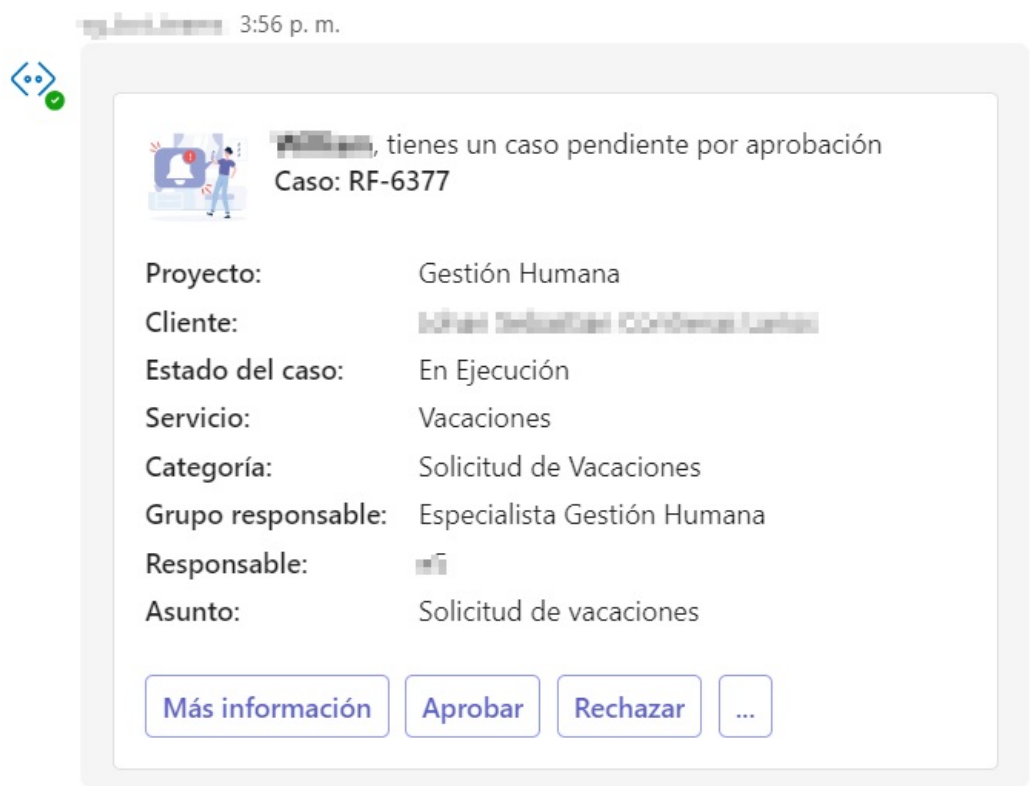
Enable MS Teams notifications.

To enable the sending of notifications of the voting process and polls to MS Teams, you must enter the administration console (ASMSAdministrator) option General Settings/Settings.

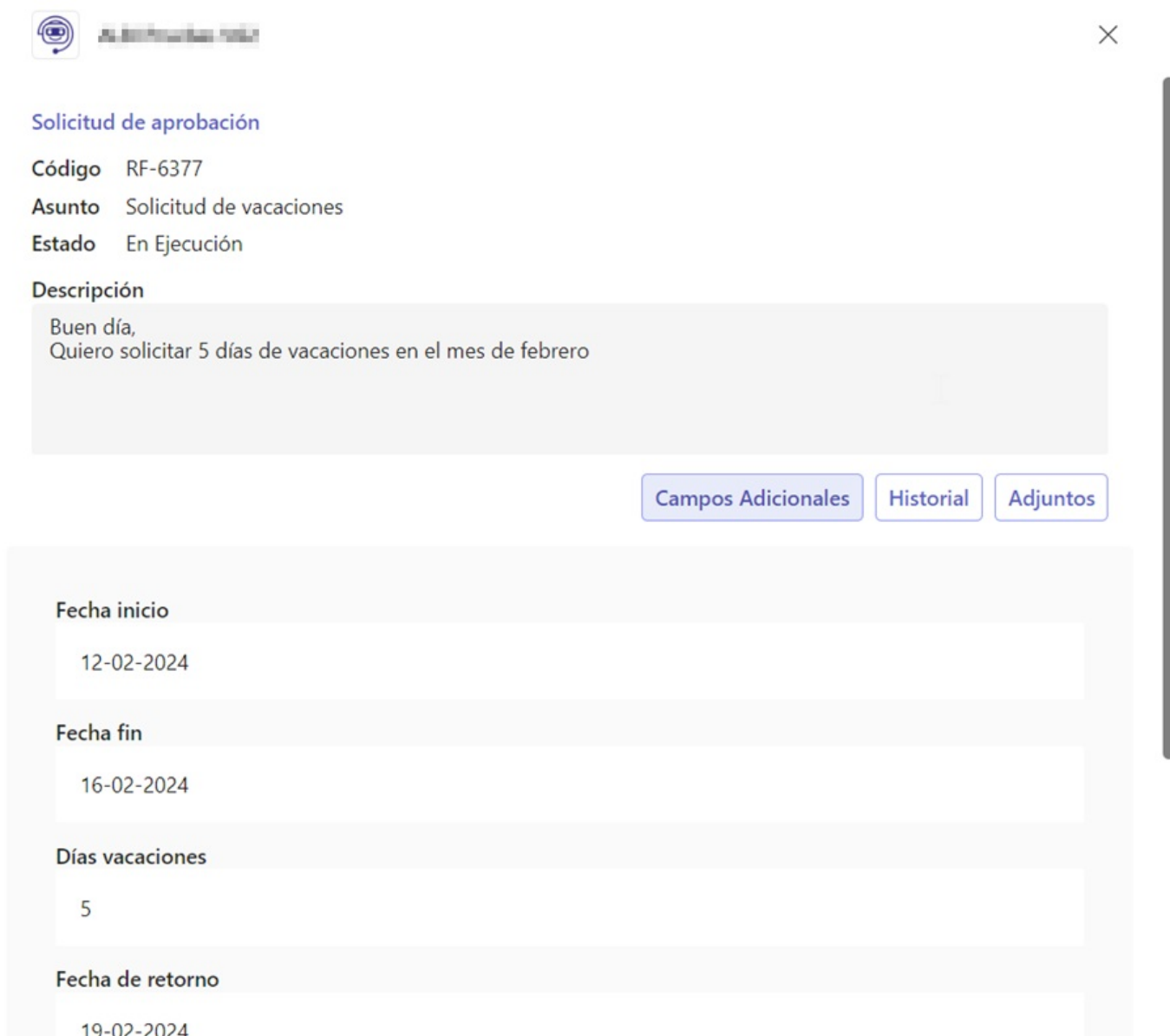




The following options are displayed: 1. VotingNotification: If the checkbox is checked, when an approval process is generated, a notification card is sent to the Teams bot that allows you to register the vote for the case. If disabled, notifications of the voting process are not sent to the Teams bot.



By clicking the “More details”, a summary of the request will be displayed that includes additional fields, history, and attachments.



⚠ Note: On the “Attachments” it is possible to view the attachments, however, it is not possible to download them.

2. SurveyNotification: If the checkbox is checked, a notification card is sent to the Teams bot that allows access to the survey for the case. If disabled, survey notifications aren’t sent to your Teams bot.

ASMS Bot9 16:37



William,

El caso RF-672 reportado se ha resuelto. Haz clic en el botón **Responder encuesta** para iniciar.

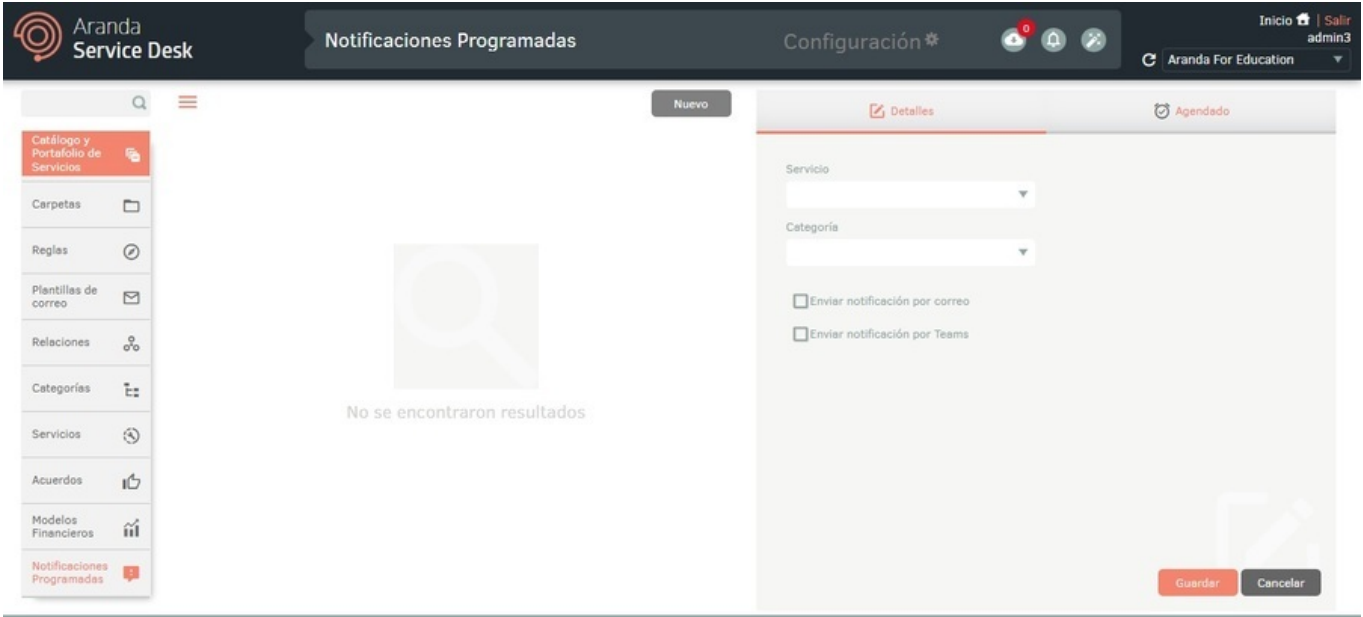
Responder encuesta

⚠ Important:

- The sending of notifications applies to cases that initiate the voting process or for which the poll is sent after enabling the aforementioned checkboxes.
- Notifications will be sent only to users who install the bot or run the bot’s commands (except the help command) after enabling notifications to be sent to the Teams bot.

Configuring scheduled notifications

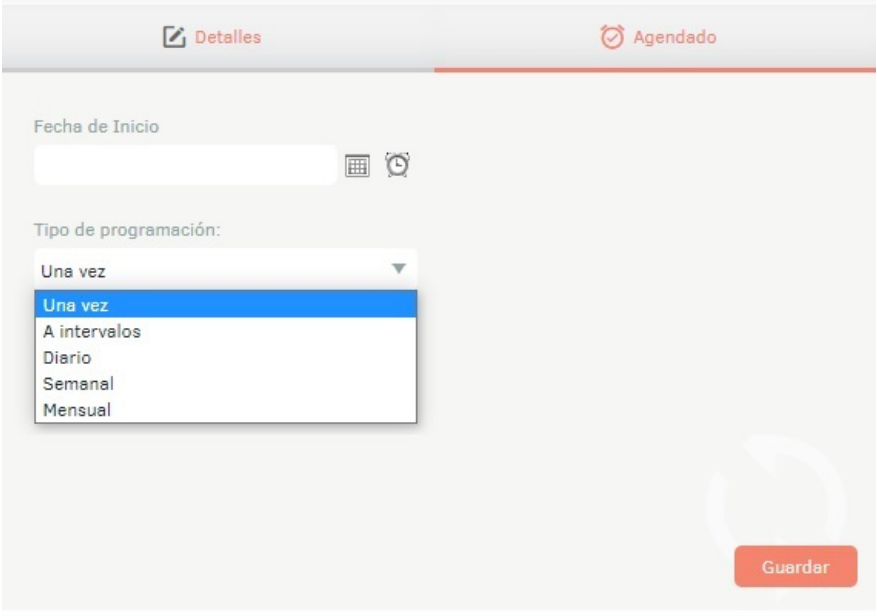
1. To configure the sending of scheduled notifications, enter the ASMS administration console, in the section Catalog and Portfolio of Services from the main menu, select the Scheduled Notifications\*\* . Define a project, and in the information view, select the New and in the detail view fill in the required information.



2. In the Scheduled Notifications Detail View in the ASMS Management Console, select the Details, where you can define the following fields:

| Field                      | Description                                                                                                                                                                                                                                                                                                                   |
|----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Service                    | Mandatory field type list that allows you to select the service to be used for the creation of the case.                                                                                                                                                                                                                      |
| Category                   | Mandatory field type list that allows you to select the category to be used (the active categories associated with the service are listed).                                                                                                                                                                                   |
| Send notification by Teams | Checking this box enables the following fields:<br>- Title: Fill in the title of the notification.<br><br>- Description: Fill out the notification description.<br><br>- Button Text: Fill in the button text.<br><br>- Image: Select an image for notification sending. (Icon size 450 x 250 px, jpg, jpeg, png, gif format) |

3. In the Scheduled Notifications Detail View in the ASMS Management Console, select the \*Programming\*\*, where you can define the following fields:



|                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Field            | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Start Date       | Set the date and time when you want the notification to start.                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Programming Type | <p>The options are:</p> <ul style="list-style-type: none"><li>- Once: The notification is only sent once on the defined start date.</li><li>- On and off: Notification delivery is executed at user-defined minute intervals.</li><li>- Journal: The notification is sent at user-defined intervals of days.</li><li>- Weekly: The notification is sent at user-defined intervals of weeks.</li><li>- Monthly: The notification is sent at user-defined intervals of months.</li></ul> |
| End date         | Set the date and time when user synchronization will be suspended.                                                                                                                                                                                                                                                                                                                                                                                                                     |

4. When saving the configuration, if any of the required fields is not filled in, the corresponding error is generated indicating the name of the field not filled in.

- Note:
- The notification will be sent only to users who are associated with the service.
  - The notification will be sent only to users who install the bot and execute the bot’s commands (except for the help command).

5. Once the schedule conditions are met, the notification will be sent to the Teams bot as follows:



6. By clicking on “Registration”, a pop-up window is displayed with the case creation form based on the service and category selected in the settings.

Síntomas

Por favor indique los síntomas que presenta actualmente

\* Síntomas

Seleccione... (0)

Preguntas Adicionales

Por favor coloque las respuesta que nos ayudaran a descartar un posible contagio de COVID19

\* ¿Ha estado en contacto con personas con síntomas?

Seleccione

\* ¿Que sitios ha visitado las ultimas 24 Hrs?

Seleccione... (0)

\* ¿Tipo de transporte utilizado las ultimas 24 Hrs?

Seleccione... (0)

\* ¿Vive con personas propensas?

Seleccione

Conformidad del manejo de información

Autoriza a la empresa para el manejo y gestión de su información.

\* Autorización de información

☐

0 Archivos

ADJUNTAR ARCHIVO

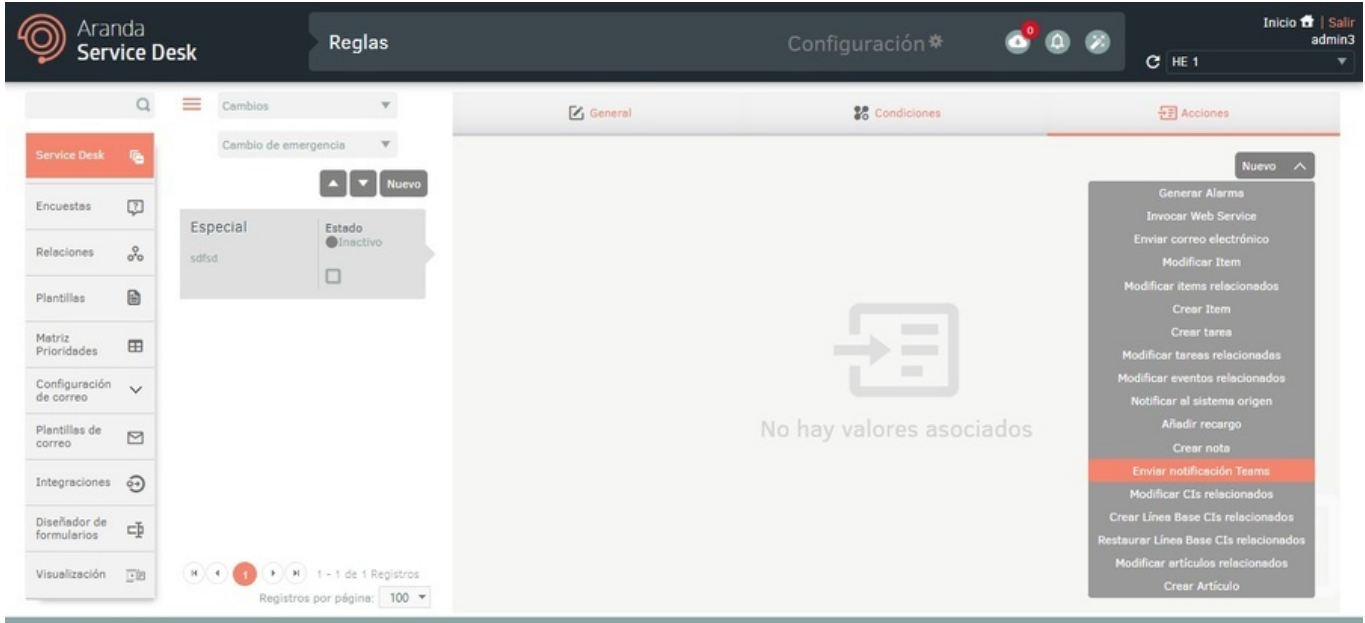
Crear caso

Configure sending notifications to MS Teams using rules

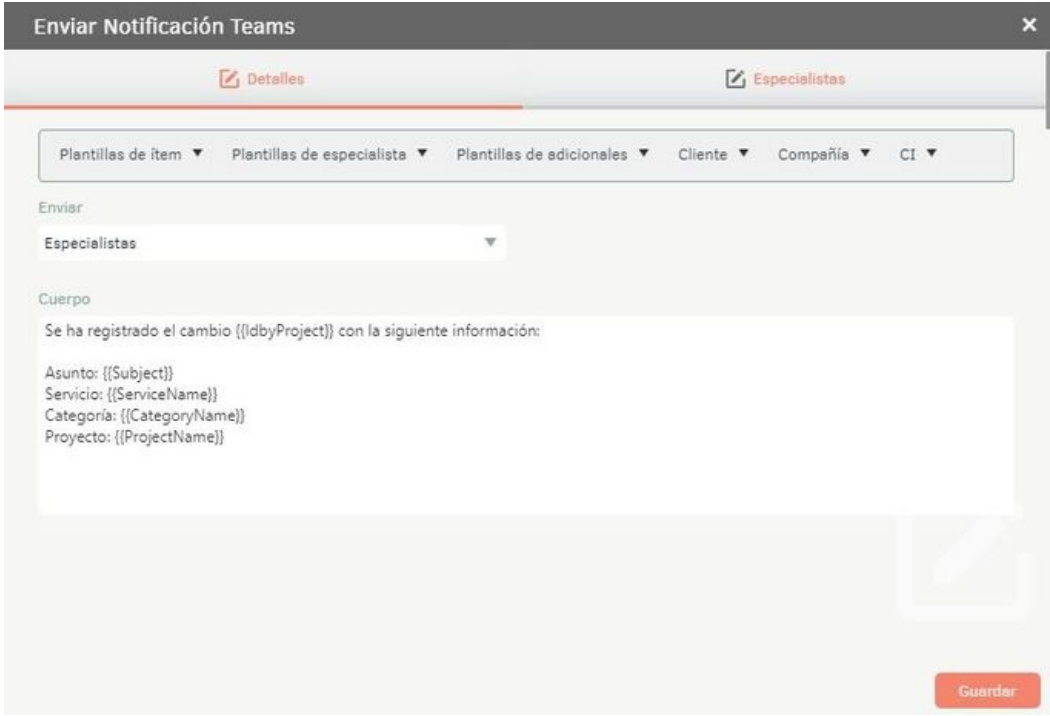
Preconditions

Corresponding URL configuration is required for notification delivery to the Microsoft Teams bot. To do this, you must access the administration console (ASMSAdministrator) and select the TeamsNotificationsUrl, then set the URL as follows:

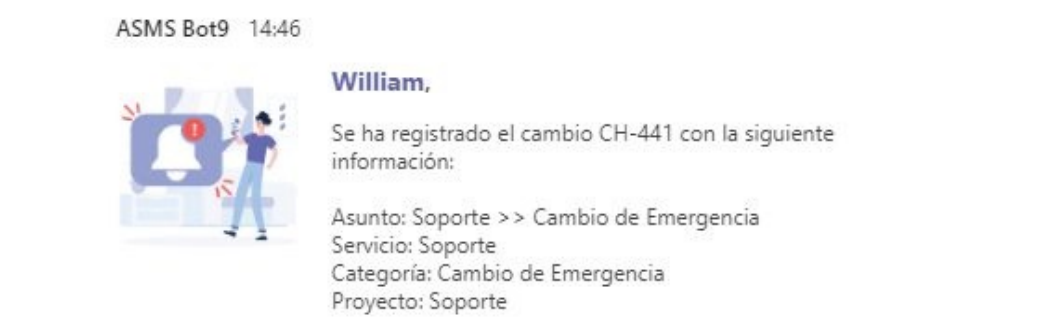
1. To configure sending notifications by rule you must enter the administration console (ASMSAdministrator) option Service Desk / Rules.



2. Configure the conditions of the rule and in the Actions tab select the option Send Teams notification.



3.Once the conditions of the rule are met, a notification will be sent to the Teams bot like the following:



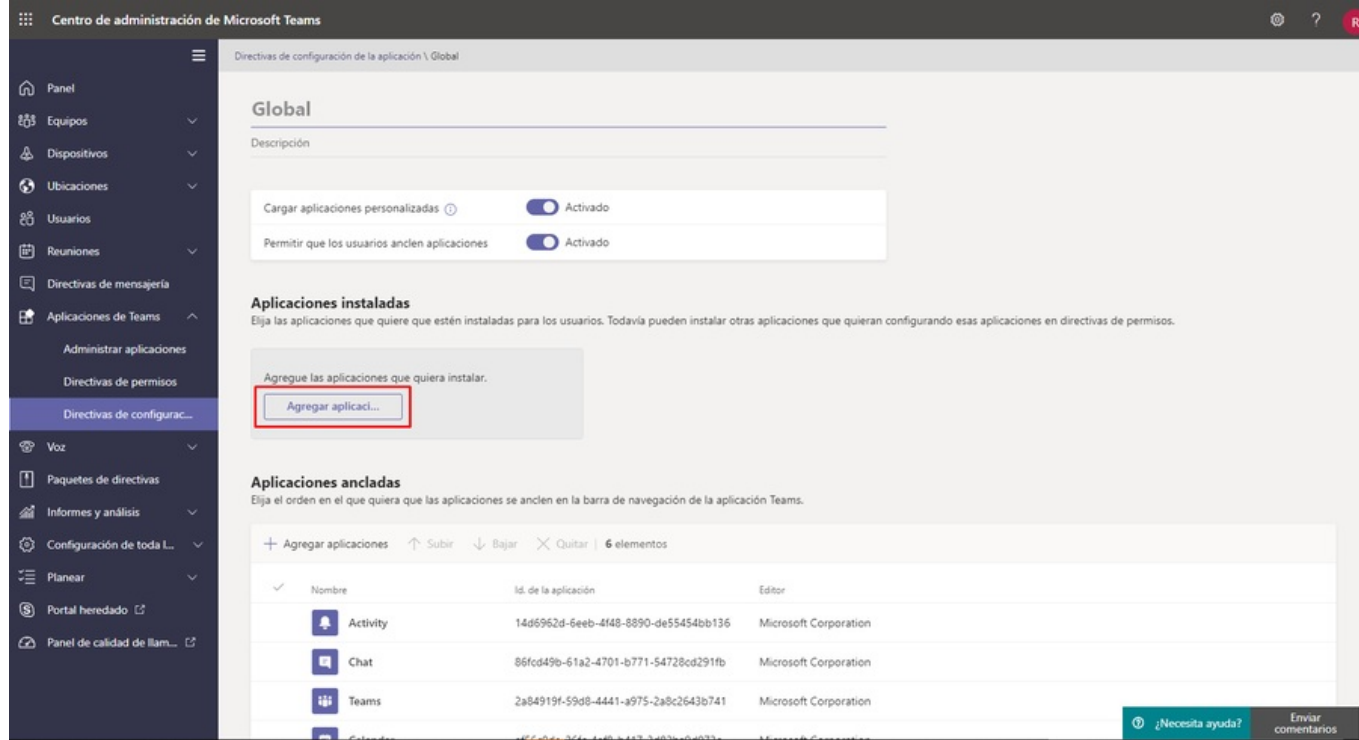
⚠ Important: Notifications will be sent only to users who install the bot or execute the bot’s commands (except for the help command).

Installation

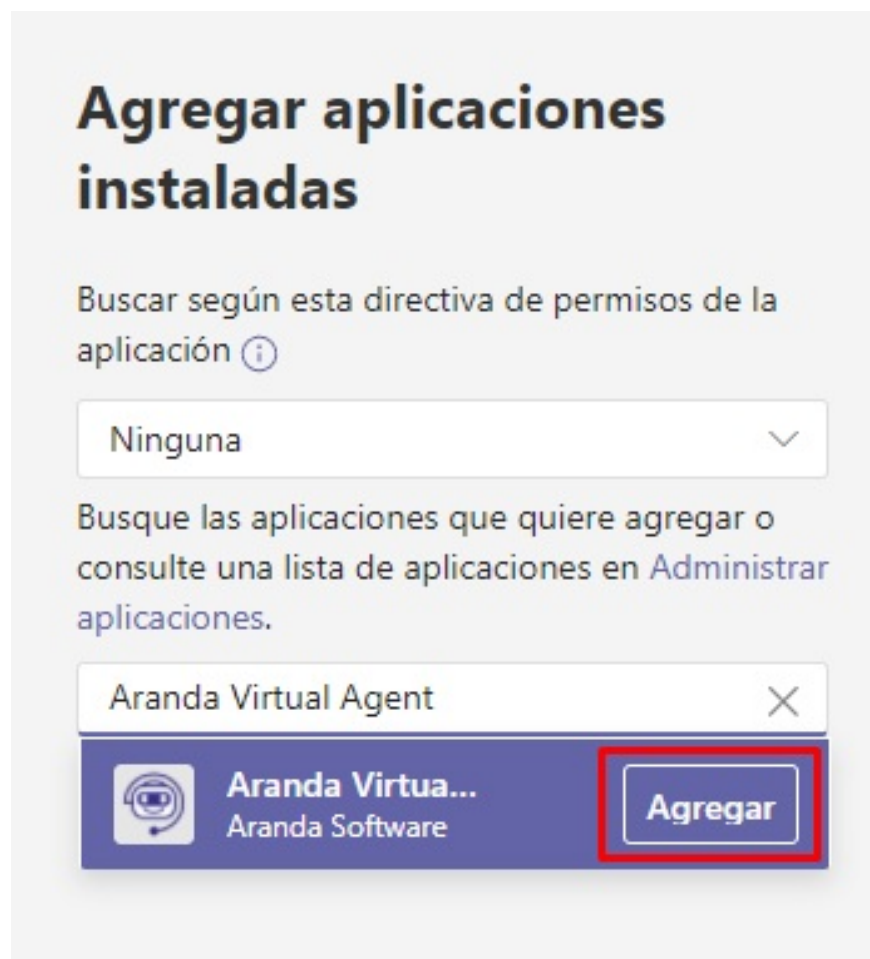
Aranda Virtual Agent managed installation in Microsoft Teams

To install Aranda Virtual Agent in Teams managed to install it, follow these steps:

- 1. Enter the Microsoft Teams admin center and click the option Teams apps > Configuration policies. Then in Installed Applications Click Add apps.



2. Find the app Aranda Virtual Agent and click Add.



3. At the bottom, locate the Add and click on it.



## Aplicaciones para agregar (1)

×



Aranda Virtual Agent

Aranda Software

×

Agregar

Cancelar

4. Locate the Save and click on it to confirm the action. Once users log in to Microsoft Teams They will see the installed app.

Centro de administración de Microsoft Teams

Panel

Equipos

Dispositivos

Ubicaciones

Usuarios

Reuniones

Directivas de mensajería

Aplicaciones de Teams

Administrar aplicaciones

Directivas de permisos

Directivas de configurac...

Voz

Paquetes de directivas

Informes y análisis

Configuración de toda L...

Planear

Portal heredado

Panel de calidad de llam...

Aplicaciones instaladas

Elija las aplicaciones que quiere que estén instaladas para los usuarios. Todavía pueden instalar otras aplicaciones que quieran configurando esas aplicaciones en directivas de permisos.

+ Agregar aplicaciones

×

Quitar

1 elemento

| ✓ | Nombre                                                                                                   | Id. de la aplicación                 | Editor          |
|---|----------------------------------------------------------------------------------------------------------|--------------------------------------|-----------------|
|   |  Aranda Virtual Agent | a3958387-9960-4f0b-b5f4-47660c2c9c57 | Aranda Software |

Aplicaciones ancladas

Elija el orden en el que quiera que las aplicaciones se anclen en la barra de navegación de la aplicación Teams.

+ Agregar aplicaciones

↑ Subir

↓ Bajar

×

Quitar

6 elementos

| ✓ | Nombre                                                                                       | Id. de la aplicación                 | Editor                |
|---|----------------------------------------------------------------------------------------------|--------------------------------------|-----------------------|
|   |  Activity | 14d6962d-6eeb-4f48-8890-de55454bb136 | Microsoft Corporation |
|   |  Chat     | 86fcd49b-61a2-4701-b771-54728cd291fb | Microsoft Corporation |
|   |  Teams    | 2a84919f-59d8-4441-a975-2a8c2643b741 | Microsoft Corporation |
|   |  Calendar | ef56c0de-36fc-4efb-b417-3d82ba9d073c | Microsoft Corporation |
|   |  Calling  | 20c3440d-c67e-4420-9880-0e50c39693df | Microsoft Corporation |
|   |  Files    | 5af6a76b-40fc-4ba1-af29-8449b08e44fd | Microsoft Corporation |

Guardar

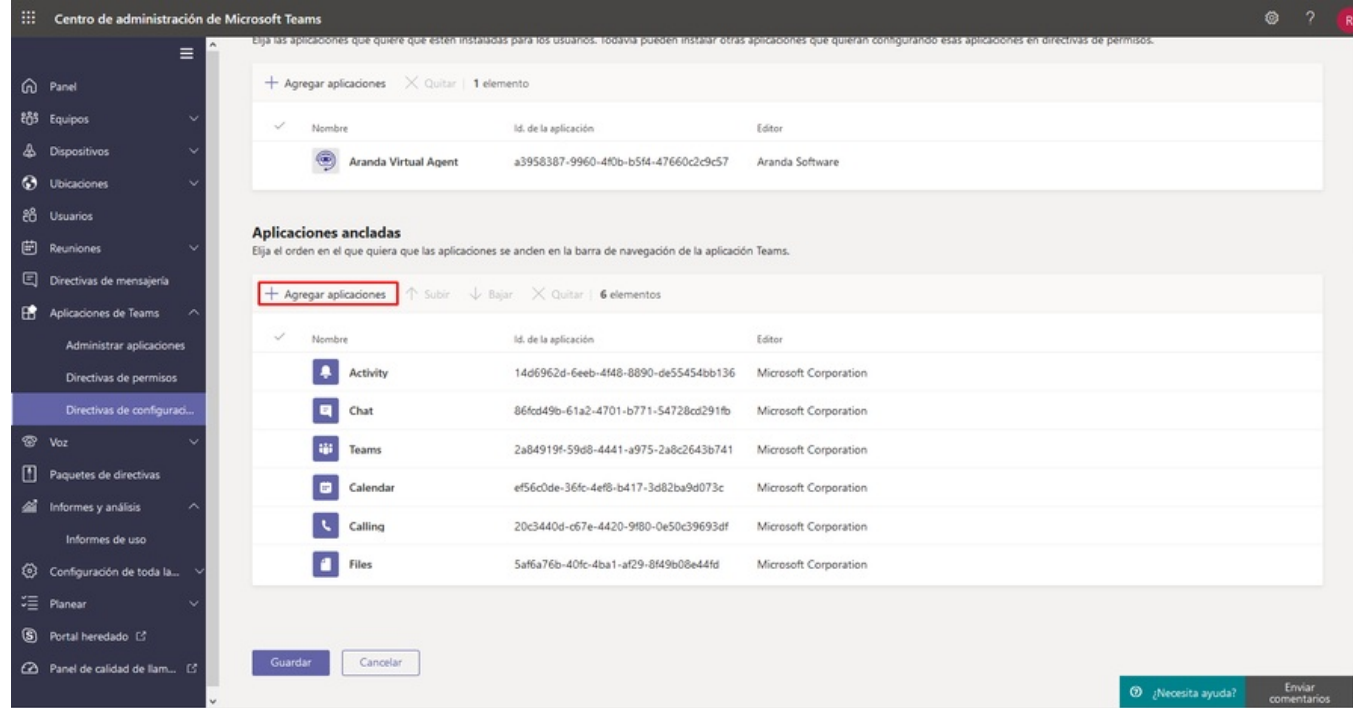
Cancelar

¿Necesita ayuda?

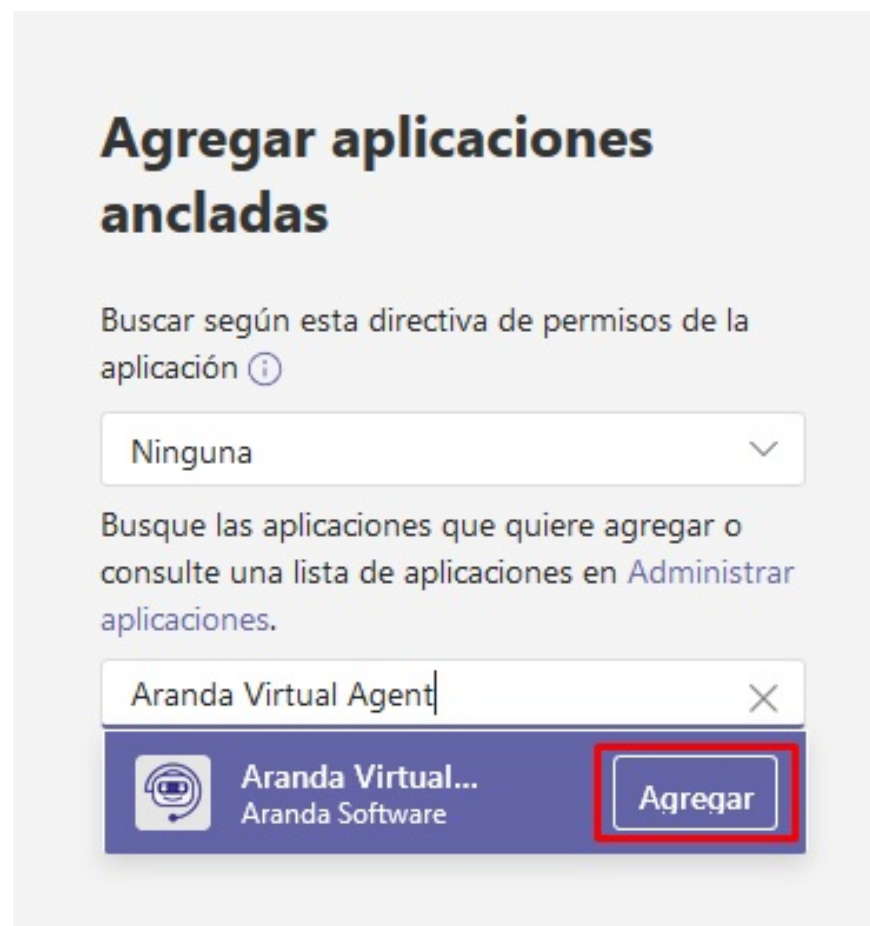
Enviar comentarios

— If you want the app to be pinned, do the following:

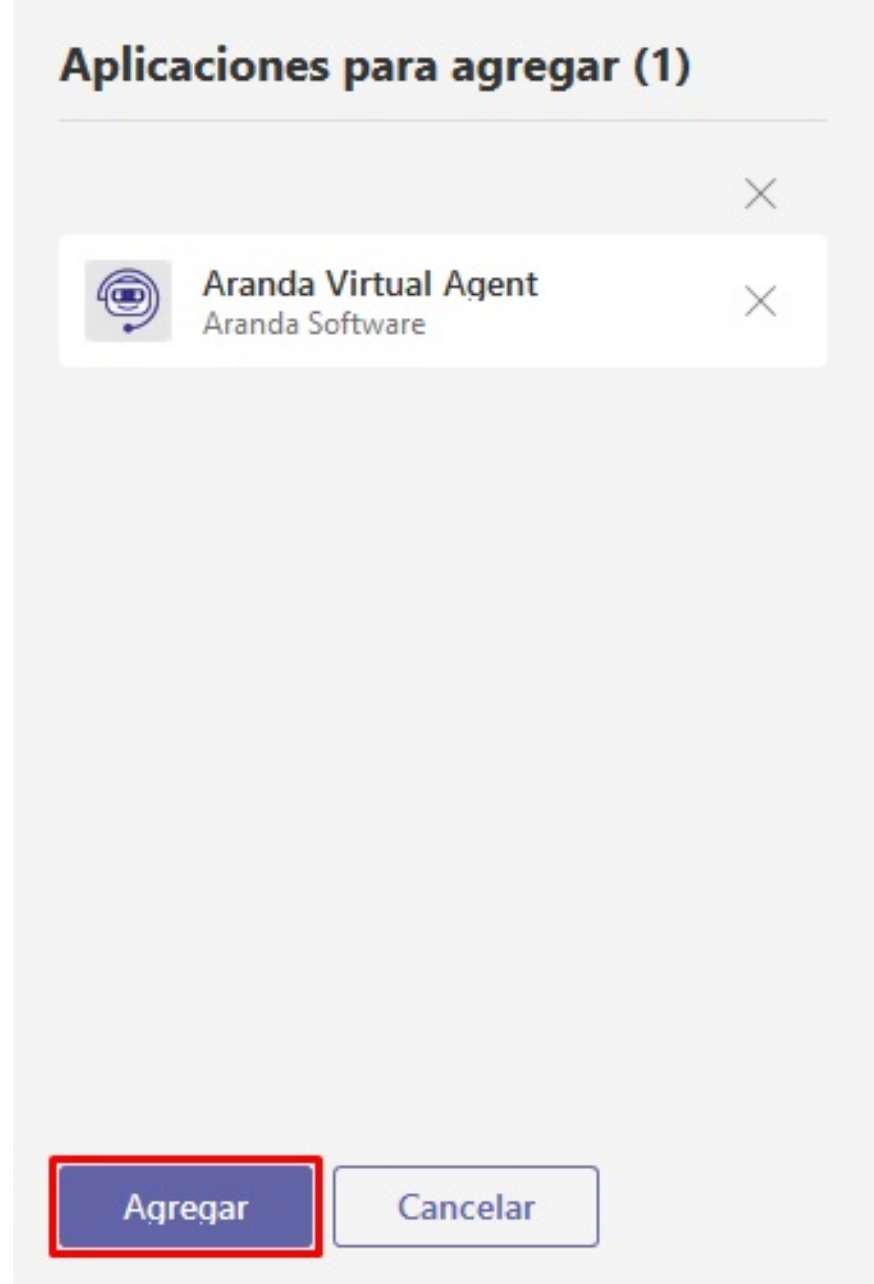
1. Click on the option Pinned apps > Add apps.



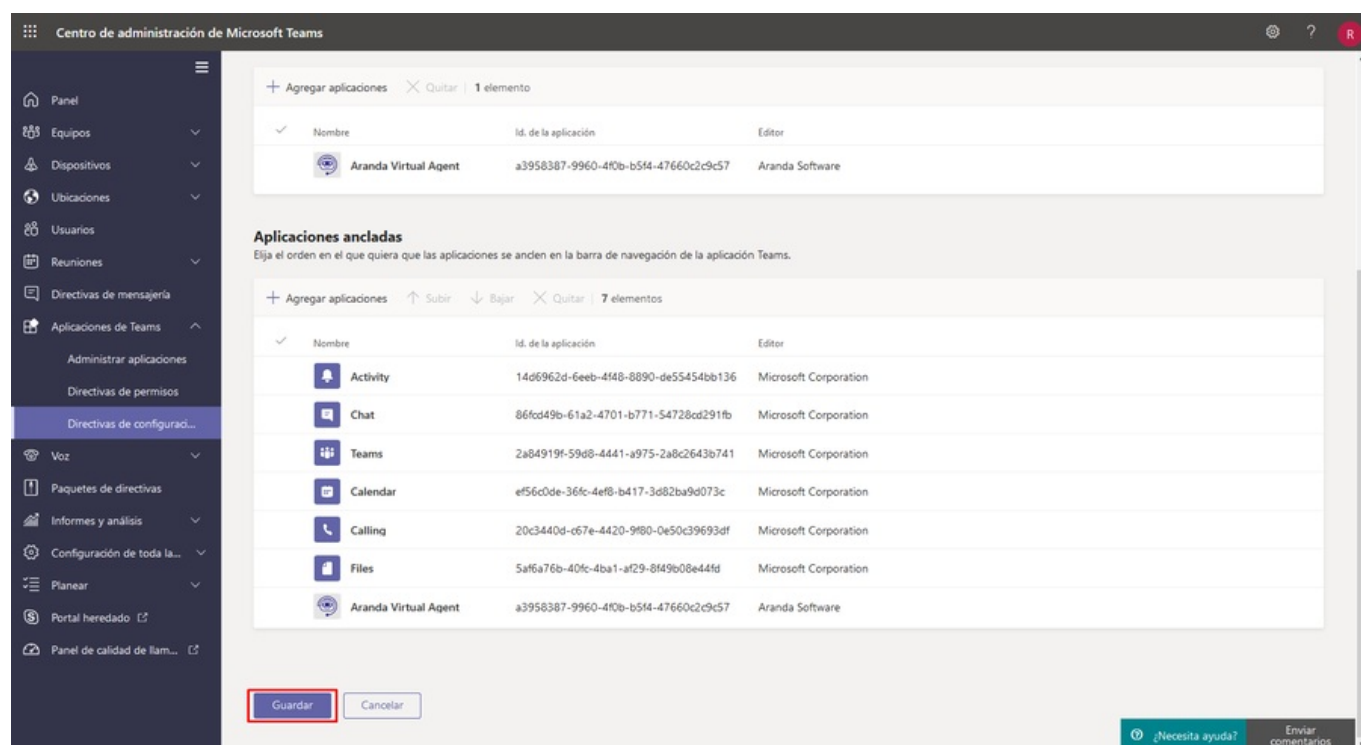
2. Find the app Aranda Virtual Agent and click Add.



3. At the bottom, locate the Add and click on it.



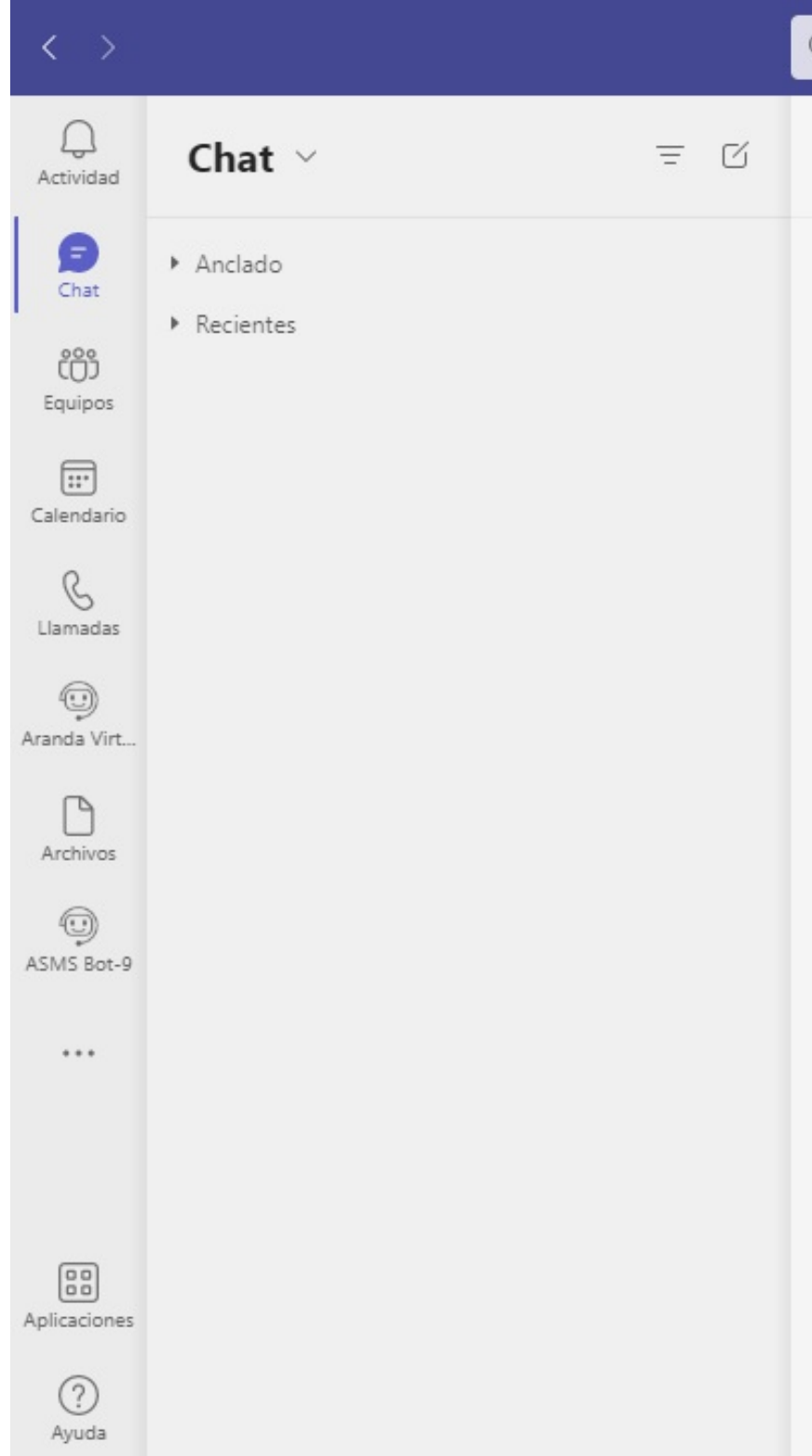
4. Finally locate the Save and click on it to confirm the action. Once users log in to Microsoft Teams They will see the app installed and pinned.



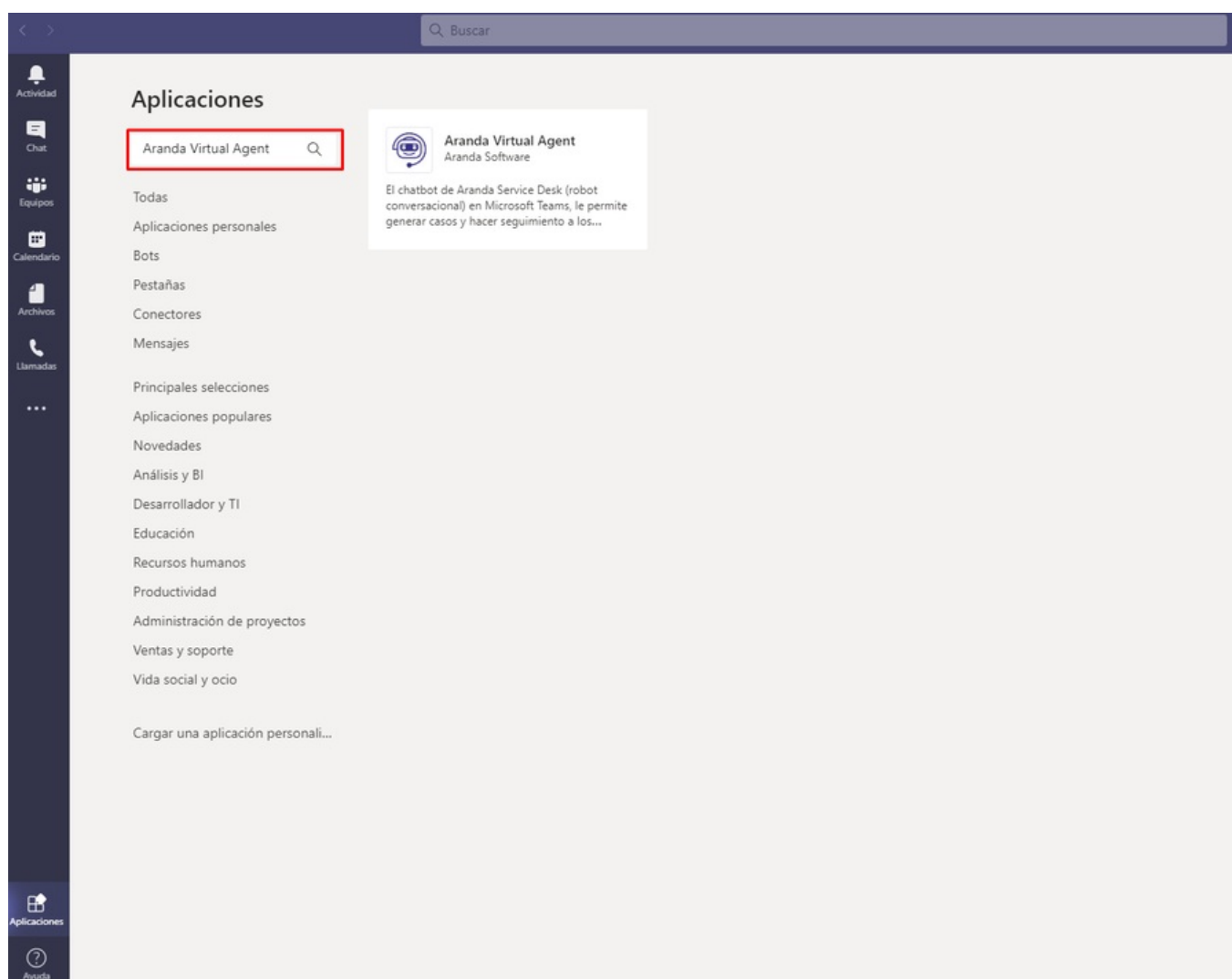
## manual installation of Aranda Virtual Agent in Microsoft Teams

To manually install Aranda Virtual Agent in Teams, follow the steps below:

1. Log in to Microsoft Teams and click the Applications.



2. In the search engine, enter the name of the application Aranda Virtual Agent.



3. Select the app Aranda Virtual Agent and click Add. The bot will be installed for the authenticated user in Microsoft Teams, and the conversation can be started.







### Seleccione un canal para empezar a usar Aranda Virtual Agent

Aranda Virtual Agent estará disponible para todo el equipo, pero puede empezar a utilizarla en el canal que elija.

Escriba un nombre de equipo o de canal

Equipo Test Bot Microsoft > General



Equipo Test Bot Microsoft > General

< Atrás

Configurar un bot

6. When the installation is complete, a greeting message from the Aranda Virtual Agent bot will automatically arrive in the chat.

Aranda Virtual Agent
14:50



### Hola, soy Albi

Aquí puedes:

- \* Gestionar **casos**: Crear caso, consultar caso, listar casos.
- \* Gestionar **artículos**: Consultar un artículo, listar artículos publicados en el portal de usuario y calificarlos.
- \* Ver las **noticias** publicadas en el portal de usuario.
- \* Acceder a **otros accesos** publicados en el portal de usuario.

Si necesitas ayuda, envía la palabra **ayuda** en el chat.

## Using Aranda Virtual Agent

### Using Aranda Virtual Agent

From the channel or chat authorized for this use, users can invoke the help of the bot by typing “@Aranda Virtual Agent”, “help” or “help” and the bot will display a message with a brief instruction for use.

Aranda Virtual Agent
14:41



### ¿Qué deseas hacer?

Estos son los comandos que te puedo ofrecer:

- **Crear caso**
- **Consultar caso**
- **Ver mis casos**
- **Ver artículos**
- **Consultar artículo**
- **Noticias**
- **Accesos**
- **Aprobaciones**

Envía en el chat el nombre del comando que desees utilizar y sigue las instrucciones. Si no deseas continuar, envía la palabra **Cancelar** o haz clic en el botón **Cancelar** cuando esté presente.

If during the interaction with the bot you select a wrong option or do not wish to continue, text the word “cancel” or click the Cancel button when present. The bot will respond to you as follows:

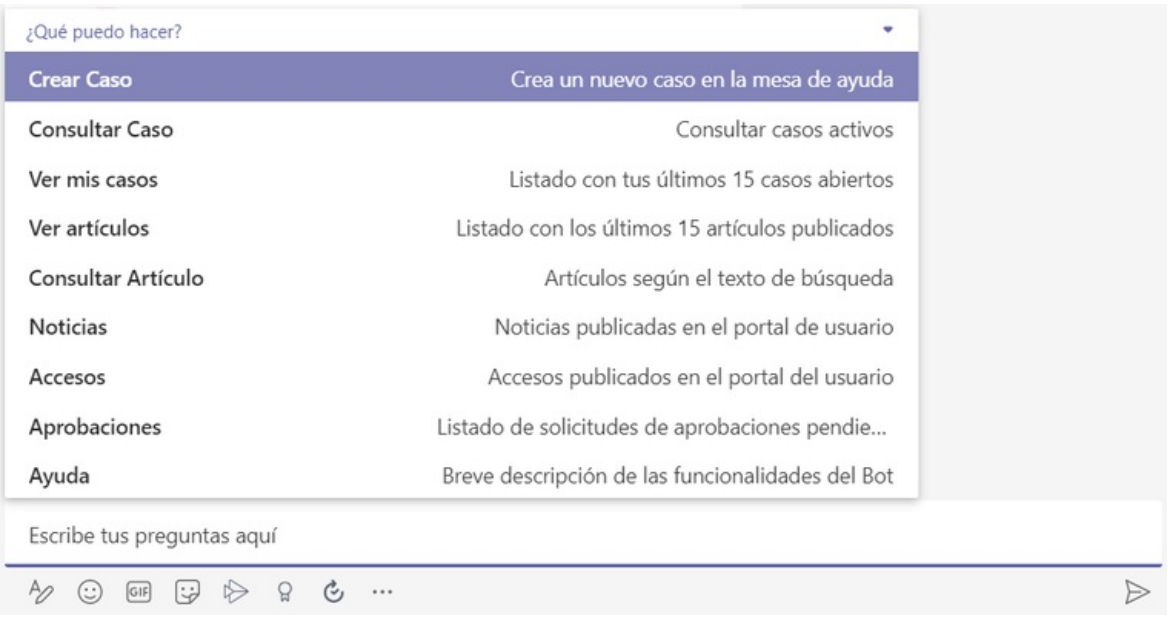


The Aranda Virtual Agent bot supports the same Service Management languages (Spanish, English, and Portuguese). The language will be displayed according to the MS Teams settings, if the configured language is different from the supported ones, the default language (Spanish) will be loaded. Notifications sent to the Aranda Virtual Agent bot will be displayed in the default language and no translation will be made into other languages.

Create a case

Manual categorization

1. From the channel or chat authorized for this use, invoke the bot by typing “@Aranda Virtual Agent”, a drop-down menu will appear where you can select the option Create Case.



Alternatively, you can type “@Aranda Virtual Agent create case” and send the message to the conversation. The bot will display a greeting message and prompt you to select a Project.



2. Select the Project and click Continue. The bot will prompt you to select a Service Group or a Service.

Actualizado

Proyecto: **Health Report**

Selecciona el **grupo de servicios** o el **servicio** a ser solicitado:

Seleccionar una opción

Continuar

Cancelar

When selecting groups of services and services, if there are more than 100 records to list, a maximum of 100 records are listed and the displayed message informs about them.

Selecciona el **grupo de servicios** o el **servicio** a ser solicitado (máximo 100 en la lista)

Seleccionar una opción

Servicios adicionales

P100-01-Administración de ambientes

P100-02-Administración web del portal institucional

P100-03-Almacenamiento

P100-04-Análisis de datos

P100-05-Aplicaciones comerciales

If there are more than 100 records to list, a maximum of 100 records are listed and the displayed message informs about it.

Selecciona el **grupo de servicios** o el **servicio** a ser solicitado:

Seleccionar una opción

Estado de salud

Actualización herramientas

Gestión de Empleados

Gestión de Tecnología

3. Select the Service Group or the Service and click Continue (If you select a service group, you must continue selecting until you reach a service.) The bot will prompt you to select a Category.

Editado

Servicio: **Soporte Técnico**

Tu respuesta se envió a la aplicación

Selecciona el **grupo de categorías** o la **categoría**:

Seleccionar una opción

Continuar

Cancelar

📌 Note: If the user is associated with a single project and service, this information is automatically selected.

4. Select the Category Group or the category and click Continue (If you select a category group, you must continue selecting until you reach a category.) The Bot will prompt you to click Continue.

Editado

Servicio: **Soporte Técnico**

Soporte Conexión a Internet

Solicitud acceso de estudiante a clase

Solicitud de ajuste y configuración en Teams

Solicitud de capacitación

Solicitud instalación de aplicación

Seleccionar una opción

Continuar

Cancelar

Selecciona el **grupo de categorías** o la **categoría**:

Editado

Categoría: **Soporte Conexión a Internet**

Tu respuesta se envió a la aplicación

Seleccionar una opción

Network connection

Network failure

If the defined category has a related operating model, it is active and with subcategories associated, the user will be able to view and choose between two options; Continue exploring the tree of categories or create a case about the selected category.

Selecciona el **grupo de categorías** o la **categoría** :

Editado

Grupo de categorías: **Peticiones**

Tu respuesta se envió a la aplicación

Por favor selecciona la **opción** que desees:

Navegar

+ Crear caso

Navegar

5. Select the Category and click Continue. The bot will display a message with the summary of the information selected for the case creation (Project, Service, Category) and a button to access the user console and complete the case creation.

Editado

Categoría: **Soporte Conexión a Internet**

① Tu respuesta se envió a la aplicación X

Editado

Categoría: **Network connection**

① Tu respuesta se envió a la aplicación X

Haz terminado la categorización del caso. Para finalizar el proceso haz clic en **crear caso**.



**Aranda For Education**  
Soporte Técnico  
Network connection

Crear Caso

6. Click Create Case. If you have enabled the option to create cases using Adaptive cards in the Bot Customization [View Custom Bot Settings](#) and enabled the interface field 'CI' for the model in the Admin console (ASMSAdministrator), a window will be displayed where you can select whether you want to filter the assigned CIs based on their responsibility and usage.



X

¿Deseas asociar al caso los CIs que tienes asignados por responsabilidad y uso? \*

Si X

Siguiente

7. Subsequently, click the "Next" to enable the form that will allow you to create the case through the Adaptive Card.



X

Completa la información para crear tu solicitud.

**Información Básica**

Asunto

Agregue un texto para Asunto

Descripción

Agregue un texto para Descripción

Ciente

e2 X

Ci

Digite por lo menos una letra o tecla espaciadora V

Ubicación

Digite por lo menos una letra o tecla espaciadora V

**Información Adicional**

Porcentaje del Salario \*

8. Enter the necessary information in the form and select Create Case. Once the process is complete, A confirmation message will be displayed indicating the successful creation of the case.





Se ha creado el caso RF-6083.

Remarks: In the case of Microsoft Teams, it is important to note that it has a predetermined time for the connection. If you experience stuttering or slowness in ASMS, you may see the error message “You can’t connect with the app. Try again.” However, the case may have been created correctly. 9. In situations where you have an additional field of required file type or do not have creation enabled cases per adaptive cards in bot customization [View Custom Bot Settings](#), the case creation form will be submitted as follows:

 Aranda Virtual Agent



Advanced Configuration

Subject

Client

GradyA

Ci

Responsible and use of the CI ?

Enter at least three letters

Description

A

B

I

U

Create case

Automatic categorization

Automatic categorization of cases requires having the option enabled “Enable automatic categorization” in the customization of the bot. [View Custom Bot Settings](#)

Preconditions for Extraction of Additional Fields

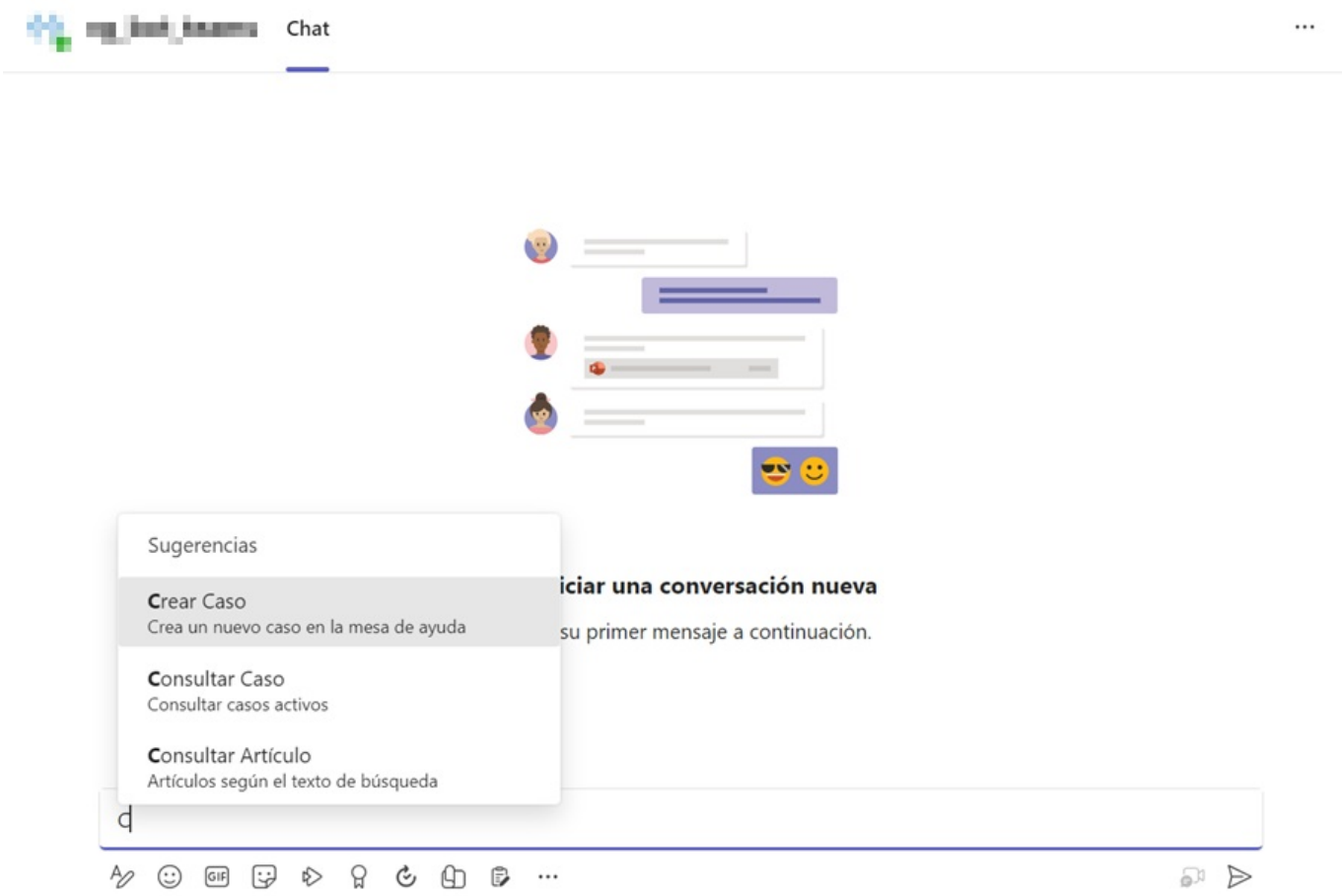
- The following table details the data types that are authorized for extracting values for additional fields.

|                |                 |
|----------------|-----------------|
| Allowed        | Not allowed     |
| Short text     | File            |
| Time and date  | Link            |
| Paragraph      | Position        |
| False or True  | Multiple Choice |
| Whole          | Button          |
| Decimal        |                 |
| Date           |                 |
| Time           |                 |
| Coin           |                 |
| Tree           |                 |
| List           |                 |
| Catalog (list) |                 |
| Catalog (tree) |                 |

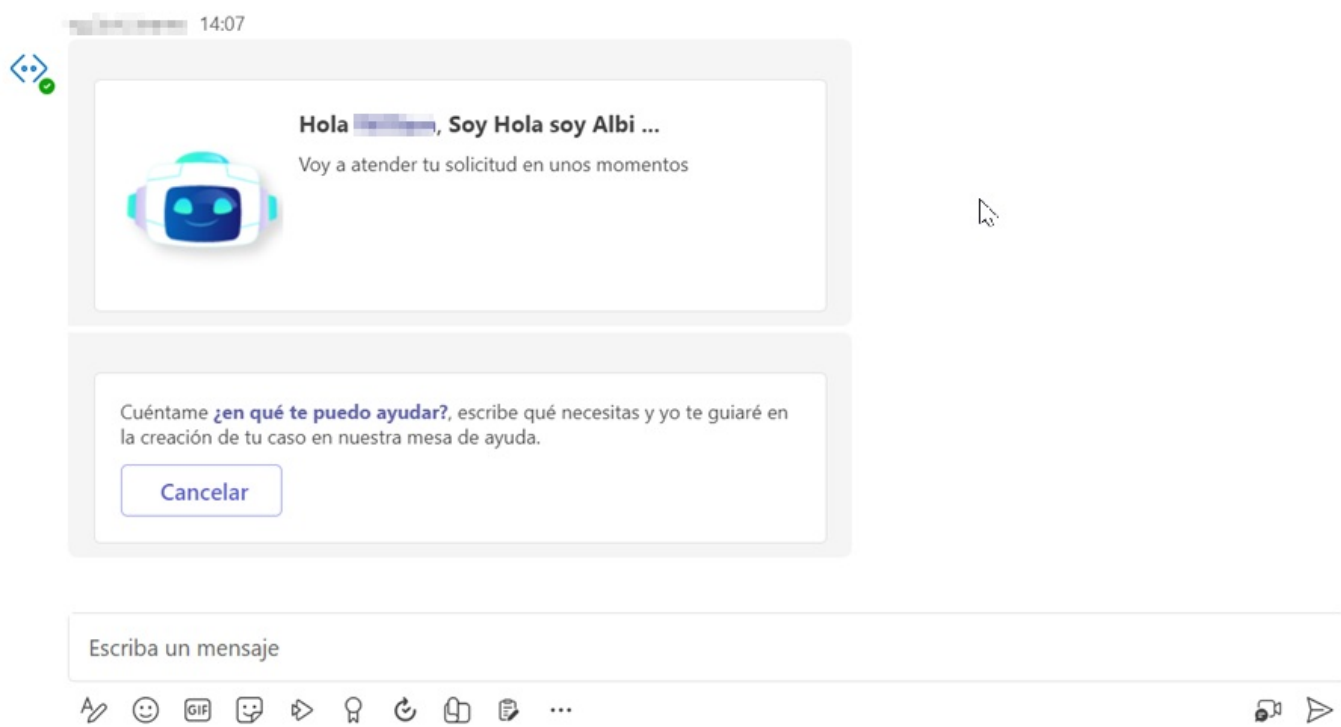
- Extraction or request of values for additional fields will not be carried out if the category on which the case is classified has 12 or more additional fields enabled of the allowed types.
- In the event that the category on which the request is classified has mandatory interface fields other than “subject” and “description”, the extraction and request of values for additional fields will not be executed.
- In situations where there are additional fields of disallowed types and these are mandatory for the category to which the case is classified, the extraction and request of additional fields will not be carried out.
- If an additional field such as list and/or tree has more than 100 values associated with it, the extraction of values for that field will be discarded.

Case creation

1. From the channel or chat authorized for this use, invoke the bot by typing the command “Create Case”.



2. El bot mostrara un mensaje de saludo y le solicitara digitar la solicitud.



3. Digité la solicitud y envié el mensaje.



4. El bot evalúa la solicitud enviada por parte del usuario y de manera automática clasifica el caso.

Categorización Automática

He clasificado tu caso en la categoría: **Agente Aranda**

Si la categorización automática está configurada con el tipo de modelo asistente y el bot identifica más de una categoría para clasificar el caso, se presentarán hasta tres opciones de categoría, con el tipo de caso, para que el usuario elija la más adecuada.



Select an option to create a case:



◆ Case type: Incident

Project: ASMS

Service: Servicio ASMS

Select



◆ Case type: Change

Project: ASMS

Service: Servicio ASMS

Select



◆ Case type: Requirement

Project: ASMS

Service: Servicio ASMS

Select

Cancel

Go to Manual Categorization

Type a message



Si el bot no logra interpretar la solicitud enviada por parte del usuario, lo redirigirá a la categorización manual.

22:03

Necesito un cable RJ45

22:03

No pude identificar la categoría para tu caso. Te redireccionaré a la **categorización manual**



Hola [redacted], Soy Hola soy Albi ...

Voy a atender tu solicitud en unos momentos

Selecciona el **proyecto** para el cual vas a crear el caso:

Seleccionar una opción

Escriba un mensaje





## Remarks

- If the "Extraction of additional fields" is enabled in the bot's custom settings and all the values can be extracted necessary for the creation of the case, a card summarizing the information extracted will be presented.



- Buen dia, necesito su apoyo para realizar la instalación del agente de Aranda.



- ¿Deseas **crear el caso**?

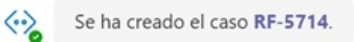
Crear Caso

Editar

Ir a Categorización Manual

Cancelar

- 15:18
- Crear Caso



- Edit: In case you want to modify any value of the extracted information, clicking on this button will present a new option to access to the edition of the case.





**Mesa de servicios**  
Equipos de Cómputo  
Agente Aranda

Editar Caso

Click “Edit case”. A card will be displayed with the form containing all the extracted information.

 **Crear caso** ✕

Digite por lo menos una letra o tecla espaciadora

**Información Adicional**

Información de contacto

Andres Silva

Nombre de la empresa

Sonda

Tipo de agente

Aranda ADM

Cantidad de agentes a instalar

20

Fecha y hora instalación

December 22, 2023

✕



02:00 p. m.



Cancelar

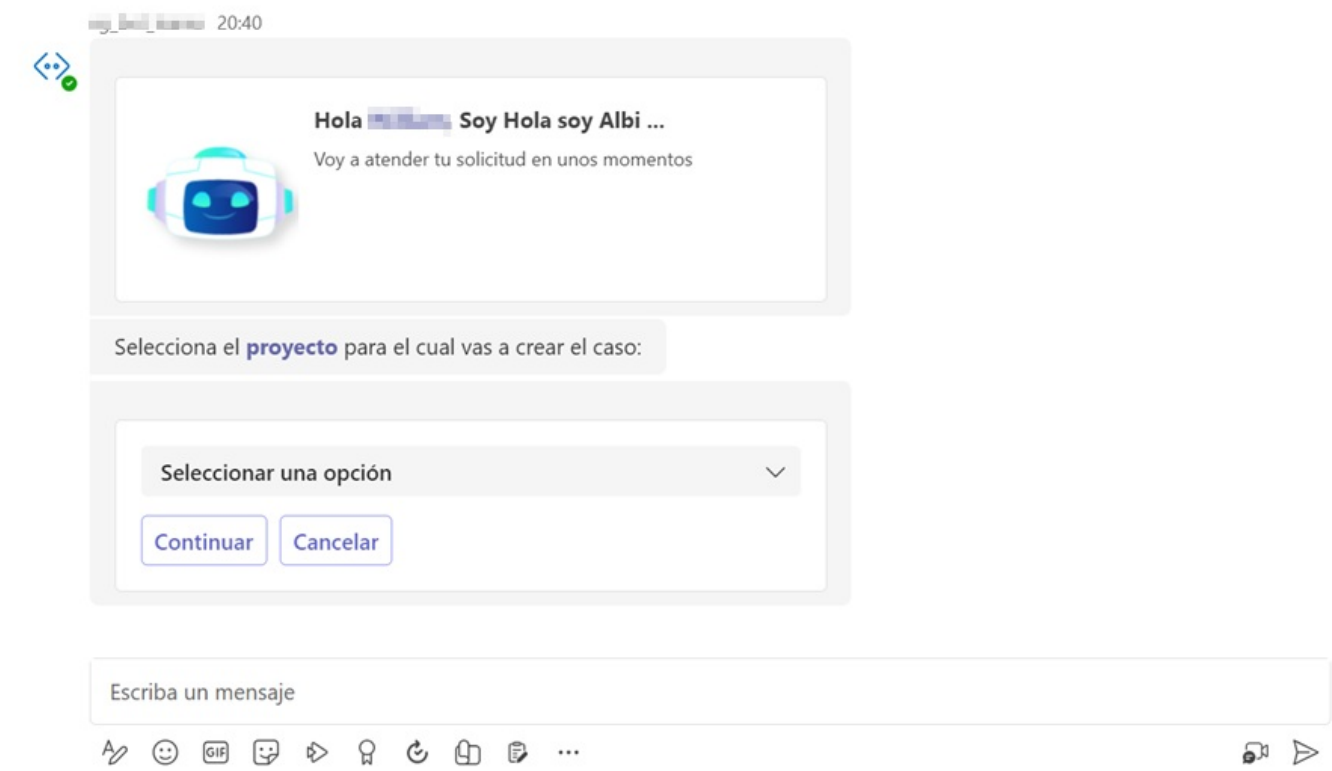
Crear caso

Make any necessary modifications. By clicking the “Create Case” The request will be generated and the corresponding identifier will be provided.

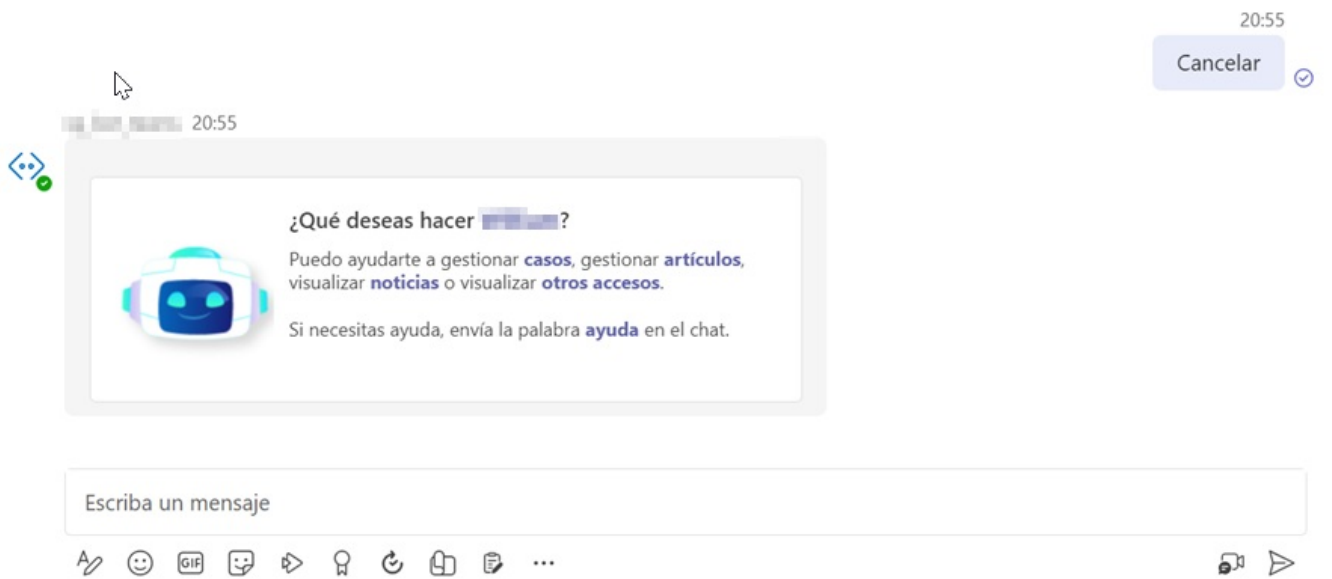
 **Crear caso** ✕



Se ha creado el caso RF-5718.

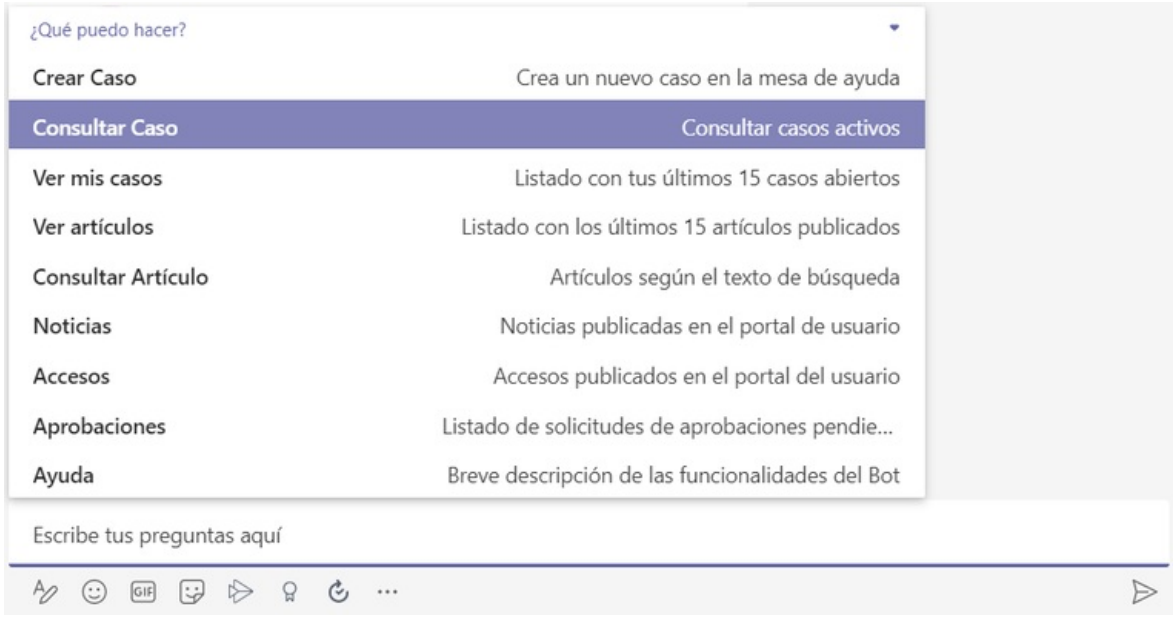


- Cancel: If you don't want to proceed with the case creation, click this button, the bot will automatically redirect you to startup.



### Consult a case

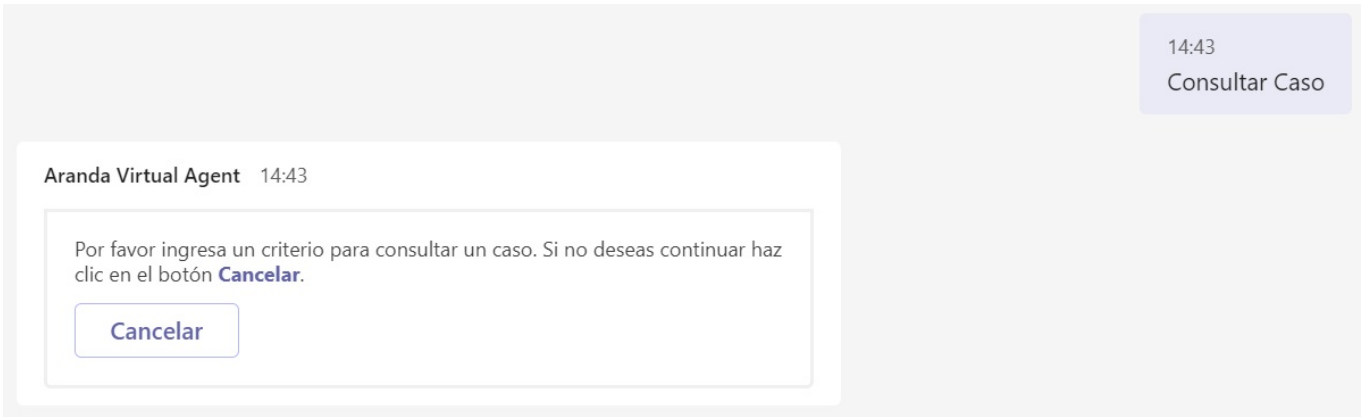
1. From the channel authorized for this use, invoke the bot by typing “@Aranda Virtual Agent”. A drop-down menu will appear where you can select the option Consult Case. This option requires you to include a search criterion (value to be searched in the fields by which the search is performed).



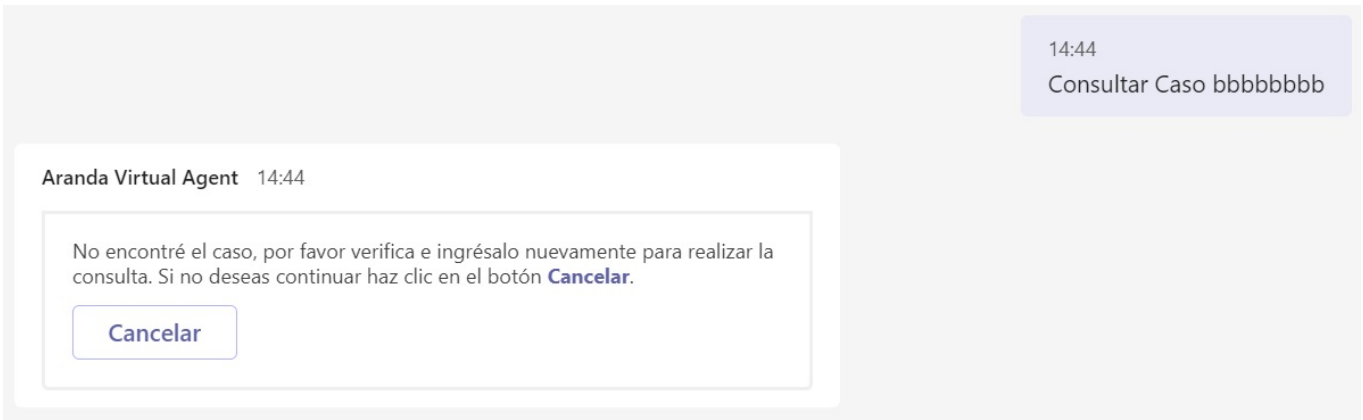
Alternatively, you can type “@Aranda Virtual Agent consult case criteria” and send the message (Ex: @Aranda Virtual Agent consult case 71).



2. If you do not enter a search criteria, the following message will be displayed:



3. If no matches are found for the search criteria entered, the following message will be displayed:



4. If you do not wish to proceed with the consultation, send the word “cancel” or click the Cancel. 5. Case searches in Teams are done with the following operators and fields in mind:

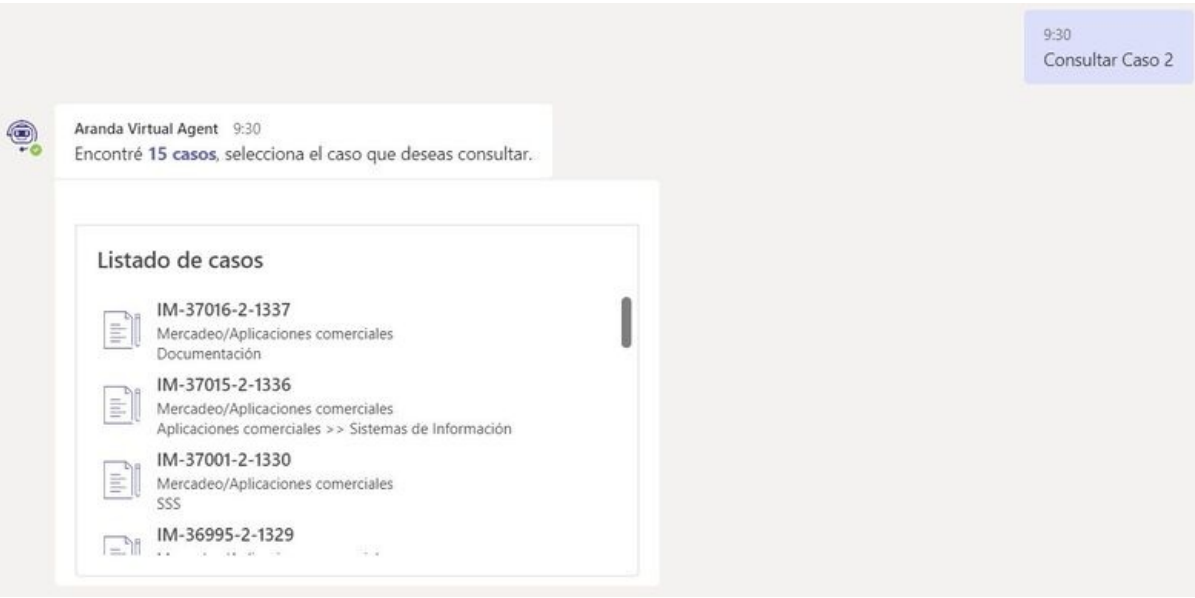
Operator searches LIKE (looks for the characters entered)

- Composite id

Precise searches with CONTAINS-ABOUT (the engine omits separators, connectors, stopwords)

- Affair
- Description not html

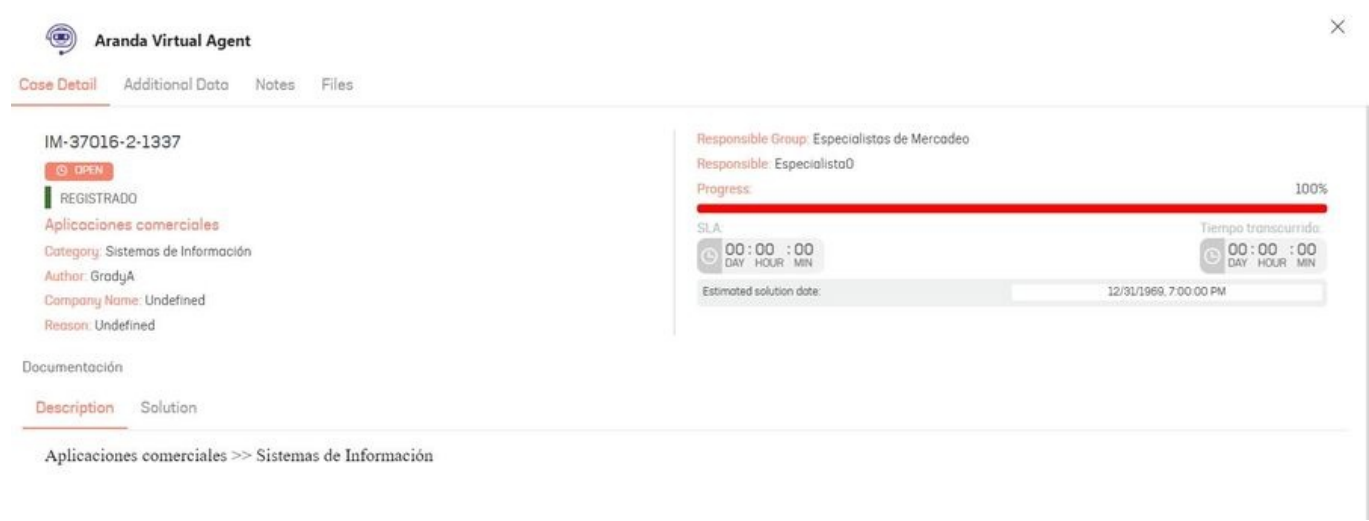
6.If more than one search result is found, a List of Cases with a maximum of 15 matches.



7. If only one case is found to list, the case card will be displayed. 8. Select the case you want to consult.

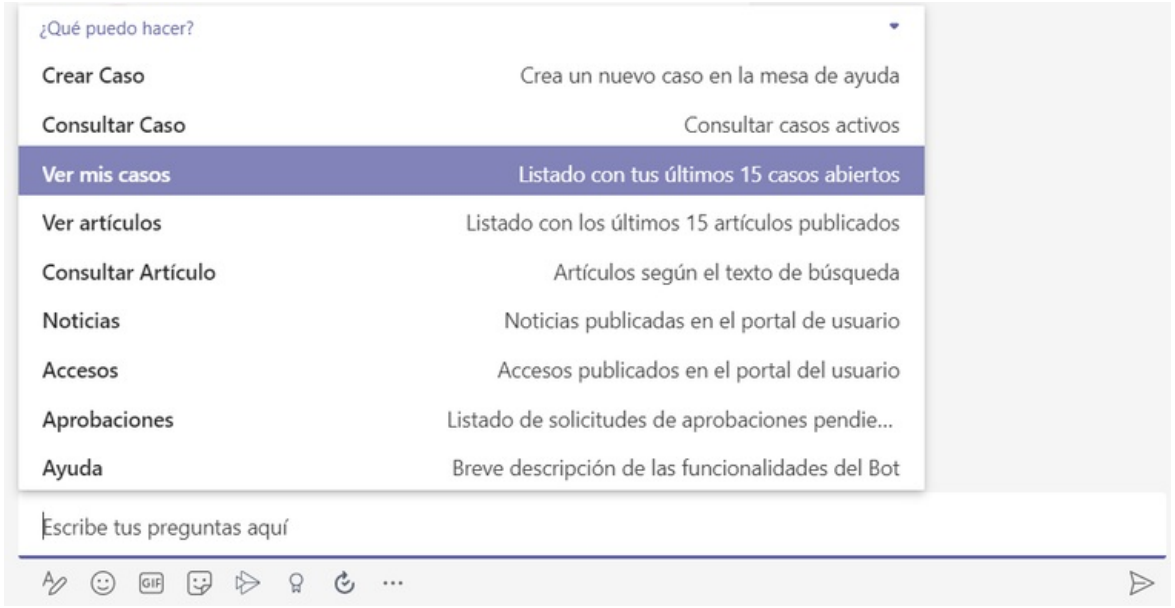


9. Click View Case. The case will be shown with all its information.



### View My Cases

1. From the channel authorized for this use, invoke the bot by typing “@Aranda Virtual Agent”. A drop-down menu will appear where you can select the option View My Cases.



2. A list will be displayed with the last 15 cases in which the user is a customer.



Encontré **15 casos**, selecciona el caso que deseas consultar.

### Listado de casos



**RF-8634**

Gestión Humana/Aranda Service Management  
Aranda Service Management >> Requerimiento o sugerencia



**RF-8632**

Gestión Humana/Aranda Service Management  
Aranda Service Management >> Requerimiento o sugerencia



**RF-8630**

Gestión Humana/Aranda Service Management  
Aranda Service Management >> Requerimiento o sugerencia



**RF-8628**

3. Select the case you want to consult.



Seleccionaste el caso **RF-8634**.



Caso: RF-8634

Abierto

**Proyecto:** Gestión Humana  
**Estado:** Registrado  
**Servicio:** Aranda Service Management  
**Categoría:** Requerimiento o sugerencia  
**Autor:** e1  
**Responsable:** admin4  
**Progreso:** 0%  
**Asunto:** Aranda Service Management >> Requerimiento o sugerencia

Más detalles

Agregar nota

4. The summary of the case will be displayed. If the case is open, an option to add a note will be displayed. Click the "Add Note" and complete the note.



¡Hola! ¿Problema?



### Agregar nota

No he recibido información acerca de la incidencia reportada.

Guardar

5. By clicking "Save", a message will appear informing you that the note was successfully added.



Aranda Virtual Agent



Nota agregada con éxito.

6. For detailed case information, click the “More details”. The case will be shown with all its information.

Aranda Virtual Agent

Case Detail

Additional Data

Notes

Files

IM-37016-2-1337

OPEN

REGISTRADO

Aplicaciones comerciales

Category: Sistemas de Información

Author: GradyA

Company Name: Undefined

Reason: Undefined

Responsible Group: Especialistas de Mercadeo

Responsible: Especialista0

Progress: 100%

SLA: 00:00:00

Time elapsed: 00:00:00

Estimated solution date: 12/31/1969, 7:00:00 PM

Documentación

Description

Solution

Aplicaciones comerciales >> Sistemas de Información

## View My Solved Cases

1. From the channel authorized for this purpose, select or enter the option “My cases solved”, “Solved cases”, “See my cases solved”.

Aranda Virtual Agent

12:53 p. m.

What do you want to do?

Here are the commands I offer:

Create case

Consult article

Consult case

News

See my cases

Access

My resolved cases

Approvals

See articles

Domain key change

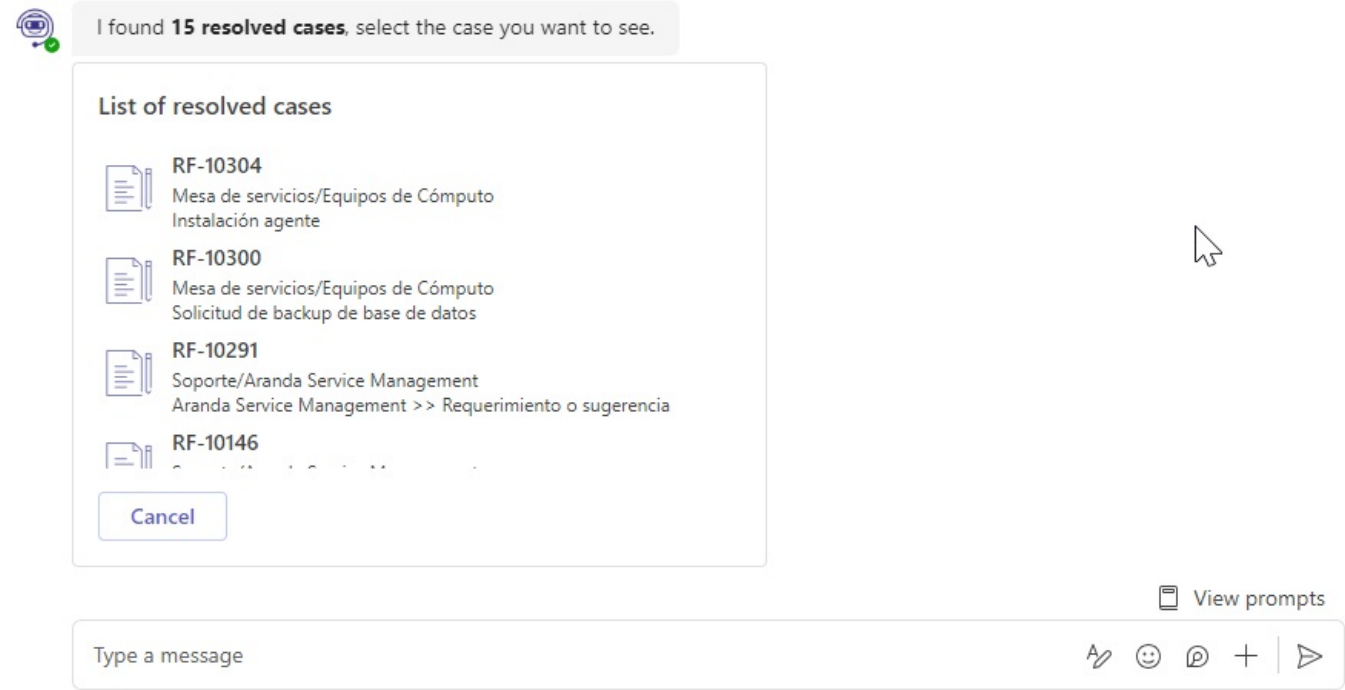
Select the command you want to use and follow the instructions. If you do not want to continue, send the word **Cancel** or click on **Cancel** button when present.

View prompts

Type a message

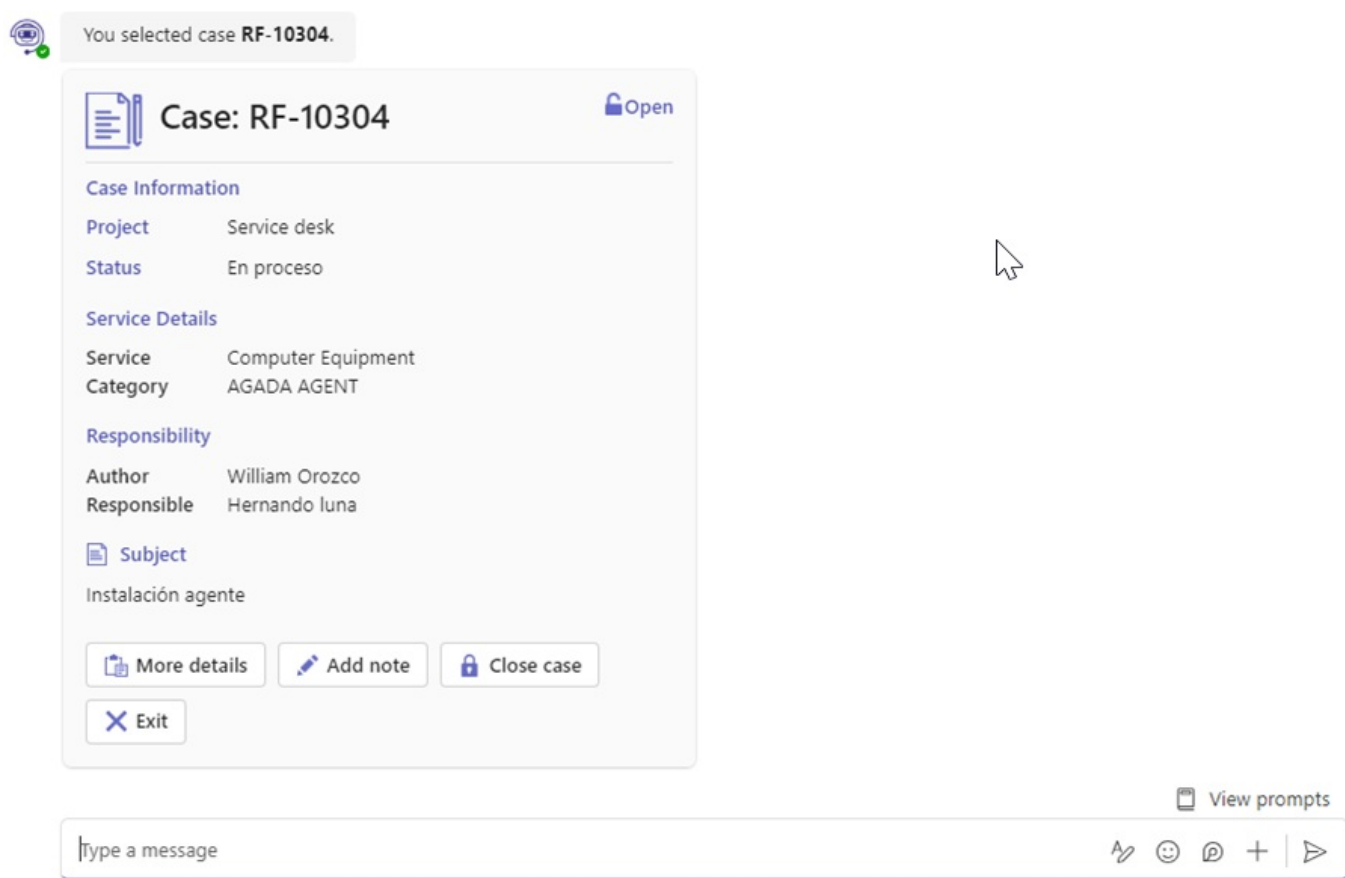
2. A list of the user’s solved cases (maximum of 15 cases) will be displayed.





Note: The cases listed correspond to those that are in a state with the behavior of “Solved” and in a state prior to the final state, according to the established flow.

3. Select the case you want to consult.

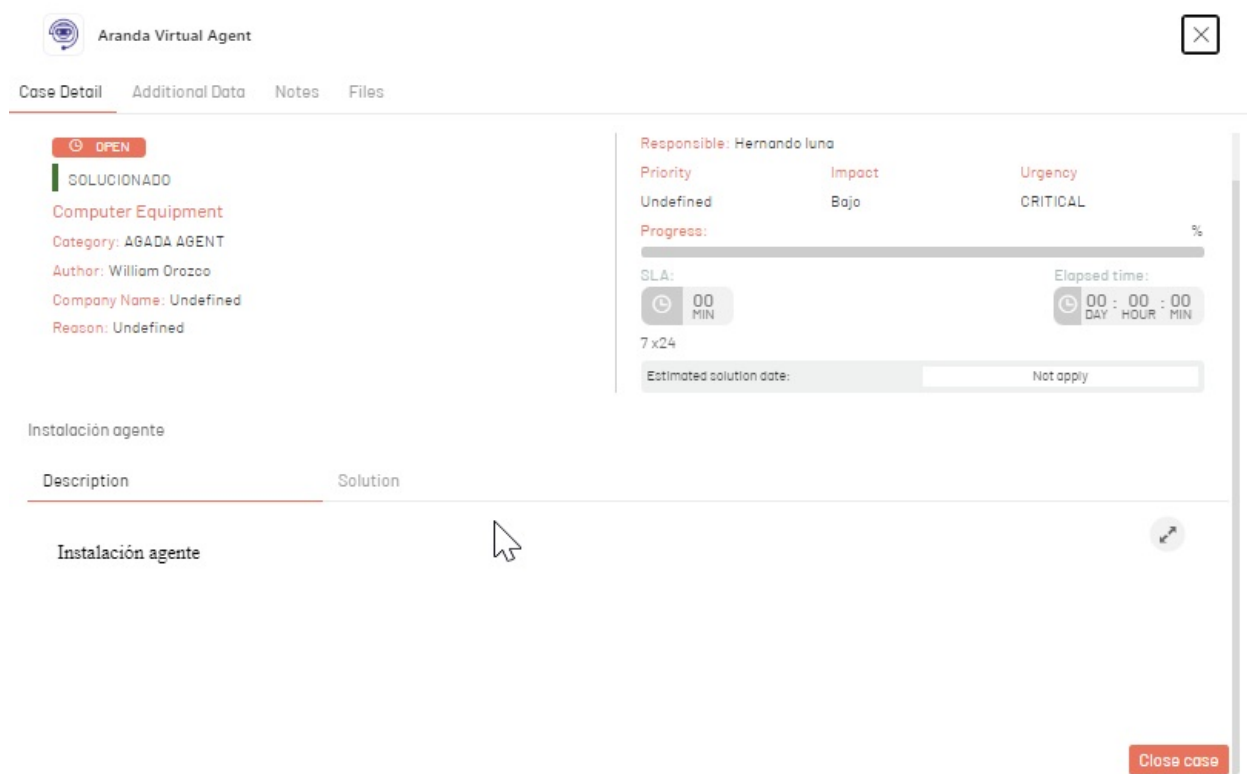


4. A summary of the case will be displayed along with 4 buttons:

- More details

Opens a page with detailed case information.

<br />



- Add Note

Allows you to add notes to the case.

<br />



Aranda Virtual Agent

✕

Add note

Save

- Close Case

This button will be available if the **\*\*\*Allow the client to close the case\*\*\*** is active on the admin site. By clicking:

- If there is a transition to a single final state, it will be automatically selected.
- A reason for the closure (if configured) will be requested.

<br />

Status: **Cerrado**

Select the **reason** why you are going to close the case:

Caso finalizado

View prompts

Type a message



By selecting the reason and clicking Continue, a message confirming the closure of the case will be displayed.

Select the **reason** why you are going to close the case:

Edited

Reason: **Caso finalizado**

The case **RF-10146** has been closed.

View prompts

Type a message



- If there are additional fields required for closing, these will be requested sequentially before the process is finalized.

<br />

Status: **Cerrado**

Enter the value of the Información de contacto field:

1:46 p. m.  
William Orozco

Aranda Virtual Agent QA 1:46 p. m.

Enter the value of the Cantidad de agentes a instalar field:

10

View prompts



- If there are any required dependent fields that have not been completed, a message will be displayed indicating that the case cannot be closed and a button to complete the process will be generated from the corresponding page.

<br />

Status: **Cerrado**

Select the **reason** why you are going to close the case:

Edited

Reason: **Caso finalizado**

It was not possible to close the case.

Case: RF-████████

You can click the button to continue the process from the web:

See Case

View prompts

Type a message

+

- If there are pending tasks associated with the case, you will be notified that closure is not possible due to those tasks.

<br />

It is not possible to close case ██████ because it has pending tasks.

View prompts

Type a message

+

- Get out

Allows you to end the interaction with the command, displaying the initial message.

<br />

What do you want to do **William**?

I can help you to manage **cases**, manage **articles**, display **news**, or display **access to other sites**.

If you need help, send the word **help** in the chat.

View prompts

Type a message

+

View Articles

1. From the channel authorized for this use, invoke the bot by typing “@Aranda Virtual Agent”. A drop-down menu will appear where you can select the option View Articles.

¿Qué puedo hacer?

Crear Caso

Consultar Caso

Ver mis casos

**Ver artículos**

Consultar Artículo

Noticias

Accesos

Aprobaciones

Ayuda

Crea un nuevo caso en la mesa de ayuda

Consultar casos activos

Listado con tus últimos 15 casos abiertos

**Listado con los últimos 15 artículos publicados**

Artículos según el texto de búsqueda

Noticias publicadas en el portal de usuario

Accesos publicados en el portal del usuario

Listado de solicitudes de aprobaciones pendie...

Breve descripción de las funcionalidades del Bot

Escribe tus preguntas aquí

...

2. A list of the 15 most recent articles of the projects to which the user is associated will be displayed.



3. Select the article you want to view.



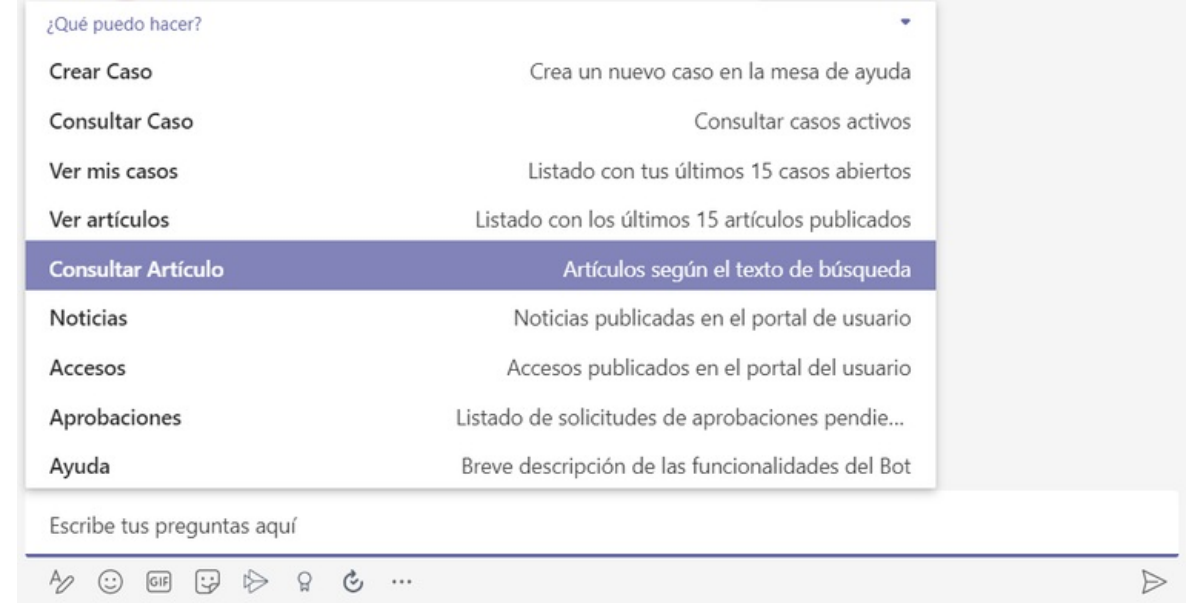
4. Click View Article. The item information will be displayed.



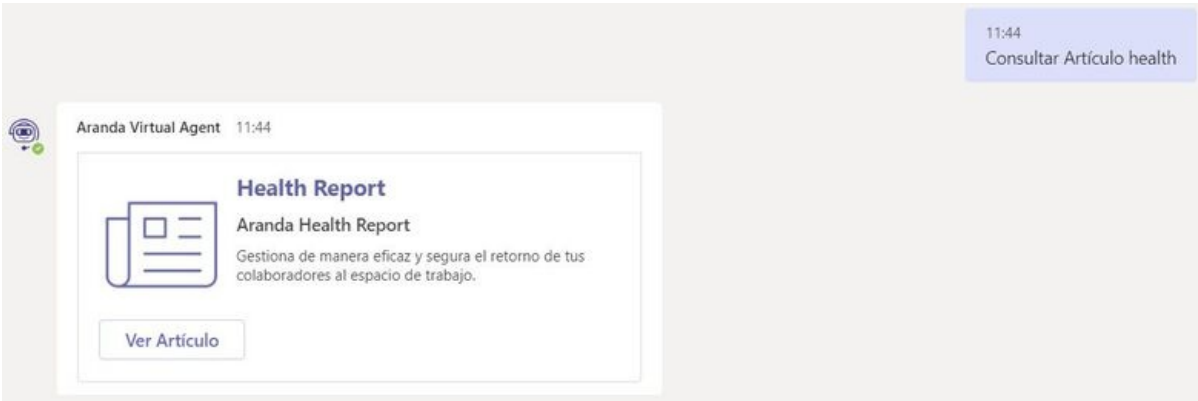
## View an article

### Basic Article Search

1. From the channel authorized for this use, invoke the bot by typing “@Aranda Virtual Agent”. A drop-down menu will appear where you can select the option Consult article. This option requires you to include a search criterion (value to be searched in the fields by which the search is performed).



Alternatively, you can type “@Aranda Virtual Agent consult article criteria” and send the message (e.g.: @Aranda Virtual Agent consult article chatbots).



2. If you do not enter a search criteria, the following message will be displayed:



3. If no matches are found for the search criteria entered, the following message will be displayed:



4. If you do not wish to proceed with the consultation, send the word “cancel” or click the Cancel. Article searches in Teams are done with the following operators and fields in mind:

Precise searches with CONTAINS-ABOUT (the engine omits separators, connectors, stopwords)

- Description
- Content
- Title
- Item identifier
- Keywords

5. If more than one result is found for the search performed, a List of Articles with a maximum of 15 matches.



6. If only one item is found to list, the item card will be displayed. 7. Select the article you want to view.



8. Click View Article. The item information will be displayed.



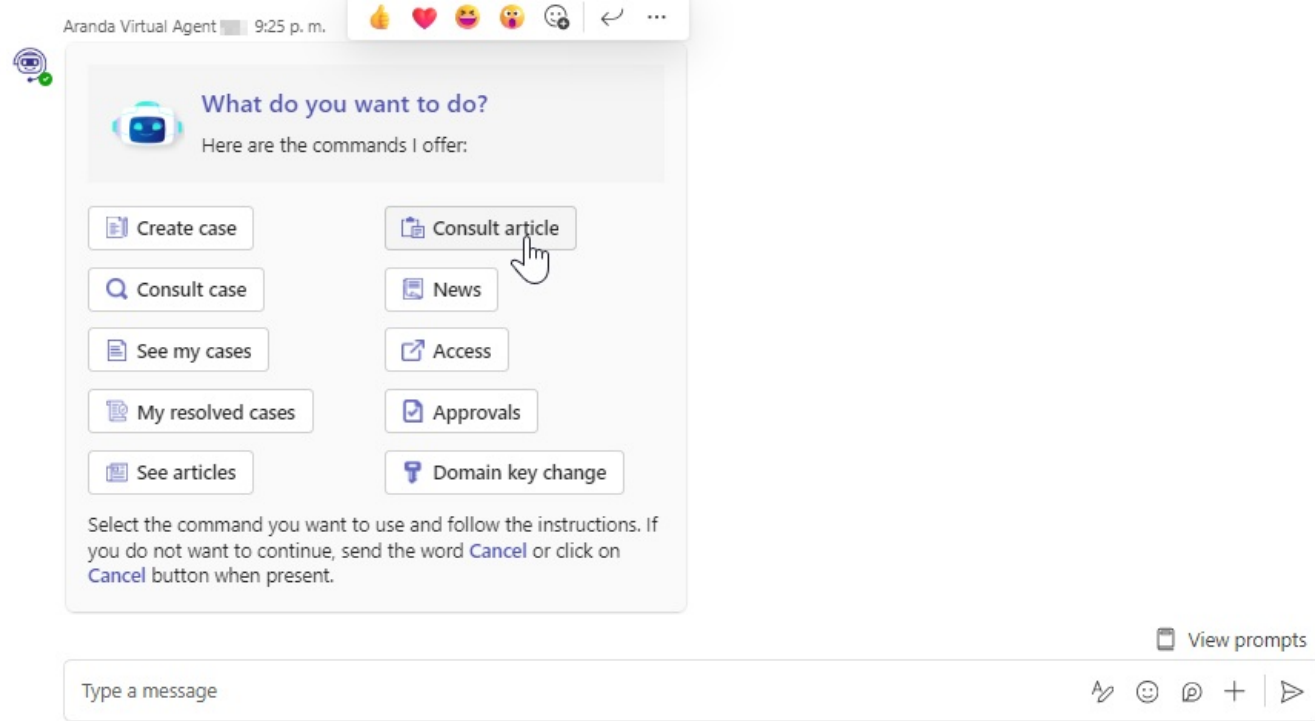
## Smart Article Search

### Preconditions

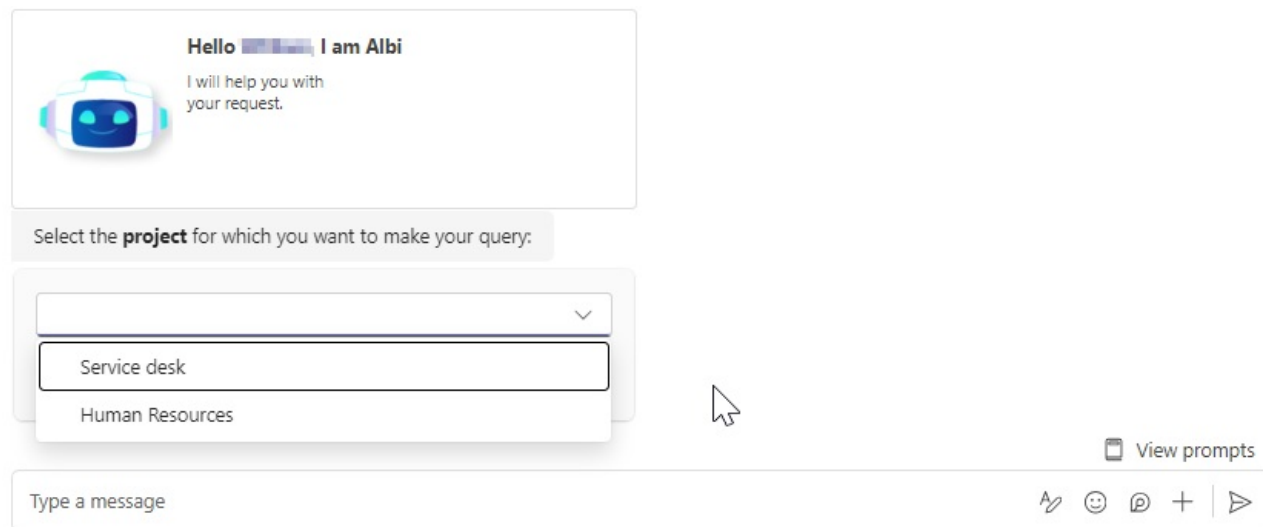
To use Smart Item Search, you need to have the corresponding action configured on the admin site. For more information, see the [AI Settings](#)

1. From the authorized channel or chat for this purpose, select or enter the option "Consult article"

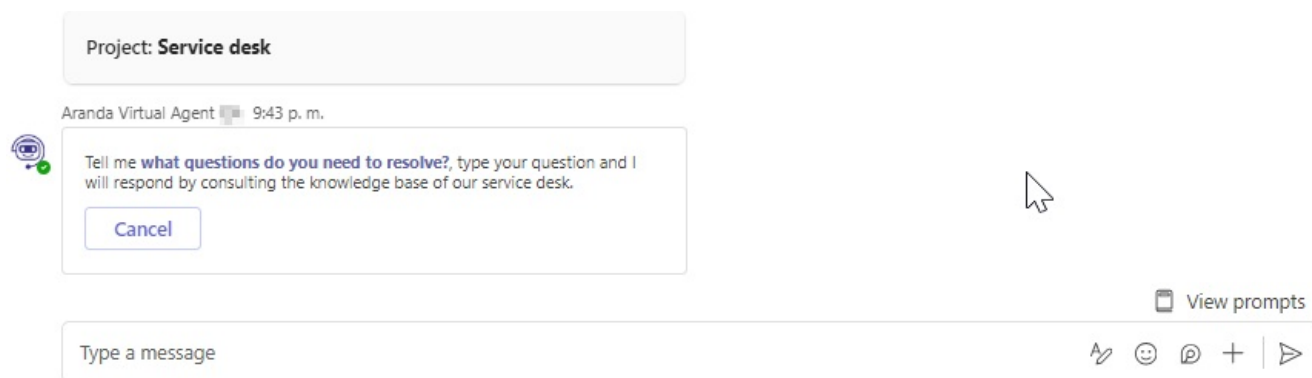




2. If the user belongs to more than one project, the bot will ask you to select the project on which the search will be performed.



3. Once the project is selected, the bot will display a welcome message and prompt you to enter your query.



4. Upon entering the request, the bot will perform an advanced search on the available items and provide a response based on the information found.



5. You can ask follow-up questions to refine the query or make new queries to the bot.



Aranda Virtual Agent 10:32 p. m. Edited

Los encabezados que debes enviar para consumir el endpoint son los siguientes:

Encabezados requeridos

- **content-type:** application/json
- **X-Authorization:** Bearer {token}

Asegúrate de reemplazar {token} con el token de autorización correspondiente [Asociación de usuarios a compañías por A...](#)

Finish Rate this

View prompts

Type a message

Note: Each response will include references to the articles from which the information was obtained, allowing direct access to them.

6. At the end of each answer, two buttons will appear:

- End

End interaction with the command **Consult articles**.

```
<br />
<center></center>
<br /> - **Qualify**
```

It allows the user to evaluate the usefulness of the answer.

```
<br />
<center></center>
<br />
```

## View news

1. From the channel authorized for this use, invoke the bot by typing “@Aranda Virtual Agent”. A drop-down menu will appear where you can select the option News.

¿Qué puedo hacer?

|                    |                                                    |
|--------------------|----------------------------------------------------|
| Crear Caso         | Crea un nuevo caso en la mesa de ayuda             |
| Consultar Caso     | Consultar casos activos                            |
| Ver mis casos      | Listado con tus últimos 15 casos abiertos          |
| Ver artículos      | Listado con los últimos 15 artículos publicados    |
| Consultar Artículo | Artículos según el texto de búsqueda               |
| <b>Noticias</b>    | <b>Noticias publicadas en el portal de usuario</b> |
| Accesos            | Accesos publicados en el portal del usuario        |
| Aprobaciones       | Listado de solicitudes de aprobaciones pendie...   |
| Ayuda              | Breve descripción de las funcionalidades del Bot   |

Escribe tus preguntas aquí

2. A reel-type card will be displayed with the news found in the projects associated with the user (maximum 10 news).

Aranda Virtual Agent 11:53

Encontré **3 noticias**.

**ALBI Aranda Virtual Agent**

ALBI Aranda Virtual Agent

Ver más

3. Click See more to see the news.

Aranda Virtual Agent

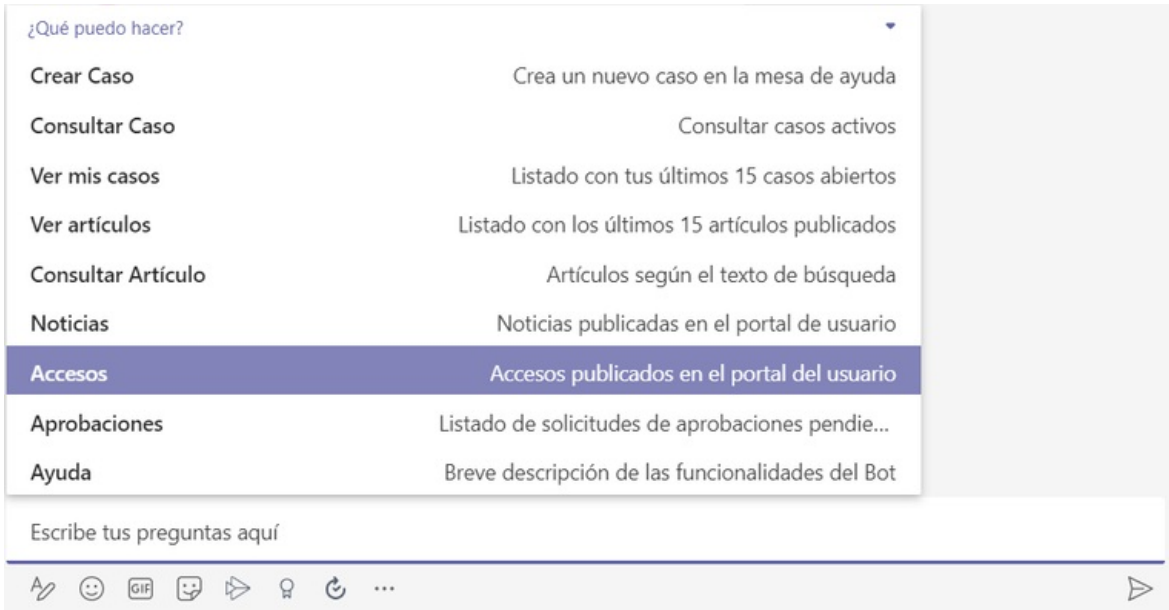
ALBI Aranda Virtual Agent

Microsoft Teams es en este momento la plataforma de colaboración más usada en el mundo con más de 250 millones de usuarios activos y con un uso diario de más de 75 millones de usuarios. Esto demuestra su impacto y el aporte que hoy en día hace a las empresas a nivel global para establecer entornos de trabajo remoto productivos, convirtiéndola en una herramienta clave para la ruta de transformación digital de las empresas.

ALBI Aranda Virtual Agent permite que los usuarios finales, colaboradores y empleados puedan solicitar y hacer seguimiento a sus requerimientos de servicio, sin la ayuda de un especialista, desde el entorno de trabajo de Microsoft Teams. De esta forma, las personas que trabajan permanentemente en Teams, por ejemplo, para revisar documentos, hacer videoconferencias o dictar clases, pueden acceder a la Mesa de Servicios de Aranda Software (ASDK) de una manera ágil sin necesidad de cambiar de una aplicación a otra.

View other accesses

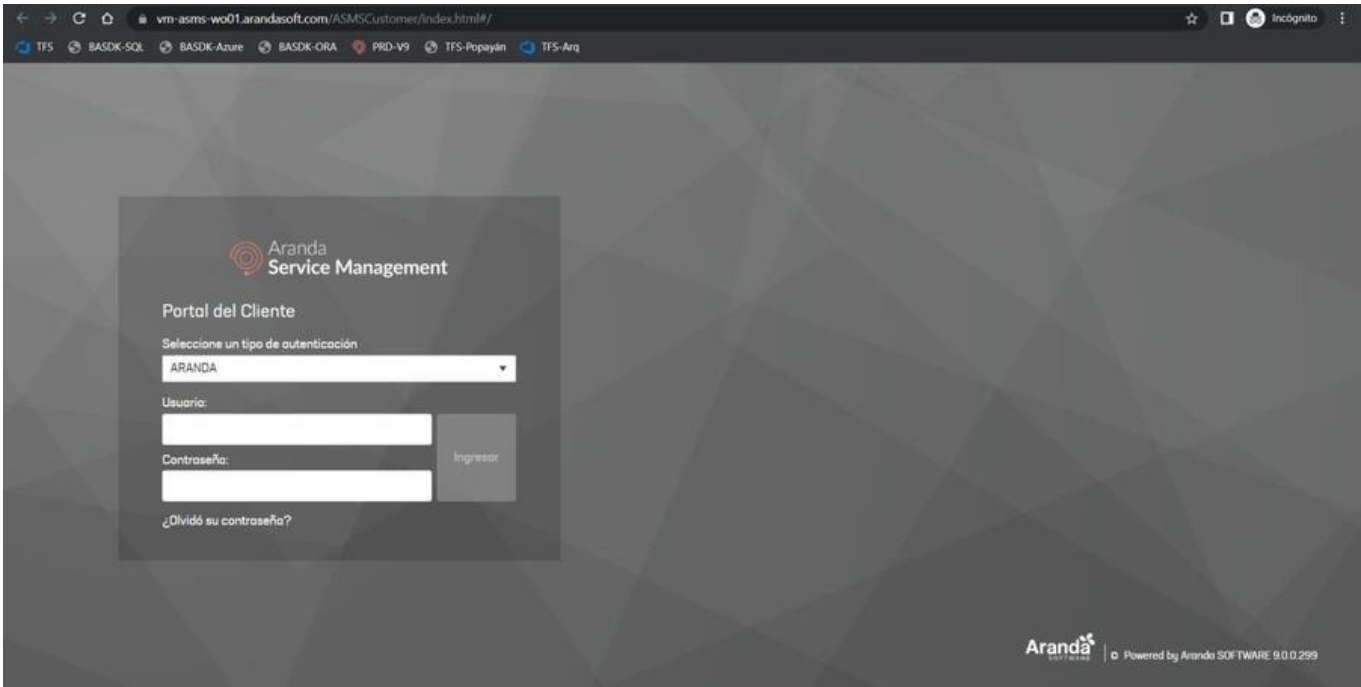
1. From the channel authorized for this use, invoke the bot by typing “@Aranda Virtual Agent”. A drop-down menu will appear where you can select the option Access.



2. A reel-type card will be displayed with the accesses found in the projects associated with the user (maximum 10 accesses).

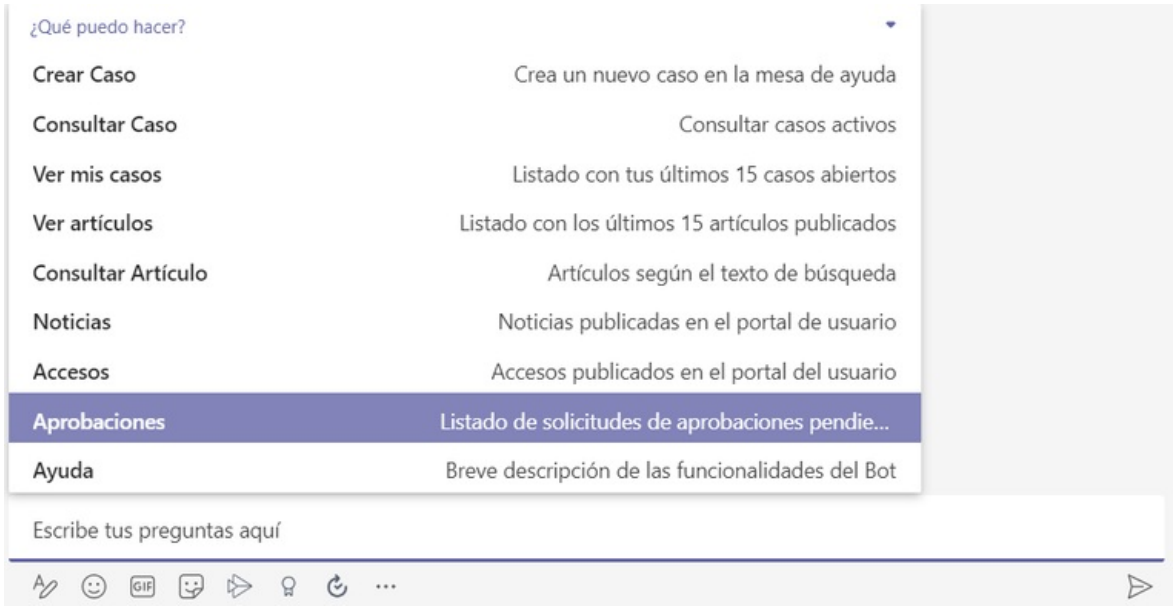


3. Click See more to view access.

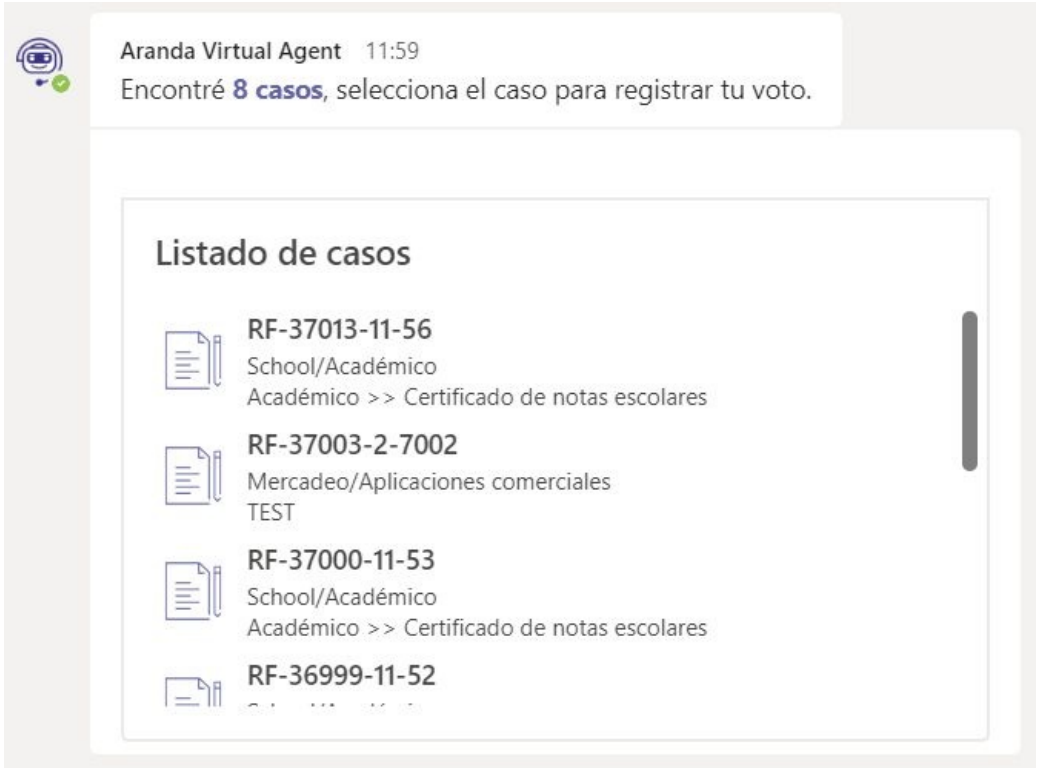


View approvals

1. From the channel authorized for this use, invoke the bot by typing “@Aranda Virtual Agent”. A drop-down menu will appear where you can select the option Approvals.



2. The list of pending cases will be displayed for user approval (maximum 15 cases).



If only one case is found to list, the case card will be displayed. 3. Select the case.



4. Click Vote. The voting page will be displayed, where you can view the case information and register your vote.

Aranda Virtual Agent

Request for approval

#

Code: RF-37013-11-56

Client: AdeleV

Service: Académico

Responsible Group: Grupo Académico

Vote Status: Active

Project: School

Status: Registrado

Catego...: Certificado de notas escola...

Responsi...: APPLICATION ADMINISTR...

Pending vote

Subject: Académico >> Certificado de notas escolares

More information

Reject

Approve

<

Additional fields

History

Files

Vote Status >

Tipo de Solicitud de configuración en Teams

Tema/Logro

Materia

Tipo de falla

Grado/Carrera

Monto

Plazo

Tipo de Mensaje

Description

Académico >> Certificado de notas escolares

5. If you select a case for which the voting process has already ended, an error message is displayed.

Aranda Virtual Agent

Tu voto ya fue registrado.

Domain Key Change

Preconditions:

- To access the “Domain Key Change”, the Aranda Pass Recovery user site URL must be configured on the admin site. See [Settings](#)

1. From the authorized channel for this purpose, select or enter the “Domain Key Change” option.

Aranda Virtual Agent

Chat Notifications Boards About

\* Manage cases: Create a case, review a case, view a list of cases.

\* Manage articles: View an article, view a list of the articles published in the user portal and rate them.

\* View the news published in the user portal.

\* Access other accesses published in the user portal.

If you need help, send the word **help** in the chat.

3:02 p. m.

help

What do you want to do?

Here are the commands I offer:

- Create case
- Consult case
- See my cases
- See articles
- Consult article
- News
- Access
- Approvals
- Domain key change

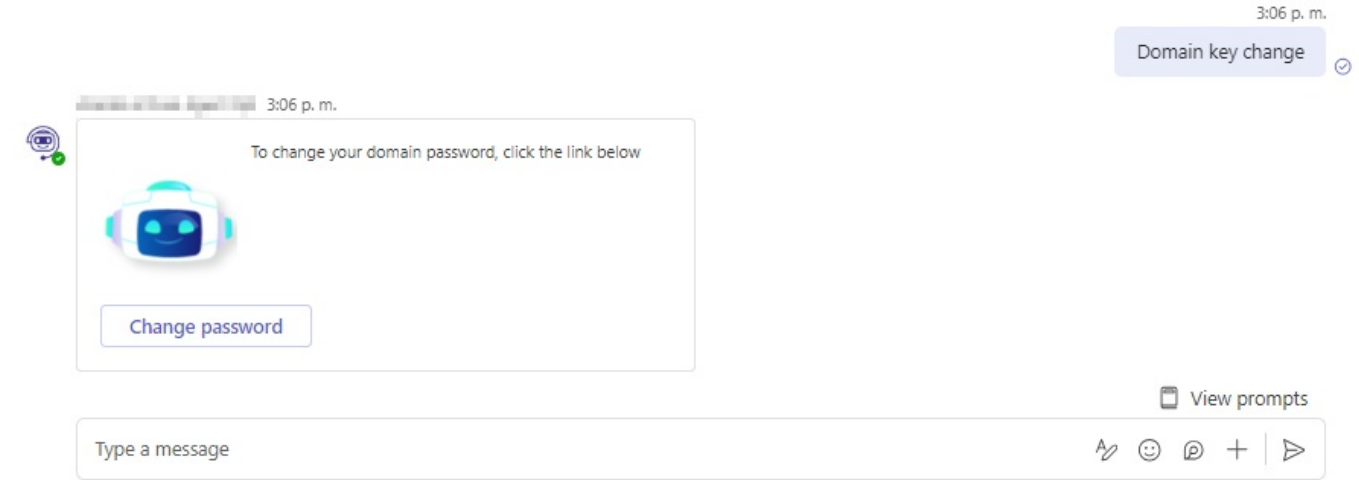
Send the name of the command you want to use and follow the instructions. If you do not want to continue, send the word **Cancel** or click on **Cancel** button when present.

View prompts

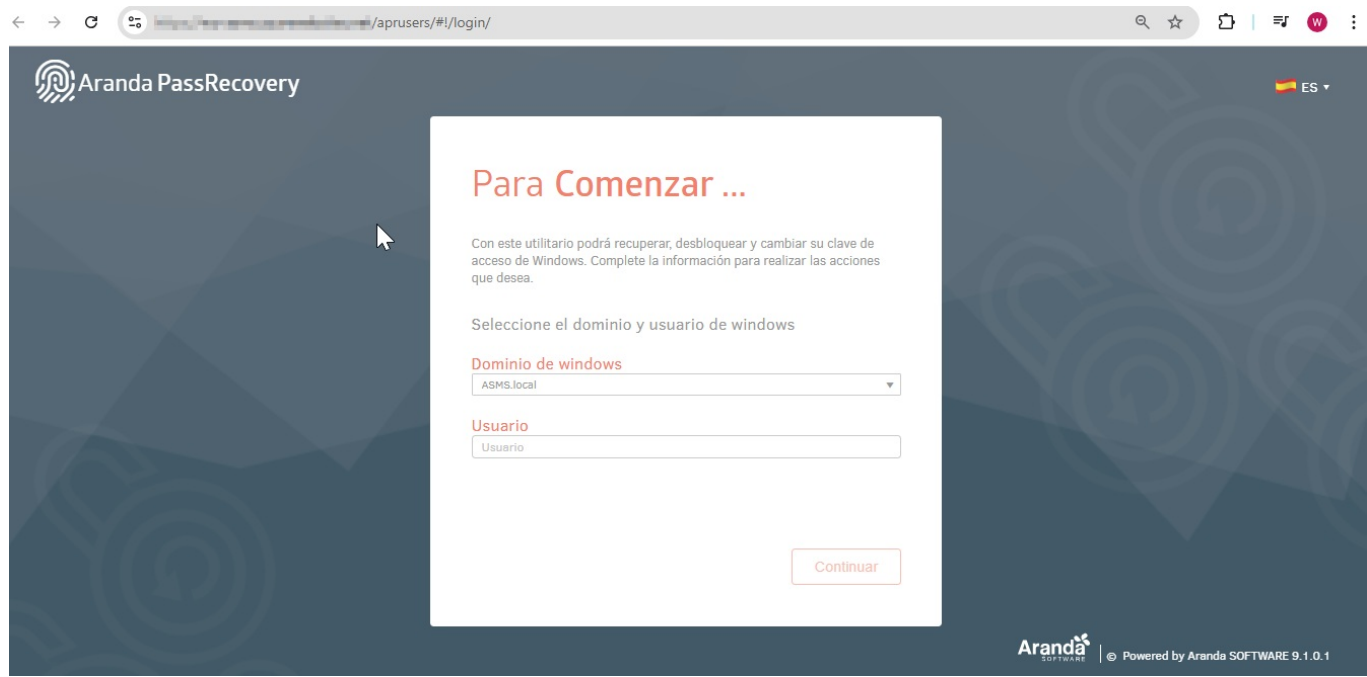
Domain key change

2. A message will appear accompanied by a button with the text “Change password”.





3. By clicking the “Change password”, will open in the default browser configured in Microsoft Teams the user site Aranda Pass Recovery. From there you can change the domain key. For more information, see [Password → Change](#)



### Bot auto-searches

When you send messages to the bot, it will search for the text entered and display the 5 results that have the highest match for each of the following concepts:

### Articles (“These articles can help you”)

These are the public and published articles of the user’s projects. The search is done by title, keywords and content.



1. When you select an article, the bot displays a message with the basic data of the article (identifier, title, description).



2. By clicking View Article A pop-up window with the item information is displayed.



Aranda Virtual Agent

Responsible: AdeleV

Modification date: 4/27/2022

★★★★★5.0

Importancia de una mesa de servicio

Si consideras que tu negocio no está listo o no necesita una Mesa de Servicio, después de leer este artículo pensarás diferente.

Si has estado dudando en la implementación de una Mesa de Servicio como solución tecnológica a la gestión de requerimientos de tu empresa, puedes responderte a ti mismo la siguiente pregunta: **¿Qué compañía verdaderamente exitosa de tu sector atiende a sus usuarios sin la ayuda de la tecnología?**

Respecto a este punto lo primero que se debe aclarar es la definición de ¿Qué es una mesa de Servicio?, basados en nuestra amplia trayectoria, una Mesa de Servicio o Service Desk, es: **“Un único punto de contacto que apoya la resolución de requerimientos, problemas o incidentes dentro de una organización, utilizando recursos tecnológicos que faciliten esta labor”.**

Por su parte, la experiencia del uso de esta solución, ha llevado a Valentin Echeverry Vicepresidente de Tecnología de Redeban Multicolor a manifestar *«Con Aranda Service Desk, hemos logrado cubrir casi el 100 por ciento del registro de todos los casos que llegan a nuestro centro de soporte, sean de origen interno o externo. Eso nos ha dado la posibilidad de conformar una amplia base de conocimientos para resolver rápidamente los casos más recurrentes del día a día, garantizar los niveles de servicio comprometidos para su atención y eliminar problemas cíclicos”.*

Mesa de servicio Aranda Software

0 Files

Cases (“These are your cases”)

These are the open and closed cases in which the user is the customer. A maximum of 5 cases are listed for each type of case (Requirements, Incidents, Changes).

The search is performed by compound ID, subject, and only shows the case types that are visible in ASMSCustomer.

Estos son tus casos

RF-36596-11-4

School/Académico

Académico >> Certificado de notas escolares

RF-36602-11-6

School/Académico

Académico >> Certificado de notas escolares

RF-36603-11-7

School/Académico

Académico >> Certificado de notas escolares

RF-36604-11-8

1. When you select a case, the bot displays a message with the basic data of the case (composite ID, project/service, subject).

Seleccionaste el caso **RF-36596-11-4**. Ver Caso.

Caso: RF-36596-11-4

School / Académico

Académico >> Certificado de notas escolares

Ver Caso

2. By clicking View case A pop-up window with the case information is displayed.

Aranda Virtual Agent

Case Detail

Additional Data

Notes

Files

RF-36596-11-4

OPEN

SOLUCIONADO

Académico

Category: Certificado de notas escolares

Author: GradyA

Company Name: Undefined

Reason: Caso solucionado

Académico >> Certificado de notas escolares

Description

Solution

Académico >> Certificado de notas escolares

Responsible Group: Grupo Académico

Responsible: APPLICATION ADMINISTRATOR

Progress: 100%

SLA

00:00:00

DAY HOUR MIN

Tiempo transcurrido:

00:00:00

DAY HOUR MIN

Estimated solution date: 12/31/1969, 7:00:00 PM

Service groups (“Choose a service or group of services”)\*\*

These are the groups of visible services that contain services that the user is associated with. The search is done by name and description.



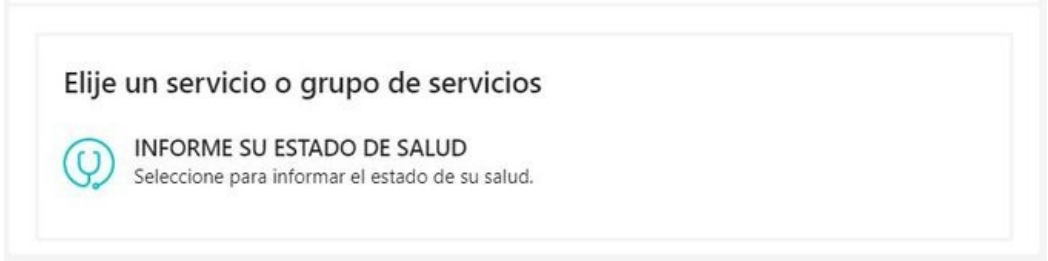
1. When selecting a Service Group, lists the service groups and services that are associated with it.



▮ Note: If a service group or service does not have an image configured, a default image is displayed.

Services (“Choose a service or group of services”)

These are the services associated with the user, either by the company or directly. The search is done by name and description.



1. When selecting a Service, lists the categories that are associated with it.



Categories (“These are the associated categories, create a case”)

These are the categories associated with the user through the service. The search is performed by name.



1. When you select a Category, the bot displays the selected project, service, and category.



2. By clicking Create Case A pop-up window is displayed with the case creation form.

3. If no matches are found for the entered text, the bot displays the following message:

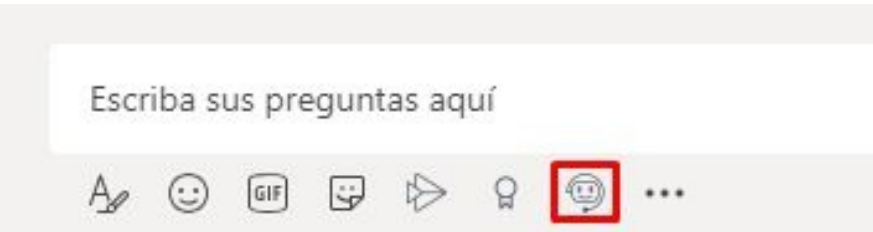


Considerations to take into account in searches:

- Database engines have a STOPLIST which is a list of STOPWORDS (words that have no linguistic meaning or relevance to the search). If the search does not return results, it may be because the searched word is within the STOPLIST.
- The results of searches between SQL and Oracle may differ, since each Database engine uses different methods to perform semantic searches.
- The words used to execute the bot's actions (Create Case, Consult case, View My Cases, View Articles, Consult Article, News, Access, Approvals, Help, Configuration, Logs) are reserved for this purpose only. Therefore, these words will not be matched in the search for cases, articles, service groups, services, or categories.

Find a case

1. From the authorized channel, you can search for cases created by you by clicking the Aranda Virtual Agent icon at the bottom of the Microsoft Teams window.



2. The "My Cases" tab will display the 15 most recent cases. You can also search for matches by case number, description (NoHTML), or subject.



## Aranda Virtual Agent

Mis casos Artículos

Buscar por número de caso



### Caso: IM-37016-2-1337

Mercadeo/Aplicaciones comerciales  
Documentación



### Caso: IM-37015-2-1336

Mercadeo/Aplicaciones comerciales  
Aplicaciones comerciales > > Sistemas de  
Información



### Caso: IM-37001-2-1330

Mercadeo/Aplicaciones comerciales  
SSS



### Caso: IM-36995-2-1329

Mercadeo/Aplicaciones comerciales  
XXX



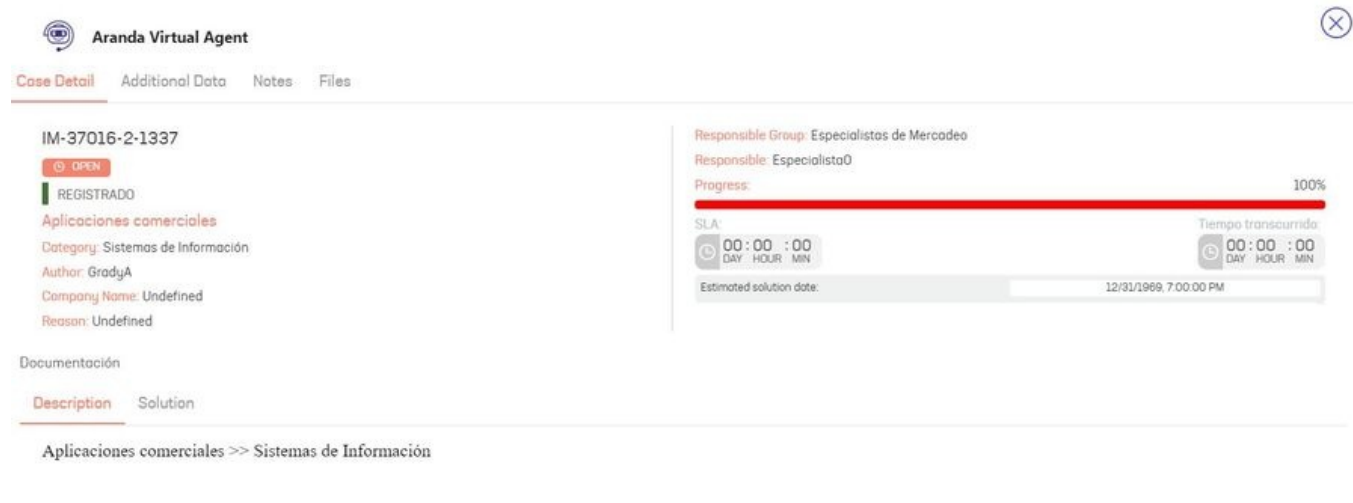
### Caso: IC-36994-11-11

School/Quejas y Sugerencias  
Quejas y Sugerencias > > Reclamos

3. Once you have found the case, click on it and a card will appear ready to send. Press the Enter key or click View Case.



4. Click View Case to view case information.



## Search for an article

1. From the authorized channel, you can search for public items by clicking the Aranda Virtual Agent icon at the bottom of the Microsoft Teams window.



Escriba sus preguntas aquí



2. The Articles tab will display the 15 most recent articles. You can also search for matches by title, description, or content.



## Aranda Virtual Agent

Mis casos Artículos

Busqueda de información en artículos



### Artículo: Health Report

Aranda Health Report

Gestiona de manera eficaz y segura el retorno de tus colaboradores al espacio de trabajo.



### Artículo: Mesa de Servicio

¿Por qué mi empresa necesita una Mesa de



### Artículo: Migracion a nube

Migracion a nube

Por que moverse a la nube debe ser una decision empresarial.



### Artículo: 001G

Plataformas digitales 1  
plataformas digitales

3. Once the item is found, click on it and a card ready to send will appear. Press the Enter key or click Send.



4. Click View Article to display the article information (Title, Description, Keywords, Content, Attachments).



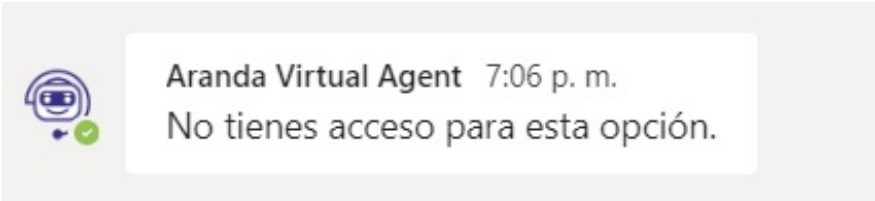
Consult logs

To consult the logs of Aranda Virtual Agent I do the following:

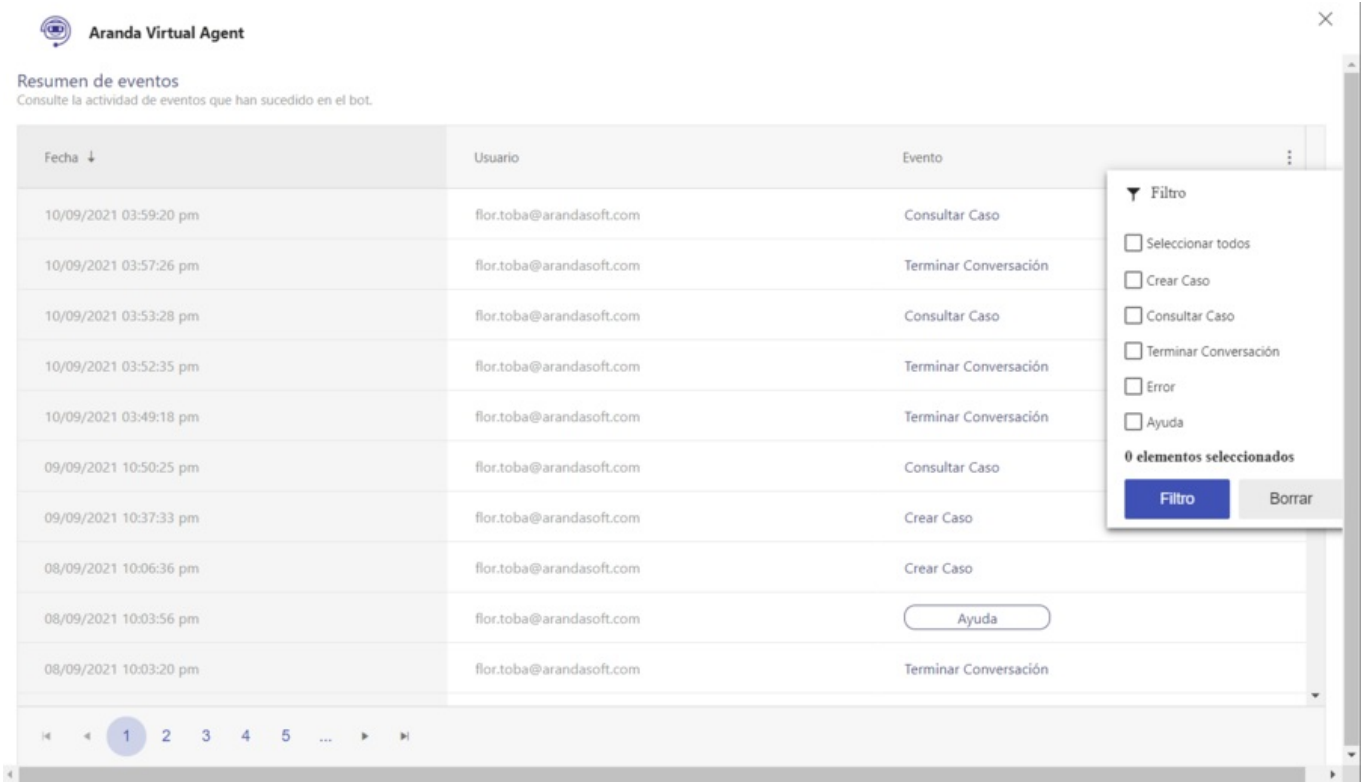
- 1. Aranda Virtual Agent must be installed and the user who is going to consult the logs must have the role associated with them TeamsConfiguration which contains the TeamsLogs from the administration console (ASMSAdministrator).
- 2. From the channel authorized for this use, invoke the bot by typing “@Aranda Virtual Agent” followed by the command Logs.



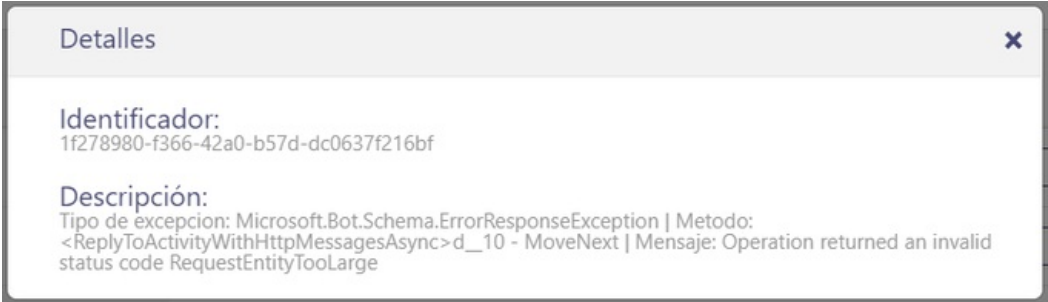
3. If the user does not have the VIEW LOGS MICROSOFT TEAMS permission enabled, an error message is displayed.



4. By clicking See, a pop-up window will be displayed with the bot log for the domain of the configuration in use. The log can be filtered by event type and sorted by date.



5. The Error and Help events are displayed as a button, and selecting them displays the event detail.



📌 Note: The command Logs it is not displayed in the bot’s command list, as it can only be used by users who have the corresponding role enabled in Aranda Service Management.

View, edit, and delete settings

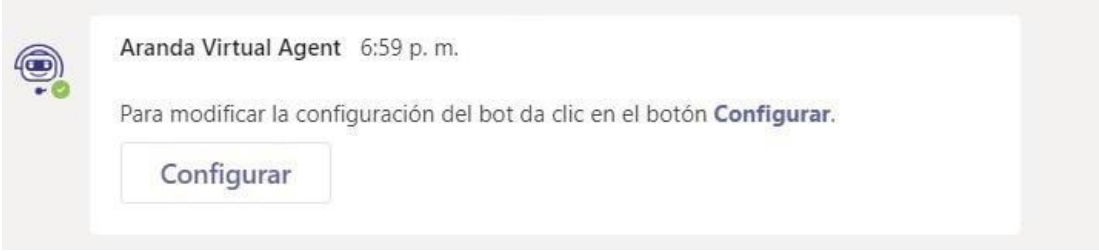
To query, edit, or delete existing connections for a domain, do the following:

- 1. Aranda Virtual Agent must be installed, the user who is going to query or modify the configuration must have the TeamsConfiguration role associated with it from the configuration console (ASMSAdministrator).
- 2. If you try to run the command without connections for the domain, the following message is displayed:

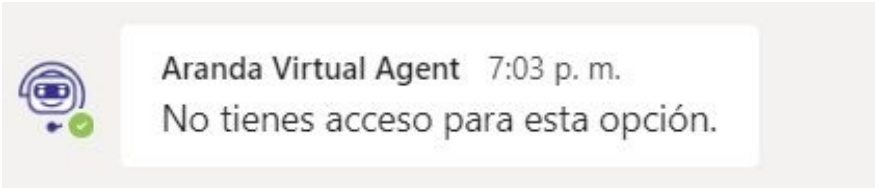


**Flor** comunícate con el administrador de Aranda para configurar tus servicios. Para utilizar esta aplicación debes tener una suscripción activa de Aranda Service Desk, [contáctanos](#) para más detalles.

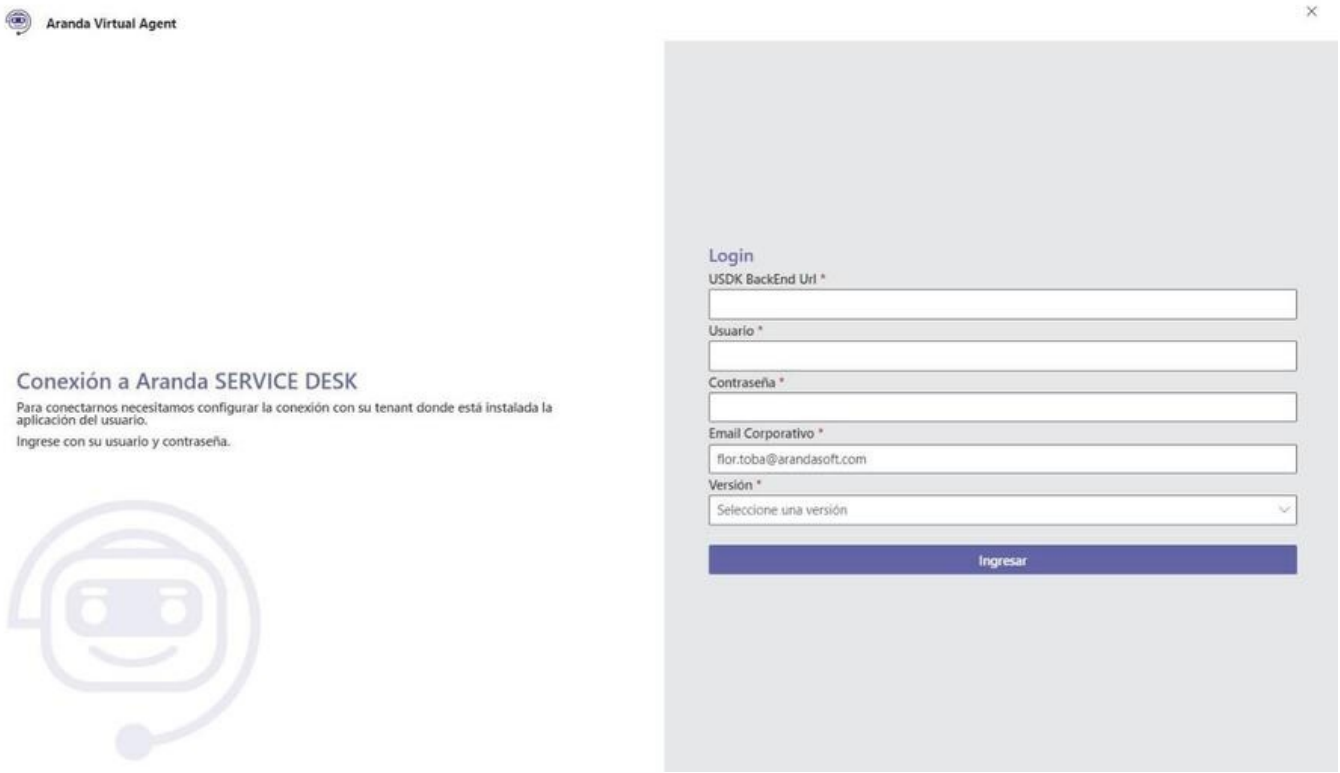
3. From the channel authorized for the use of Aranda Virtual Agent, invoke the bot by typing “@Aranda Virtual Agent” followed by the command Configuration.



4. If the user does not have the TeamsConfiguration role enabled, an error message is displayed.



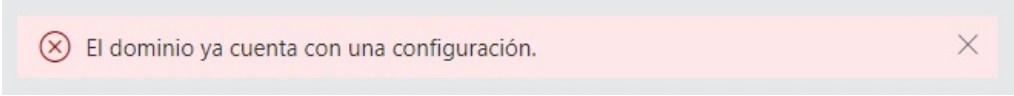
5. By clicking Configure, a pop-up window like the following will be displayed.



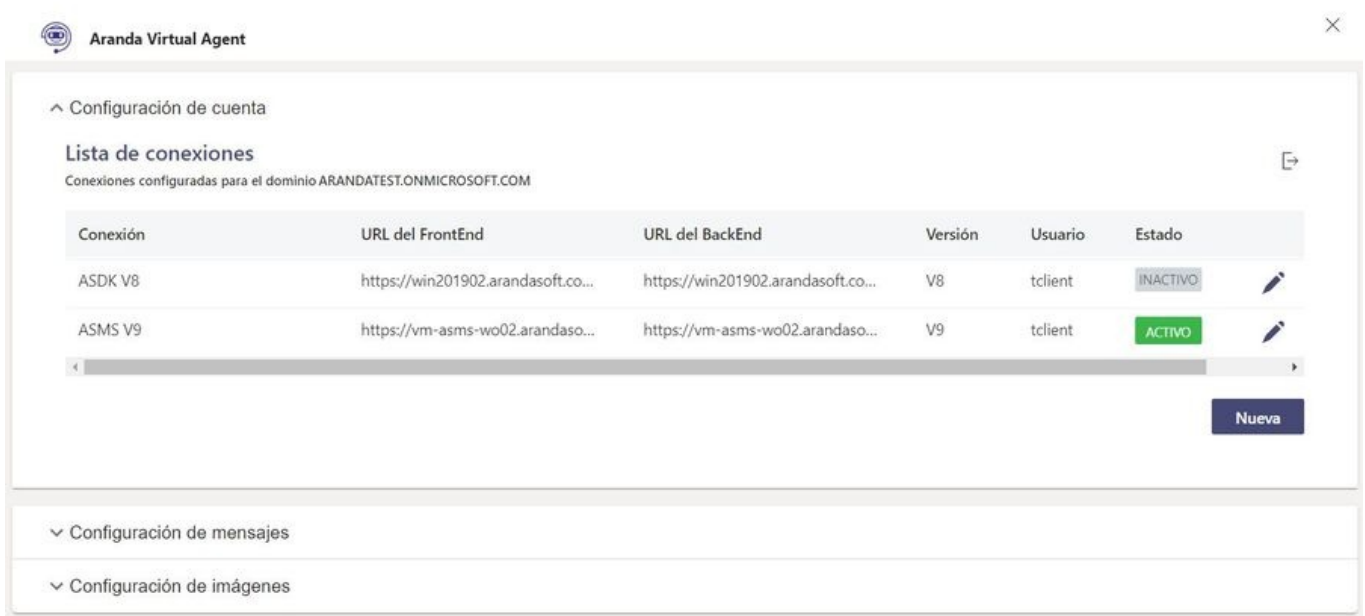
6. Enter the following data in the requested fields and click Enter:

- USDK BackEnd Url: User console url
- User: tmanager
- Password: Key defined to the tmanager user
- Corporate Email: (usuario@arandasoft.com)
- Version: V9

The deposit must be made with the USDK Backend URL of the connection that is active for the domain. If the URL of any connection other than the configured one is entered, the following message will be displayed:



The following window will appear with the existing settings for the domain:



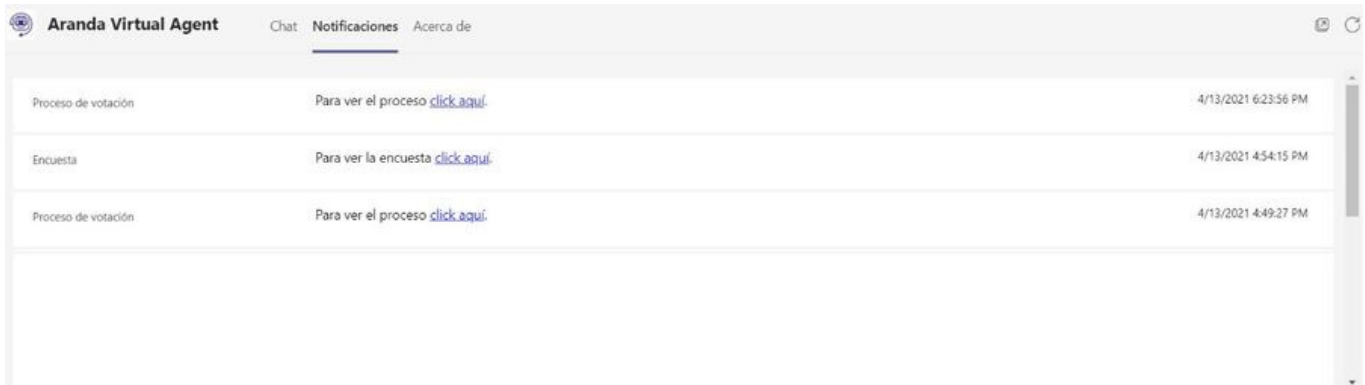
From this window you can perform different actions:

- Create new connections (button New)
- Edit connections (pencil icon)
- Remove connections (trash can icon). Deleting validates that the configuration is in an INACTIVE state and that it is not the only existing connection for the domain.
- Personalize the messages and images associated with connections. For more detail, see the Custom Bot Settings section.

⚠ Note: The command Configuration it is not displayed in the bot’s command list, as it can only be used by users who have the corresponding role enabled in Aranda Service Management.

### Notifications tab

The bot has a Notifications tab from which you can view notifications sent to the user’s bot. This functionality is only available in one-on-one chat with the bot.



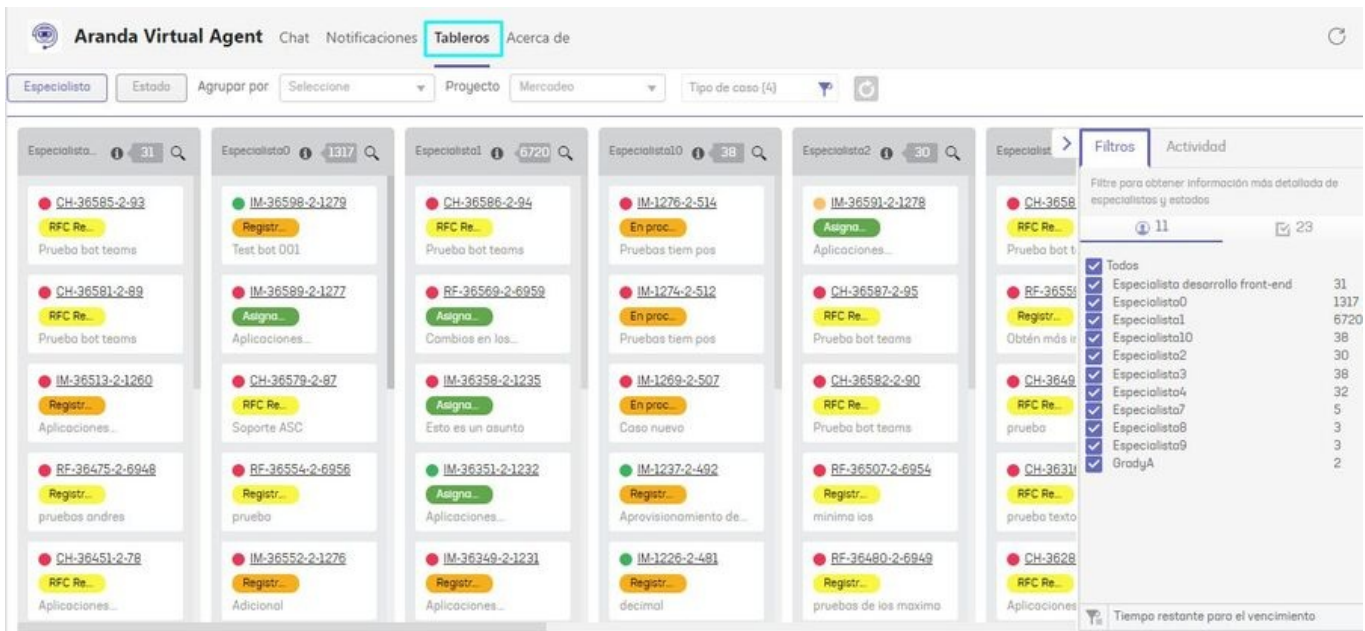
The following types of notifications can be viewed there:

- Voting process. Notifications of voting processes. Requires prior authorization of the checkbox in the Admin console.
- Survey. Survey notifications. Requires prior authorization of the checkbox in the Admin console.

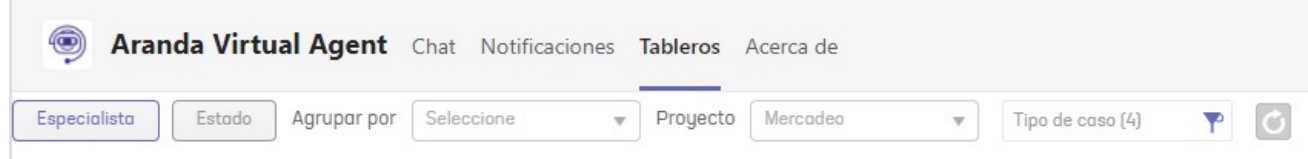
Scheduled notifications are not displayed in the notifications tab.

### Dashboards tab

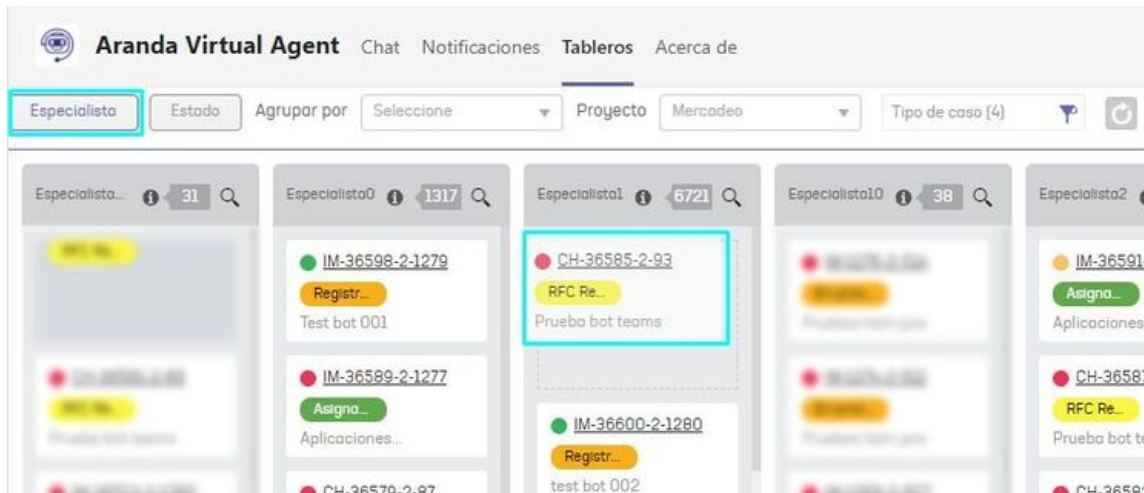
The bot has a tab Boards from which the cases of the projects in which the user (specialist) is associated can be managed.



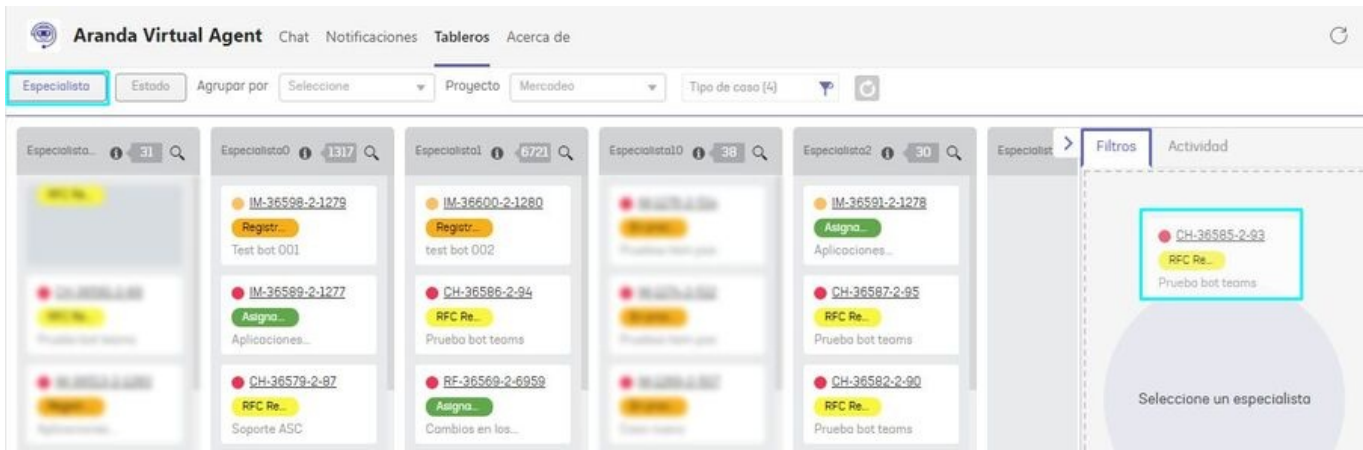
This window lists the cases by Specialist or State. The information displayed can be grouped by company, client, author, and CI; It can also be filtered by Project and Case Type.



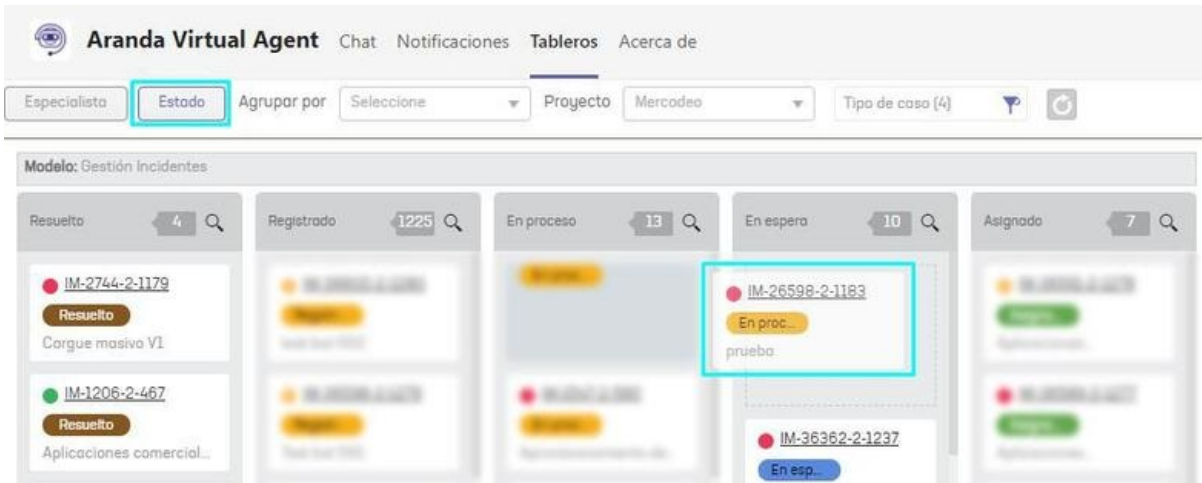
In the view of Specialist Cases can be reassigned by dragging and dropping the cards onto the different specialists.



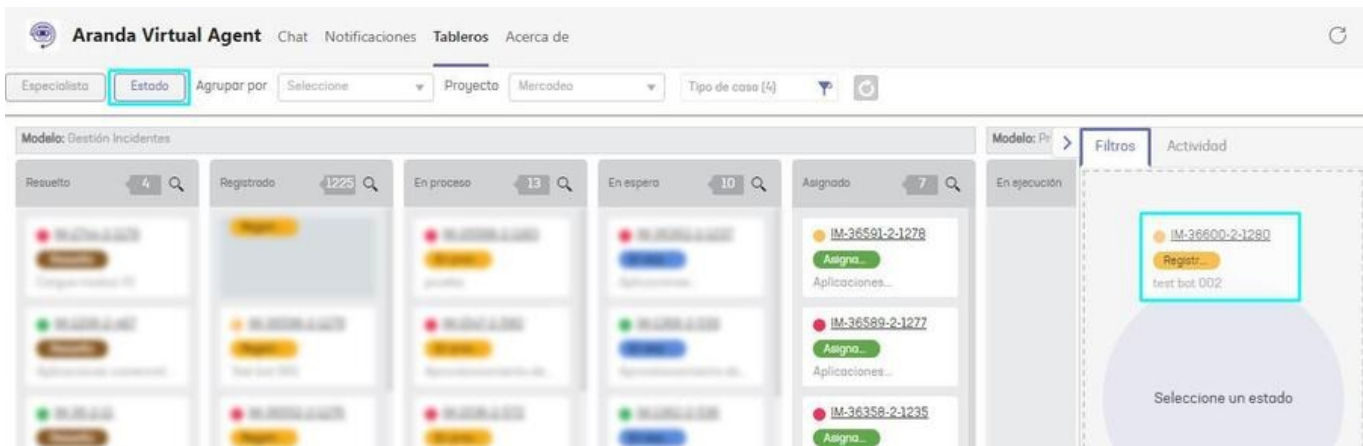
You can also drag and drop cards into the activity dashboard. With this option it is necessary to select the specialist for the reassignment and click on Save.



In the view of State You can change the status of the cases by dragging and dropping the cards onto the different statuses.



You can also drag and drop cards into the activity dashboard. With this option you need to select the state and click on Save.



The following tabs appear in the activity panel:

- Filter: Allows you to select specialists and/or states for more detailed information.

Filtros

Actividad

Filtre para obtener información más detallada de especialistas y estados

8

8

✓

Todos

✓

Especialista desarrollo front-end

6

✓

Especialista0

58

✓

Especialista1

7

✓

Especialista2

6

✓

Especialista3

5

✓

Especialista4

5

✓

Especialista8

1

✓

GradyA

2

Filtros

Actividad

Filtre para obtener información más detallada de especialistas y estados

8

8

✓

Requiere aprobación técnica

1

✓

Cambio Estandar

4

✓

Registrado

1

✓

RFC Registrado

66

✓

Implementación en progreso

1

✓

Requiere aprobación del negocio

2

✓

En evaluación

13

✓

Cambio Mayor

2

- Activity: records the actions taken by the specialist in the cases. These records are only retained if the specialist is active in the Boards.

Filtros

Actividad

Filtre para obtener información más detallada de especialistas y estados

16/12/2021  
07:55

El caso **CH-36585-2-93** fue modificado, el nuevo especialista es **Especialista1**

When the user's session expires, the following message is displayed:



Sesión finalizada para conectarse de nuevo de clic en Recargar pestaña

La sesión ha terminado, por favor autenticar de nuevo



To refresh the session, click Reload tab.

ⓘ Note: The display of information in the “Dashboards” tab is subject to the permissions assigned in the console (ASMSAdministrator). In case the user does not have the necessary permissions, The following message will be displayed



Chat

Notificaciones

**Tableros**

Acerca de



Esta función está desactivada o no tienes los permisos necesarios para usarla.

## Install Software

### Software Installation

1. From the authorized channel, invoke the bot by typing “help”; In the options menu you can select the option Install Software.





## ¿Qué deseas hacer?

Estos son los comandos que te puedo ofrecer:

Crear caso

Consultar caso

Ver mis casos

Mis casos solucionados

Ver artículos

Consultar artículo

Noticias

Accesos

Aprobaciones

Cambio clave de dominio

Instalar software

Selecciona el comando que desees utilizar y sigue las instrucciones. Si no deseas continuar, envía la palabra **Cancelar** o haz clic en el botón **Cancelar** cuando esté presente.

Tu respuesta se envió a la aplicación

➤ Note: This functionality requires having the ASMS Admin Console URL configured. ADM in the module General Settings, within the session Settings, selecting from the drop-down list ASMS The setting ADMSelfServiceUrl. Example: <https://dominioadm/>.

The screenshot shows the Aranda Virtual Agent Admin Console interface. On the left, there is a sidebar with navigation options: Configuración General, Ajustes, Usuarios, Change Mail, Configuración de la Empresa, Roles, Gestión de Usuarios, Configuración de la Empresa, Roles de Administradores, Roles, Gestión de Usuarios, and Gestión de Usuarios. The main area displays a list of configuration items. The item 'ADMSelfServiceUrl' is selected, and its details are shown on the right. The details include the name 'ADMSelfServiceUrl', a description 'Uri para consumir los servicios de ADM', and a value 'https://releaseqa4.arandasoft.com/'. A 'Guardar' (Save) button is visible at the bottom right.

2. Select the device where you will install the Software and click Continue

## Hola **Diego**, Soy Albi

Te voy a ayudar a realiza el proceso de instalación requerido.

Por favor, seleccione el dispositivo donde desea realizar la instalación.

**DIEGO\_SUAREZ**

Once the device is selected, the Bot will notify in a card, the defined device.

**Dispositivo seleccionado: DIEGO\_SUAREZ**

Tu respuesta se envió a la aplicación

3. In the next session, in the drop-down option, the software will be available for installation; Select the software to install and click Continue.



Seleccione el software que desea instalar en su dispositivo.

Notepad Nidia

▼

Continuar

Cancelar

4. Once the software is selected, the Bot will notify on a card the defined software, followed by the notification of the installation process.

El software seleccionado para instalar es: **Notepad Nidia**

ⓘ

Tu respuesta se envió a la aplicación

✕

Aranda Virtual Agent QA 3:33 p. m.



La instalación ha comenzado. Serás notificado cuando finalice.

Once the software installation is complete, the bot will notify you of the installation status.

Aranda Virtual Agent QA viernes 3:41 p. m.





**Diego,**

La instalación de Notepad Nidia ha finalizado exitosamente.

📌 Note:

- The notification time, after the software is installed, will be 10 minutes.
- If the installation fails within that time, a notification will be sent.
- If the installation takes longer than 10 minutes, the status of the process will not be notified.

Important considerations

Important considerations

- The email of the user who is authenticated in Microsoft Teams must not be assigned to more than one user in the Aranda Service Management environment.
- The Aranda Service Management user associated with the email used in Microsoft Teams must be active and have at least one project and service associated with it.
- If the connection to the bot is not successful, the error "I could not communicate with the server. Please contact the administrator of Aranda."
- The operation of Aranda Virtual Agent requires the correct configuration of Microsoft Teams and Aranda Service Management.
- The tclient user makes use of an Aranda Service Management license, when making requests to the Database from Teams. The expiration of the license depends on the configuration made in the Admin console.
- When Aranda Virtual Agent operates on customer premises, it is the customer's responsibility to ensure the correct configuration of Aranda Sevice Management.
- The massive use of this integration with Microsoft Teams can demand more resources (networks, communications, servers) on the infrastructure and servers running Aranda Service Management. When operating at customer premises, it is the customer's responsibility to analyze the impact it may have on their infrastructure and make any necessary adjustments to support any increase in service desk demand in Aranda Service Management.
- User console (ASMSCustomer) access from Teams with Single Sign On enabled can be done from Teams web or Teams desktop, Teams mobile does not support Windows authentication.
- In Teams mobile, there's no way to detect the back gesture to close the task module, which is where the app loads. In the following link you will find the documentation of the bot (task module)

<https://docs.microsoft.com/en-us/microsoftteams/platform/task-modules-and-cards/what-are-task-modules>