

Aranda Virtual Agent

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

Prerequisites

Prerequisites

The client must have:

- Active Microsoft Office and Microsoft Teams licenses.
- Aranda Service Desk minimum version 8.28.6 with 8.0.145 database, as an Aranda cloud service, or in on-premise installation.
- Aranda Push (at least version 8.0.5), to ensure the correct execution of the sending of notifications.
- Aranda Tools (at least version 8.7.3), to ensure the correct execution of the sending of notifications.
- A named user in Aranda Service Desk 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 domain "arandasoft.com".

Configuration

Pre-configuration in Aranda Service Desk

Two new workgroups must be set up in ASDKs (Teams Manager and Teams Client) and two new users (tmanager and tclient) created. These users must be associated with the respective previously created workgroups and then assigned the two permissions corresponding to each workgroup as follows:

Workgroup and user	Permissions in the Admin console Aranda Service Desk BLOGIK	Permissions in the Specialist Console Aranda Service Desk FRONT END
Teams Manager -> tmanager	• APPLICATION EXECUTE • TEAMS MANAGER	
Teams Client -> tclient		• APPLICATION EXECUTE • TEAMS CLIENT

📌 Notes:

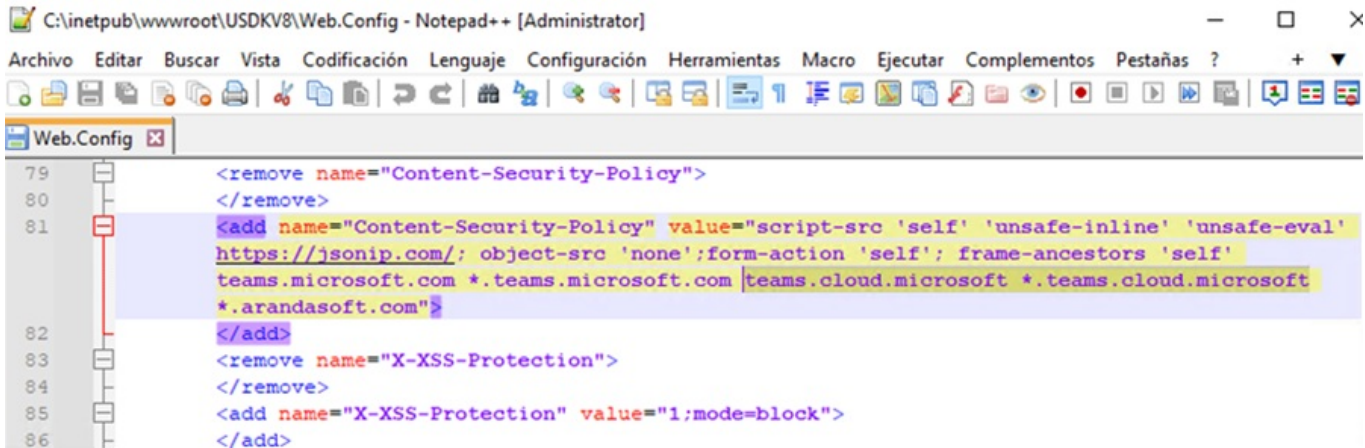
- If you have options such as password change on first login configured in password security, perform validations before using the Bot.
- If you're using Aranda Virtual Agent (Teams Bot) integrated with versions of ASDK 8.29.30 or lower, manually include the new Teams domains (teams.cloud.microsoft, *.teams.cloud.microsoft) in the header Content-Security-Policy of the files web.config of the ASDKV8 and USDKV8 consoles. [View Release Note](#)
- In case of using the services of the Aranda production bot in the arandasoft.com domain, it does not require any further prior configurations in Aranda Service Desk.
- If the customer has their own implementation of the bot, they must do the following:

1. Enter the server where the Aranda Service Desk application is installed. 2. Go to the USDKV8 installation path (usually C:\inetpub\wwwroot\USDKV8) and locate the Web.config file.

PC > Windows (C:) > inetpub > wwwroot > USDKV8					Search USDKV8
Name	Date modified	Type	Size		
app	6/3/2022 5:36 PM	File folder			
App_GlobalResources	6/2/2022 6:22 PM	File folder			
App_Themes	6/2/2022 6:22 PM	File folder			
bin	6/3/2022 5:36 PM	File folder			
Main	6/2/2022 6:22 PM	File folder			
Survey	6/2/2022 6:22 PM	File folder			
TempFiles	6/3/2022 5:52 PM	File folder			
WebServices	6/2/2022 6:22 PM	File folder			
BadRequest.aspx	6/2/2022 5:58 PM	ASPX File	2 KB		
Global.asax	6/2/2022 5:58 PM	ASAX File	1 KB		
index.aspx	6/2/2022 5:58 PM	ASPX File	19 KB		
manifest.appcache	6/2/2022 5:58 PM	APPCACHE File	3 KB		
packages.config	6/2/2022 5:58 PM	CONFIG File	1 KB		
Web.Config	6/3/2022 6:02 PM	CONFIG File	22 KB		

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' https://jsonip.com/; object-src 'none'; form-action 'self'; frame-ancestors 'self' teams.microsoft.com *.teams.microsoft.com teams.cloud.microsoft *.teams.cloud.microsoft *.arandasoft.com"></add>
```



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

```
<add name="Content-Security-Policy" value="script-src 'self' 'unsafe-inline' 'unsafe-eval' https://jsonip.com/; object-src 'none'; form-action 'self'; frame-ancestors 'self' teams.microsoft.com *.teams.microsoft.com teams.cloud.microsoft *.teams.cloud.microsoft *.arandasoft.com"*.dnsambiente.com"></add>
```

5. Go to the ASDKV8 installation path (usually C:\inetpub\wwwroot\ASDKV8) and locate the Web.config file.

PC > Windows (C:) > inetpub > wwwroot > ASDKV8					Search ASDKV8
Name	Date modified	Type	Size		
app	6/2/2022 6:21 PM	File folder			
App_GlobalResources	6/2/2022 6:21 PM	File folder			
App_Themes	6/2/2022 6:21 PM	File folder			
bin	6/3/2022 5:36 PM	File folder			
Main	6/2/2022 6:22 PM	File folder			
RadControls	6/2/2022 6:21 PM	File folder			
Resources	6/2/2022 6:22 PM	File folder			
VotingProcess	6/2/2022 6:21 PM	File folder			
WebServices	6/2/2022 6:21 PM	File folder			
Aranda.ASDK.Web.Console.New.XmlSerializers.dll	6/2/2022 5:57 PM	Application extens...	80 KB		
ChangePassword.aspx	6/2/2022 5:57 PM	ASPX File	2 KB		
Default.aspx	6/2/2022 5:57 PM	ASPX File	4 KB		
Global.asax	6/2/2022 5:57 PM	ASAX File	1 KB		
ImagePipe.aspx	6/2/2022 5:57 PM	ASPX File	1 KB		
Login.aspx	6/2/2022 5:57 PM	ASPX File	8 KB		
Logout.aspx	6/2/2022 5:57 PM	ASPX File	1 KB		
manifest.appcache	6/2/2022 5:57 PM	APPCACHE File	2 KB		
packages.config	6/2/2022 5:57 PM	CONFIG File	1 KB		
Project.aspx	6/2/2022 5:57 PM	ASPX File	43 KB		
Web.Config	6/3/2022 6:02 PM	CONFIG File	27 KB		
Web.sitemap	6/2/2022 5:58 PM	SITEMAP File	6 KB		

6. 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' https://code.highcharts.com https://maps.googleapis.com/; object-src 'none'; form-action 'self'; frame-ancestors 'self' teams.microsoft.com *.teams.microsoft.com teams.cloud.microsoft *.teams.cloud.microsoft *.arandasoft.com" />
```

C:\inetpub\wwwroot\ASDKV8\Web.Config - Notepad++ [Administrator]

Archivo Editar Buscar Vista Codificación Lenguaje Configuración Herramientas Macro Ejecutar Complementos Pestañas ? + ▼

Web.Config

37

<system.webServer>

38

<httpProtocol>

39

<customHeaders>

40

<clear />

41

<remove name="Access-Control-Allow-Headers" />

42

<add name="Access-Control-Allow-Headers" value="Content-Type" />

43

<remove name="X-Frame-Options" />

44

<remove name="Content-Security-Policy" />

45

<add name="Content-Security-Policy" value="script-src 'self' 'unsafe-inline' 'unsafe-eval' https://code.highcharts.com https://maps.googleapis.com/; object-src 'none'; form-action 'self'; frame-ancestors 'self' teams.microsoft.com *.teams.microsoft.com teams.cloud.microsoft *.teams.cloud.microsoft *.arandasoft.com" />

46

<remove name="X-XSS-Protection" />

47

<add name="X-XSS-Protection" value="1;mode=block" />

48

<remove name="X-Content-Type-Options" />

49

<add name="X-Content-Type-Options" value="nosniff" />

50

<remove name="X-Powered-By" />

51

<remove name="Strict-Transport-Security" />

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

```
<add name="Content-Security-Policy" value="script-src 'self' 'unsafe-inline' 'unsafe-eval' https://code.highcharts.com https://maps.googleapis.com/; object-src 'none'; form-action 'self'; frame-ancestors 'self' teams.microsoft.com *.teams.microsoft.com teams.cloud.microsoft *.teams.cloud.microsoft *.arandasoft.com" *.dnsambiente.com" />
```

8. Save your changes and restart the IIS.

Configuring the Aranda Virtual Agent Service

Aranda Virtual Agent

To configure the Aranda Virtual Agent service, do the following:

1. Go to the following link: <https://olbi.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

Select a version

User

Password

Email corporate

Client's corporate email (user@domain)

Enter

Aranda SOFTWARE

© Powered by Aranda SOFTWARE

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

Field	Description
URL del BackEnd	https://servidoraranda/ASDKAPI/
Version	V8
User	TEAMS MANAGER(tmanager) user
Password	TEAMS MANAGER user password
Corporate Email	Customer Corporate Email (usuario@dominio)

3. The following pop-up window will appear:

New Configuration

×

Configuration name *

FrontEnd URL *

https//server/USDKV8/

BackEnd URL

https//server/ASDKAPI/

Version

Select a version

▼

User *

Password *

Email corporate *

user@domain

☒ Activate

Create

Cancel

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

Field	Description
Name	Name that identifies the connection.
URL del FrontEnd	USDKV8 console URL.
URL del BackEnd	ASDKV8 API URL.
Version	V8
User	TEAMS CLIENT User (tclient)
Password	TEAMS CLIENT User Password.
Corporate Email	Customer Corporate Email (usuario@dominio)
Active	Check the box.

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

✔ Configuración agregada correctamente.×

Lista de conexiones

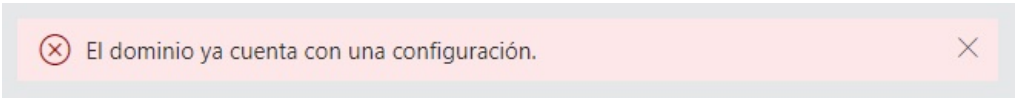
Conexiones configuradas para el dominio TESTMAIL.COM

✕

Conexión	URL del FrontEnd	URL del BackEnd	Versión	Usuario	Estado	
Configuración SQL	https://win201901.arandasoft.co...	https://win201901.arandasoft.co...	V8	tclient	ACTIVO	

Nueva

⌵ Note: When connections are already configured, the login must be made using 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:



Custom bot settings

Custom bot settings

New connections are set up with the default images and messages, which will be displayed in the bot chat. However, some of these messages and images are customizable.

Message Settings

In this section you can customize in each culture (Spanish - English - Portuguese) the name of the bot, the attention message and the farewell message, to modify them do the following:

- 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.

Configuración SQL

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 Albi ...

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 a state Active.

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

Configuración SQL

Configuración SQL

Configuración Oracle

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

- 3. Enter the name of the bot, the attention message, the farewell message for each culture (Spanish - English - Portuguese) 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.

Image Settings

To modify the bot images, do the following:

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

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 a state Active.

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

Configuración SQL

Configuración SQL

Configuración Oracle

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

3. Click the Change From the field Create Case, select the URL of the image to be displayed in 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

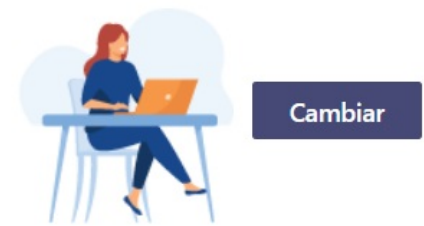
4. Click the Change From the field News, select the URL of the image that will be displayed when viewing news, and click Save.

Crear Caso

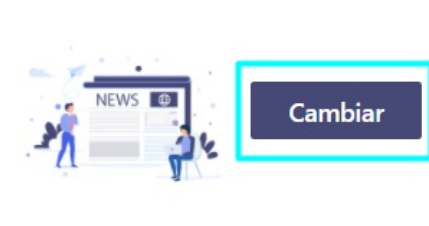
Noticias

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

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



Cambiar



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, uncheck the checkbox Use the bot’s default images. This action will disable the selection of Bot appearance and enable image selection for fields Positive reactions and Negative reactions.

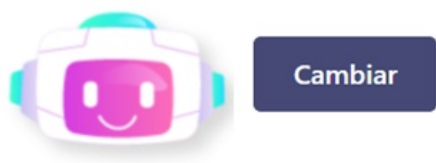
☐ Utilizar las imágenes predeterminadas del bot.

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.

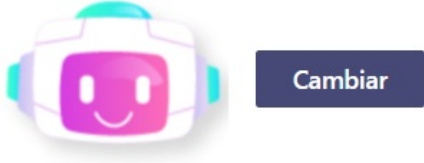


Cambiar

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

Bot customization

Enable Case Creation by Adaptive Card

This option allows you to enable case creation using Adaptive Teams cards. This functionality streamlines the process of creating cases through the bot. The option is disabled by default.

^ Personalización del bot

Seleccione la conexión que va a personalizar.

Configuración SQL

Personalización del bot

En esta sección puede personalizar el comportamiento del bot.

☐ Habilitar creación de caso por Adaptive Card

Guardar

- 📌 Notes:
- This functionality is supported by Aranda Service Desk (ASDK) version 8.29.30 or higher.
 - When this functionality is enabled and you have a lower version of ASDK, the case registration will be performed as normal without the Adaptive Card.
 - When registering cases using the Adaptive Card, it is not allowed to attach files.
 - When categorizing a case that has related list fields, the functionality of the Adaptive Card will not be applied at the time of registering the case and will be performed as normal.

Configure sending notifications to MS Teams using rules

Notification Delivery Settings

In the configuration of Service Requests, Incidents, Changes, Problems, Requests, and Tasks rules, you can use the SEND MS TEAMS NOTIFICATION actions.

Nuevo / Regla

Tipo de Acción

ENVIAR NOTIFICACION MS TEAMS

Nombre	Orden
ENVIAR NOTIFICACION MS TEAMS	1

Enviar

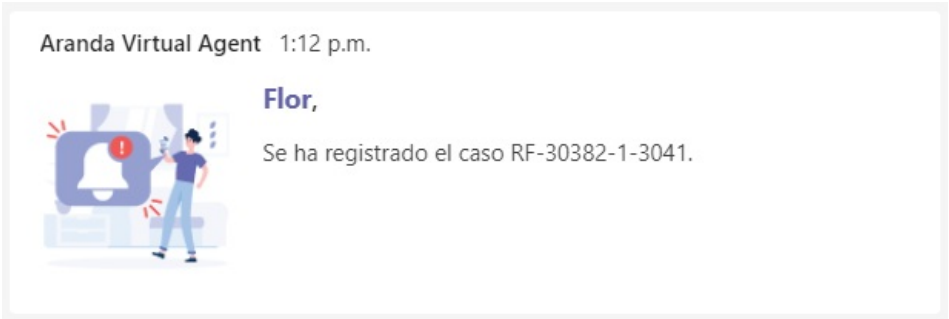
Autor

Mensaje

Se ha registrado el caso /INCI_COMPOSED_ID/{

Aplicar Cambios

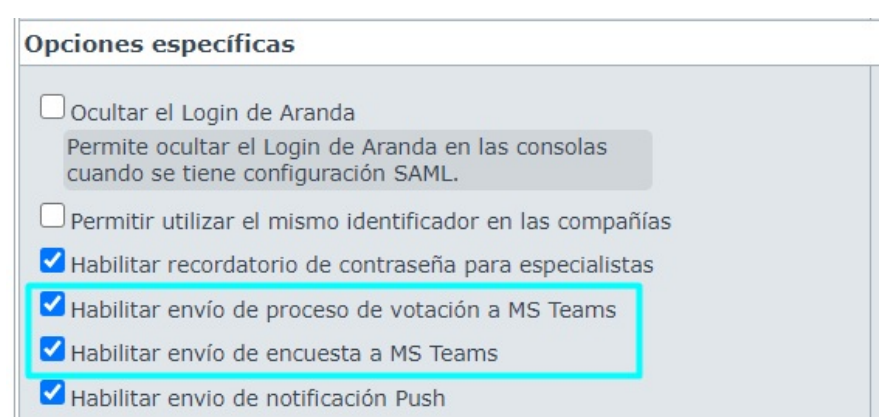
When a rule is executed with this action, the notification is sent to the Teams bot.



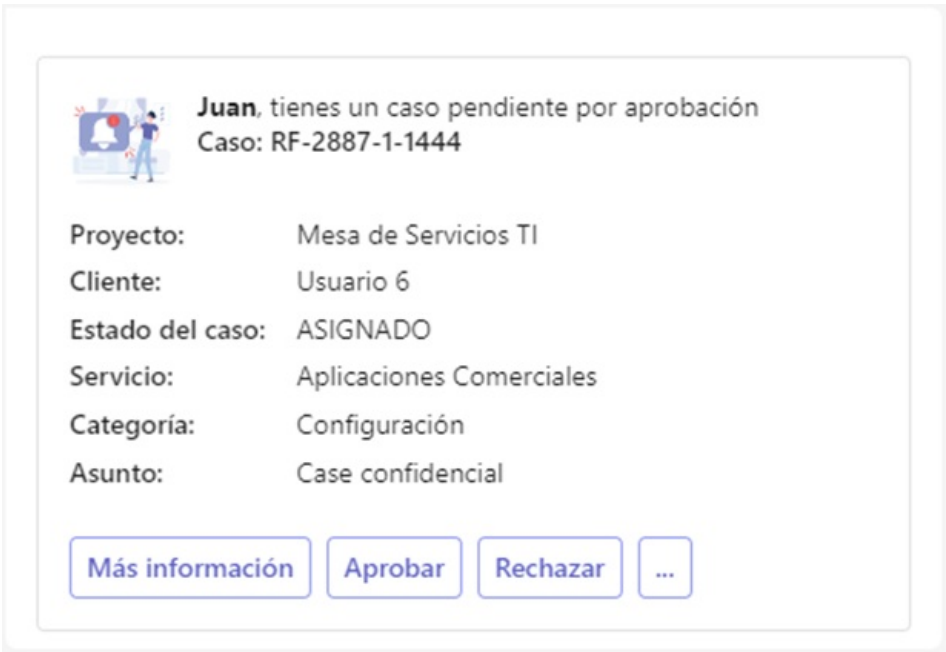
Setting Voting Process Notifications and Polls

This configuration allows you to send notifications of the voting process and polls to MS Teams. To enable it, do the following:

- 1. Enter BASDK (Options/Summary/Specific Options).
- 2. Check the checkboxes (Enable voting process sending to MS Teams – Enable poll sending to MS Teams) and click Save.

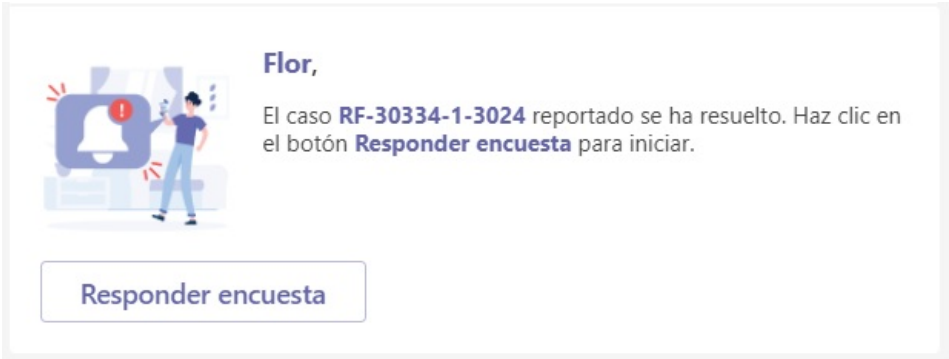


- Enable voting process submission to MS Teams: When this checkbox is checked, a notification card is sent to the Teams bot that allows specialists to manage the vote for the case directly from the chat.



- ▢ Note: When entering the More details (...) option, the Voting Status will not be visible.
- When entering the More details option (...) the description of the case, the additional fields and the notes will be displayed in plain text.

- Enable survey sending to MS Teams: When this checkbox is checked, notifications are sent to the Teams bot, so that users can access the case surveys.



- 3. If checkboxes are disabled, voting process and polling notifications are no longer sent to MS Teams.

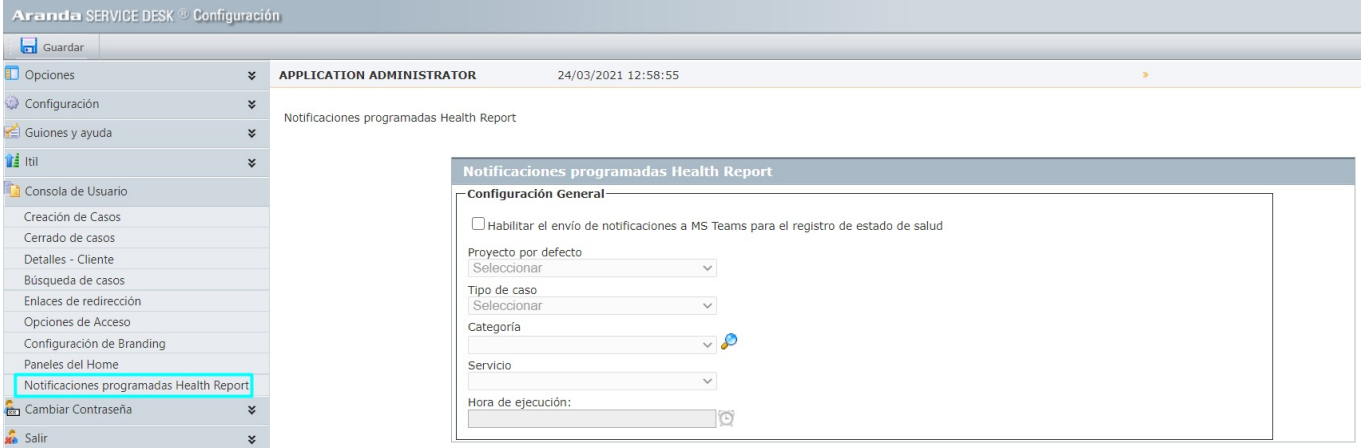
⚠ Important:

- 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.

Health Report Notification Settings

To configure the sending of Health Report notifications to MS Teams, do the following:

- 1. Enter BASDK (User Console / Health Report Scheduled Notifications).



The following fields are displayed there:

Field	Description
	Checkbox type field that is unchecked by default.
Enable sending notifications to MS Teams for health status logging	- If checked, it enables the health status log notification to be sent to the Teams bot and enables and validates the other fields in the form. - If unchecked, sending health status log notifications to the Teams bot is disabled and the other fields in the form are disabled.
Default Project:	Mandatory field type list that allows you to select the project for the health status report. Only projects in active status and visible to users are listed.
Case Type:	Mandatory field type list that allows you to select the type of case to be used (Incidents, Changes, Service Requirements).
Category:	Mandatory field type list that allows you to select the category to use. The categories of the selected project that are visible to users are listed. This field is cleaned up when you change the selected project or case type.
Service:	Mandatory field type list that allows you to select the service to use. The active services associated with the selected category are listed. This field is cleaned up when you change the selected project or case type.
Timetable:	Required field that allows you to enter/select the time of sending the notification to the Teams bot.

2. Click Save. If any of the required fields is not filled in, the corresponding error is generated indicating the name of the field not filled in.

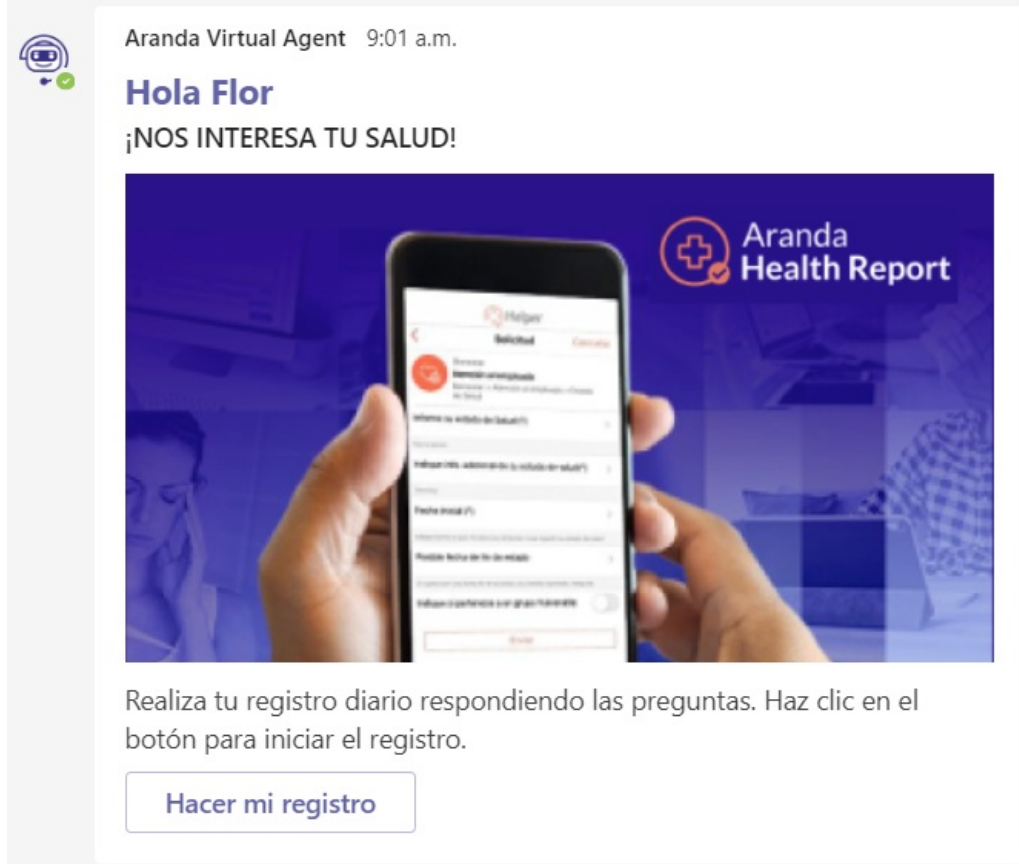
The new menu option has the following permissions:

Field	Description
VIEW HEALTH REPORT NOTIFICATIONS	If the permission is enabled, the menu option is displayed, if not, the menu option is not displayed.
EDIT HEALTH REPORT NOTIFICATIONS	If the permission is enabled, the “Save” button is displayed and the settings are allowed to be saved, if not, the “Save” button is hidden and the settings are not allowed to be saved.

3. The process of sending health status record notification to your Teams bot does the following:

- If the checkbox (Enable sending notifications to MS Teams for health status logging) is disabled, notifications are not sent.
- If the checkbox (Enable sending notifications to MS Teams for health status logging) is enabled, Aranda DB Manager runs the notification sending process daily (Monday to Friday) at the configured time, and if users are found to send the notification, Aranda Push sends the notification to the Teams bot.
- The daily notification will be sent only to users who install the bot or run the bot’s commands (except for the help command) after enabling notifications for the health status report to the Teams bot.

3. In the Teams bot, the daily notification is displayed in a card like the following.



4.By clicking Make My Registration, a pop-up window is displayed with the case creation form based on the project, case type, category, and service selected in the settings.

Aranda Virtual Agent

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

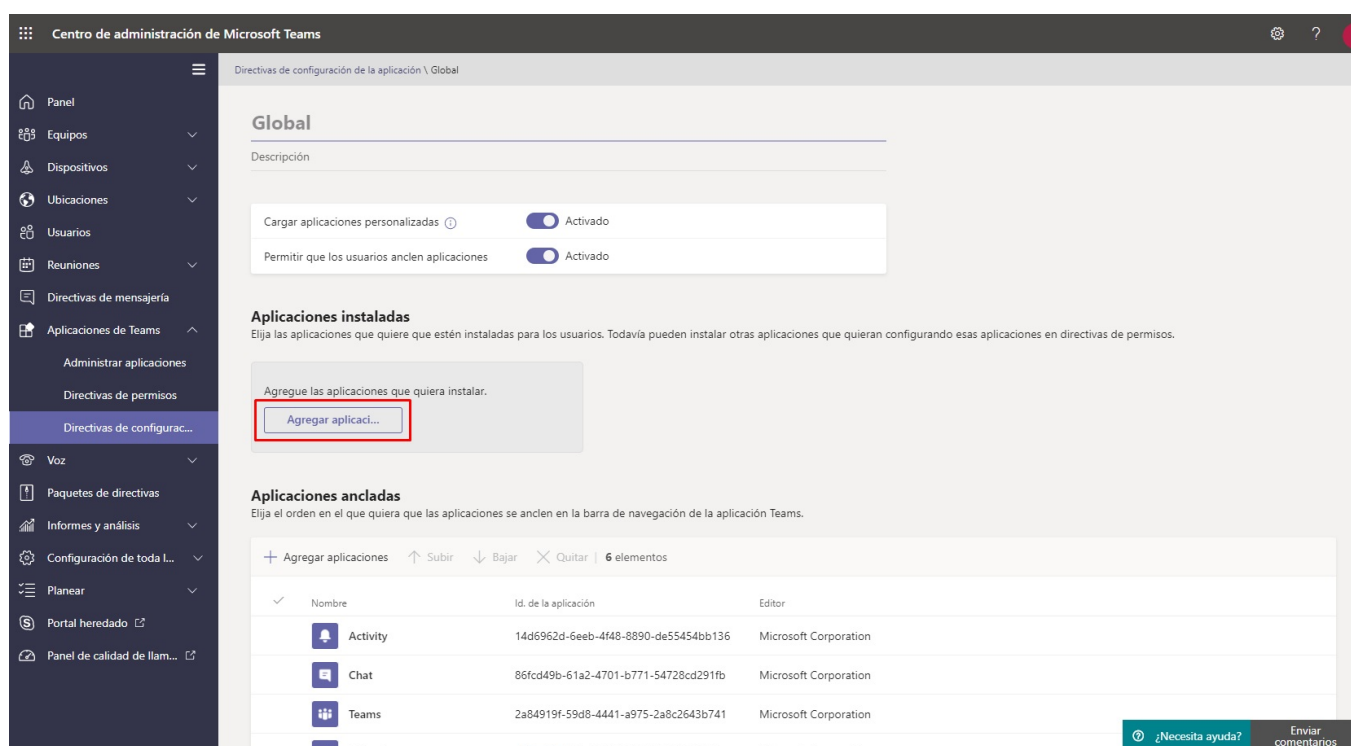
Crear caso

Installation

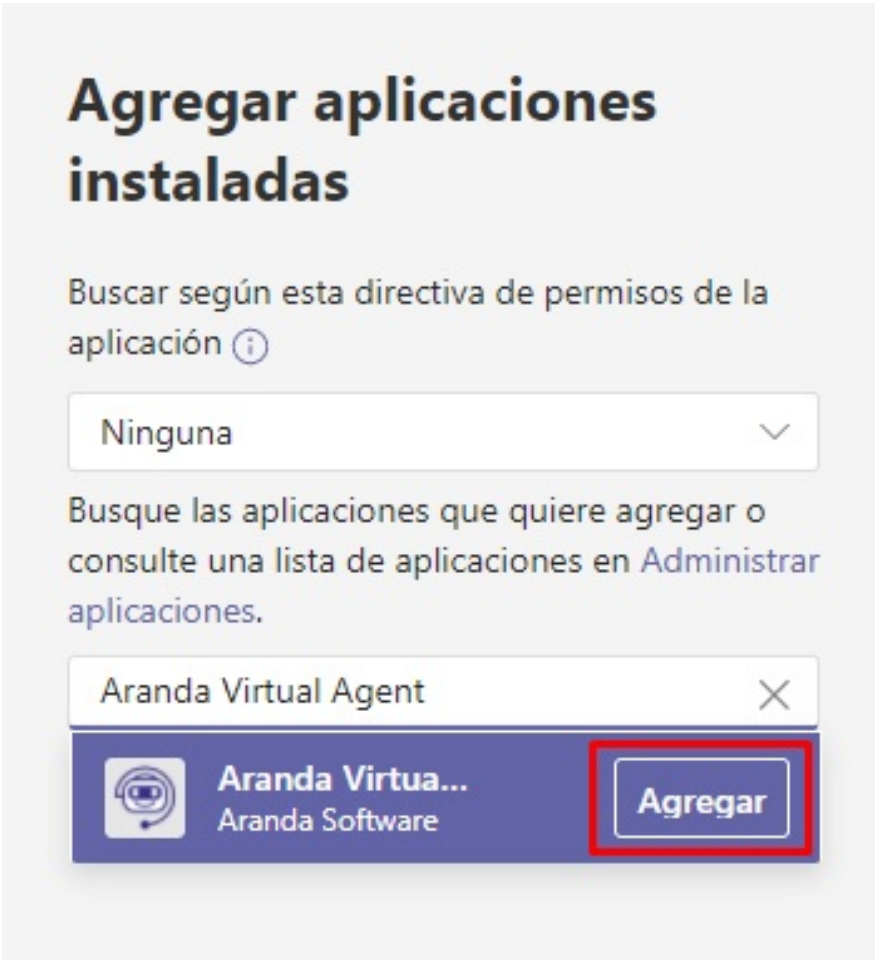
Aranda Virtual Agent managed installation in Microsoft Teams

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

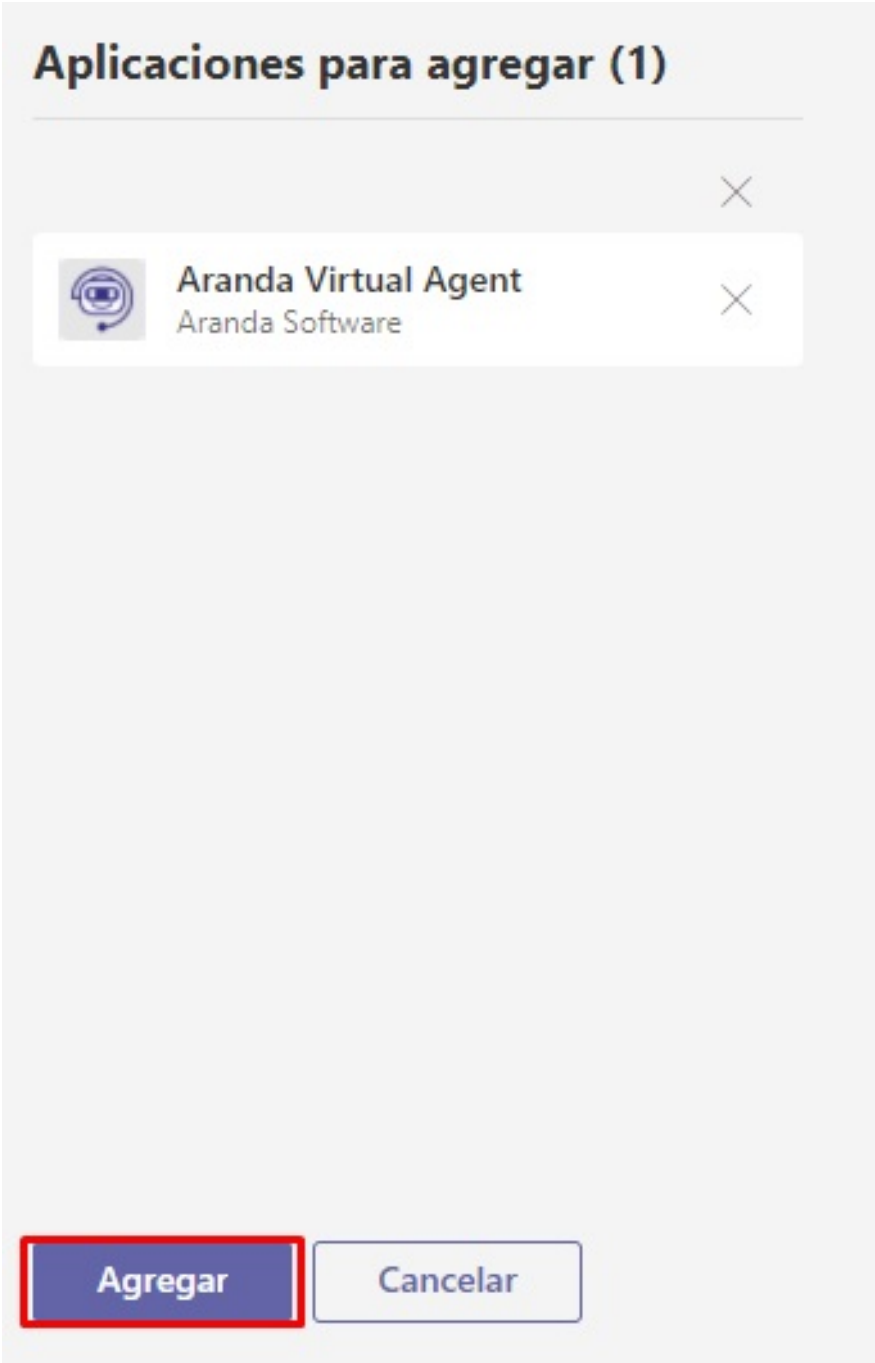
1. Enter the Microsoft Teams admin center and click the option Teams apps > Configuration policies. Then in Installed Applications Click Add apps.



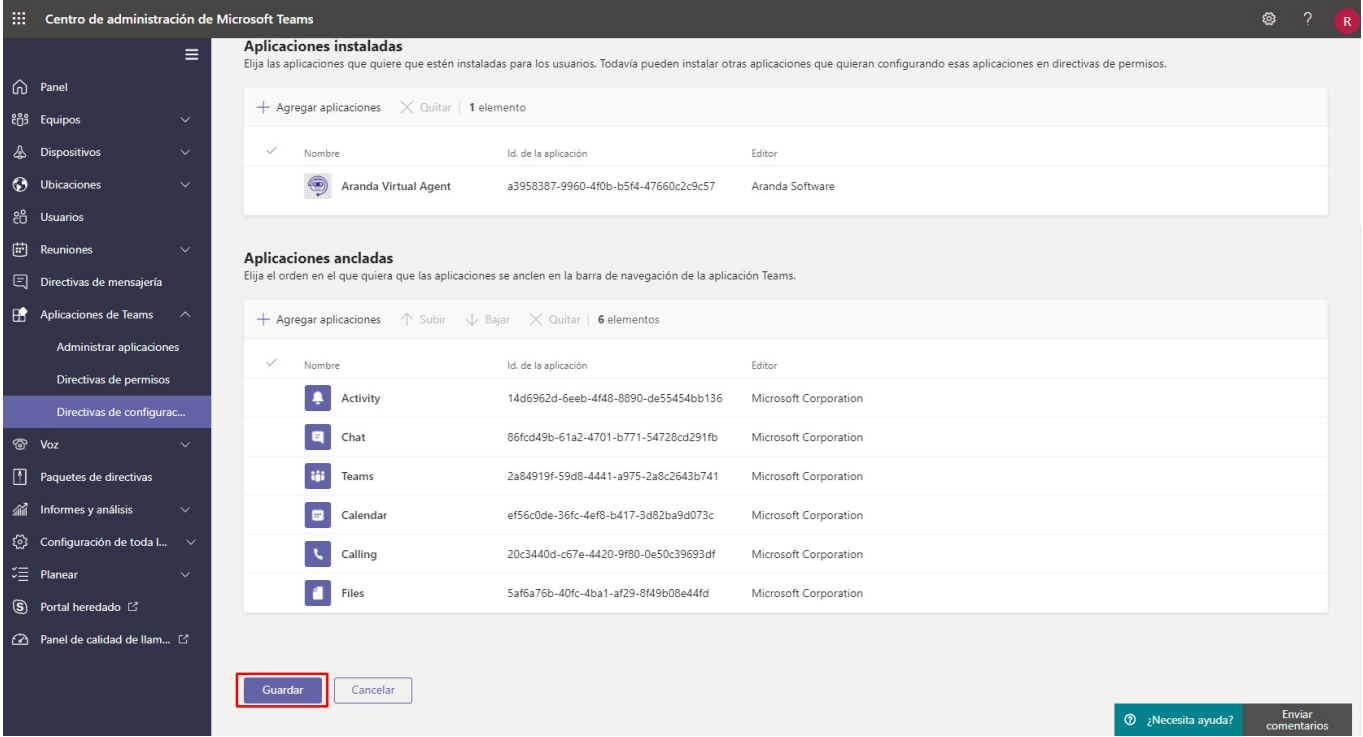
2. Find the app Aranda Virtual Agent and click Add.



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

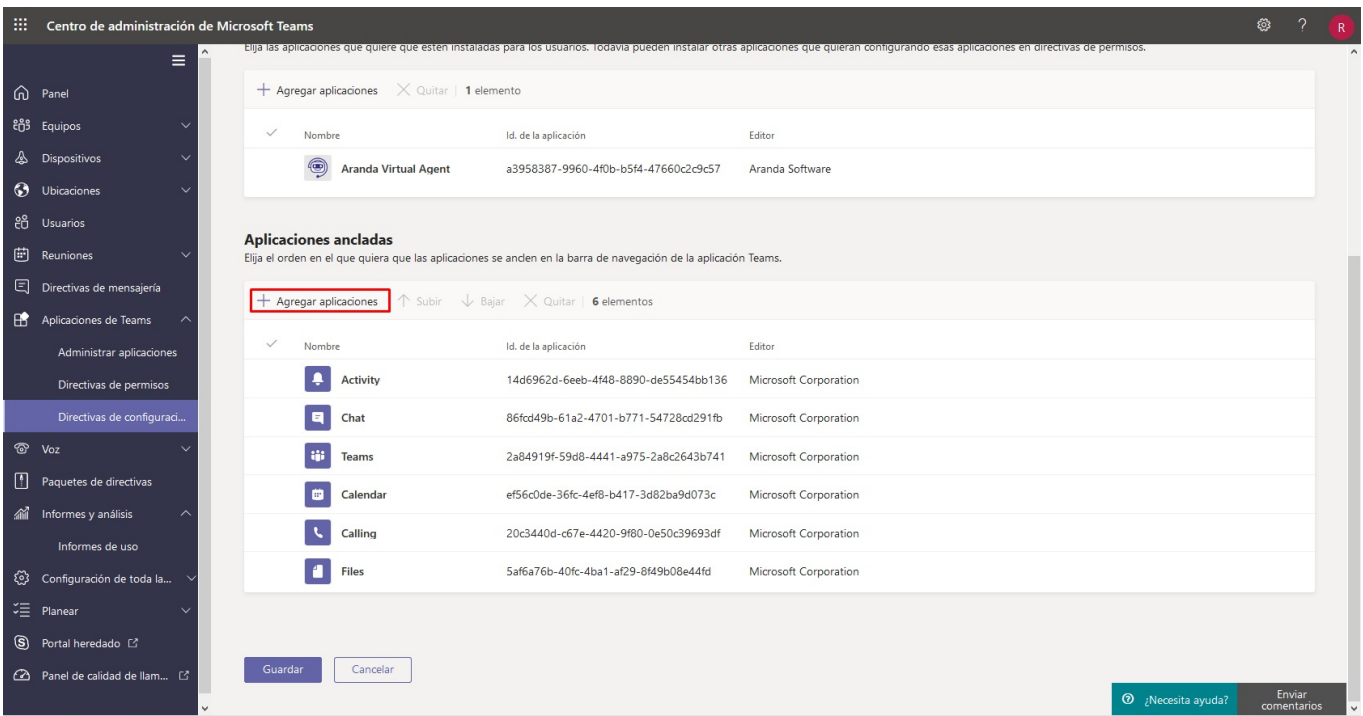


4. Locate the Save and click on it to confirm the action. Once users log in to Microsoft Teams They will see the installed app.

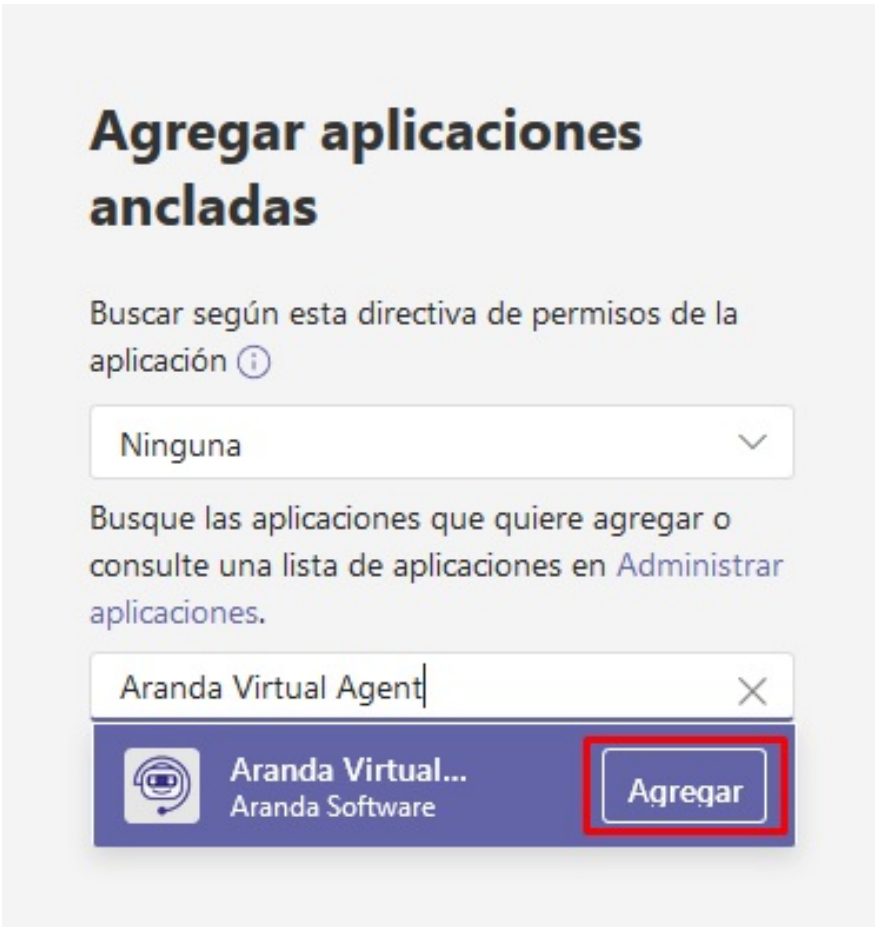


– If you want the app to be pinned, do the following:

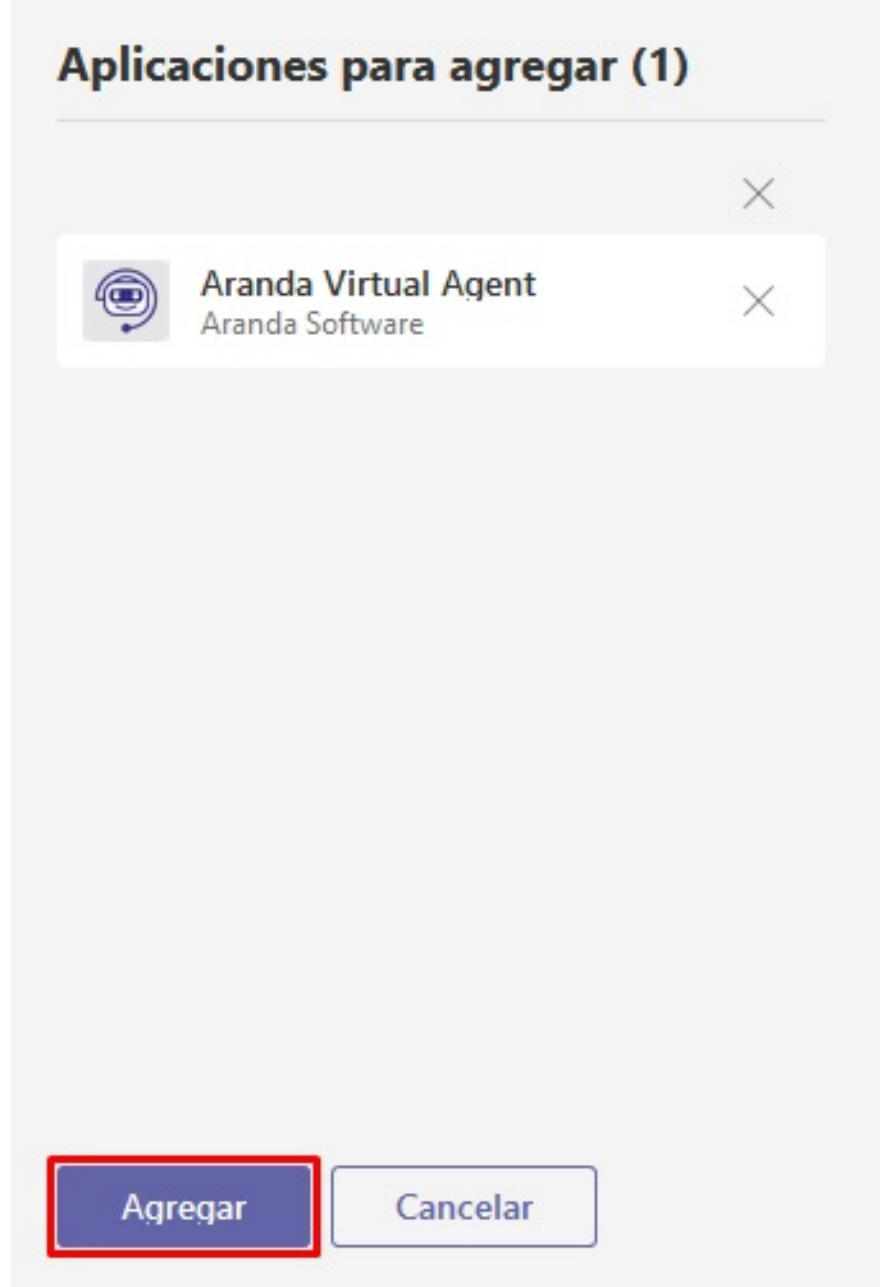
1. Click on the option Pinned apps > Add apps.



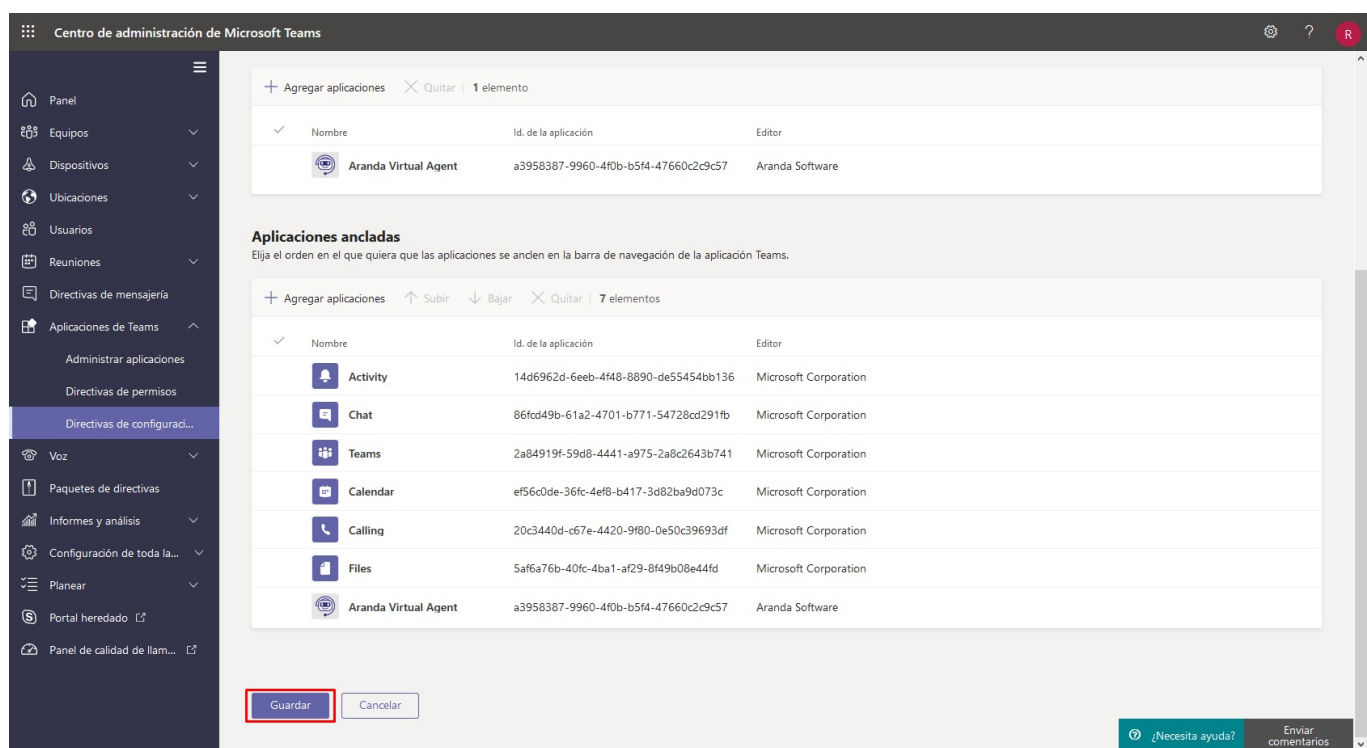
2. Find the app Aranda Virtual Agent and click Add.



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



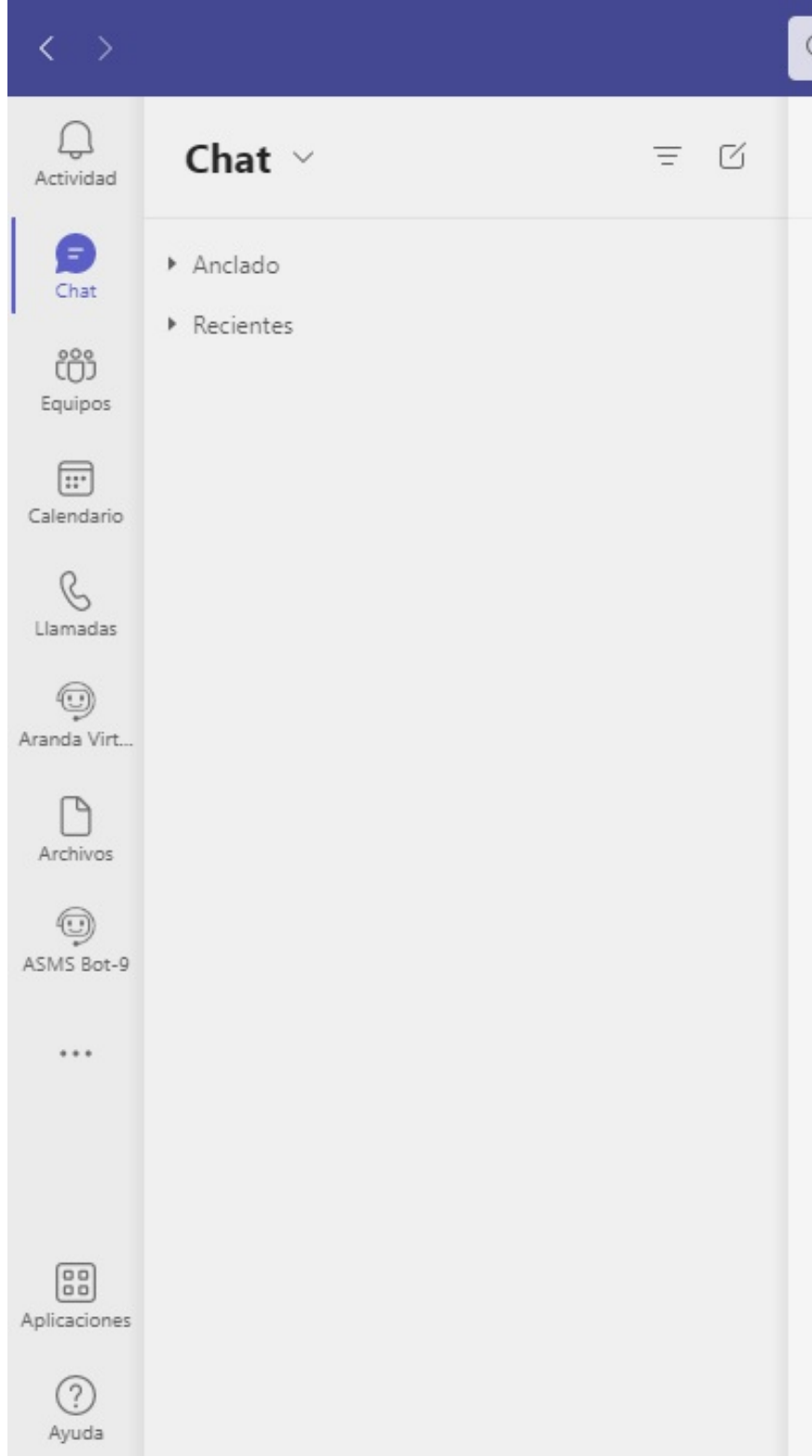
4. Finally locate the Save and click on it to confirm the action. Once users log in to Microsoft Teams They will see the app installed and pinned.



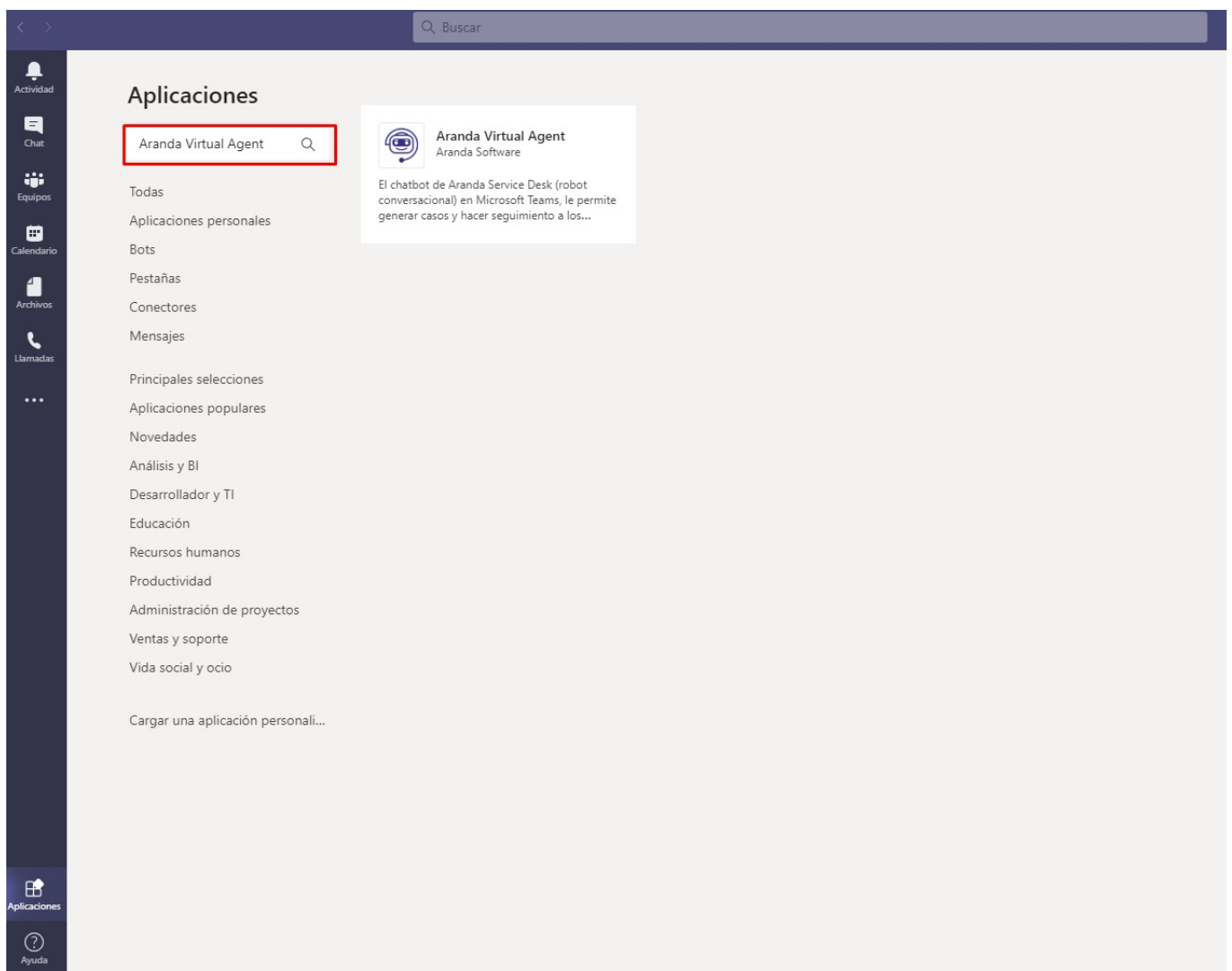
Manually install Aranda Virtual Agent in Microsoft Teams

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

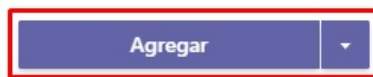
1. Log in to Microsoft Teams and click the Applications.



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.



Acerca de

Permisos

Al usar Aranda Virtual Agent, acepta la política de privacidad y las condiciones de uso.



Creación y consulta de casos sin salir de Microsoft Teams.

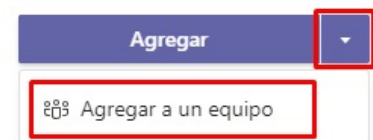
El chatbot de Aranda Service Desk (robot conversacional) en Microsoft Teams, le permite generar casos y hacer seguimiento a los mismos sin salir de Microsoft Teams. Reduzca la cantidad de clics para crear o consultar un caso en la Mesa de Servicios, reduciendo los tiempos de respuesta.

Para utilizar esta aplicación debe tener una suscripción activa de Aranda Service Desk, contáctenos para más detalles.

Bots

Chatos con la aplicación para hacer preguntas y buscar información.

4. In the previous point, when you click on the arrow next to Add, you can choose to install the bot for a workbench. The team must have been previously created and configured in Microsoft Teams according to the needs or use that the bot is going to be given. If you use this installation option, the bot must be invoked for operation.



Permisos

Al usar Aranda Virtual Agent, acepta la política de privacidad y las condiciones de uso.



Creación y consulta de casos sin salir de Microsoft Teams.

El chatbot de Aranda Service Desk (robot conversacional) en Microsoft Teams, le permite generar casos y hacer seguimiento a los mismos sin salir de Microsoft Teams. Reduzca la cantidad de clics para crear o consultar un caso en la Mesa de Servicios, reduciendo los tiempos de respuesta.

Para utilizar esta aplicación debe tener una suscripción activa de Aranda Service Desk, contáctenos para más detalles.

Bots

Chatos con la aplicación para hacer preguntas y buscar información.

5. Find the computer and click Set up a bot.



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:

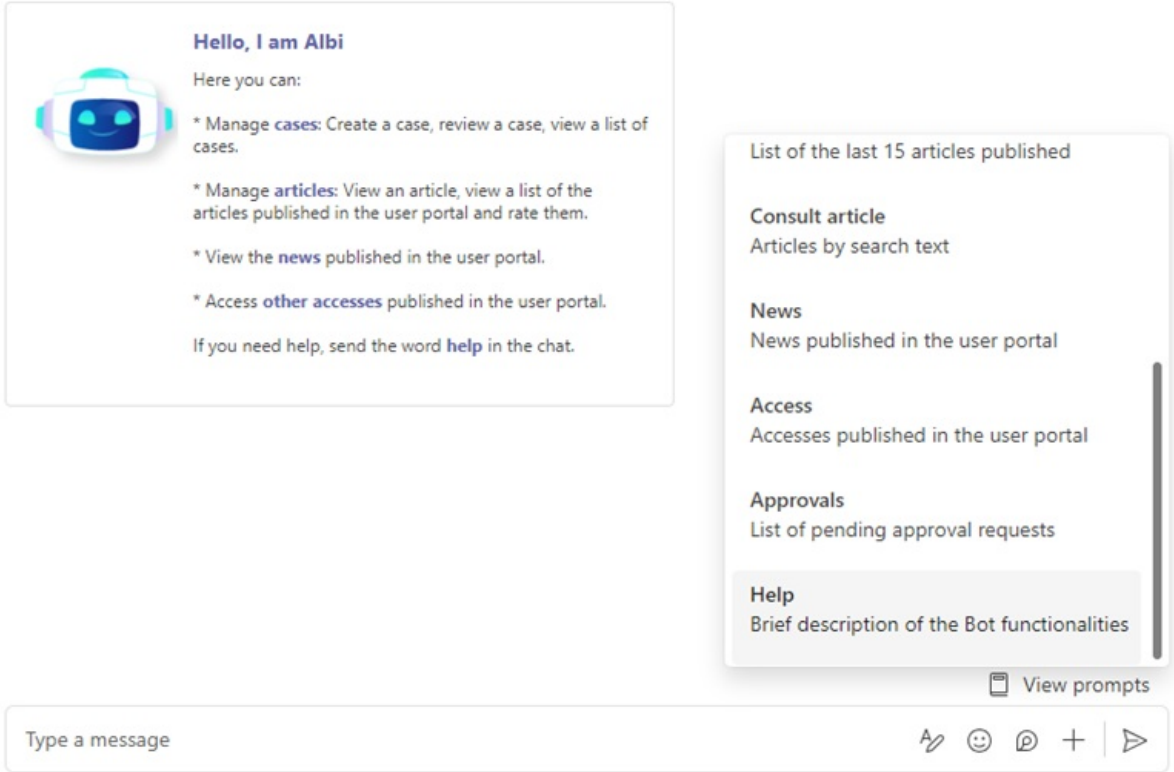
- * Gestionar **casos**: Crear caso, consultar caso, listar casos.
- * Gestionar **artículos**: Consultar un artículo, listar artículos publicados en el portal de usuario y calificarlos.
- * Ver las **noticias** publicadas en el portal de usuario.
- * Acceder a **otros accesos** publicados en el portal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

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

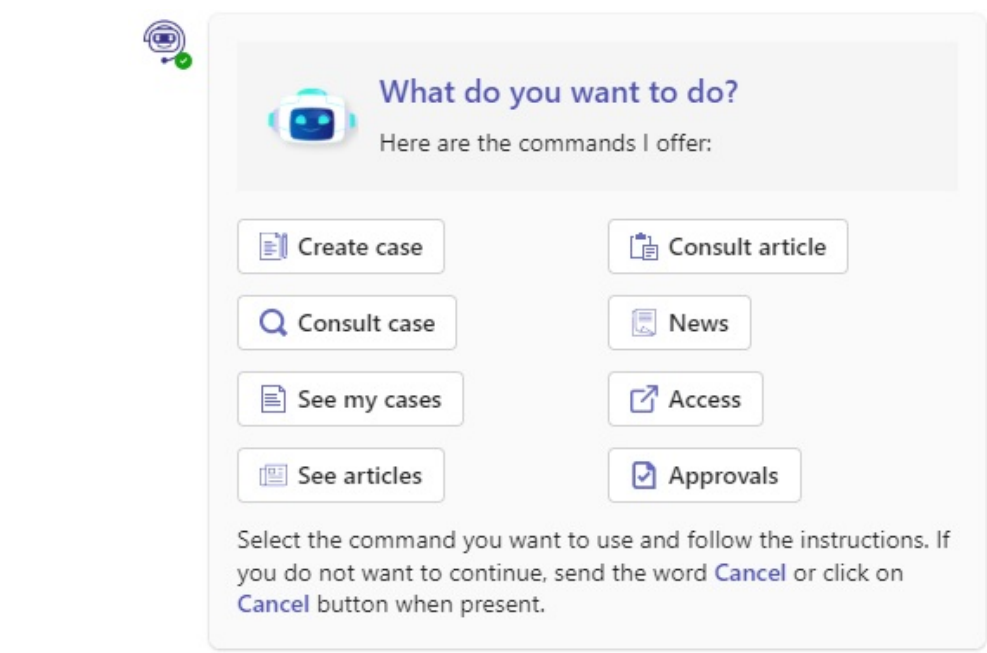
Using Aranda Virtual Agent

Using Aranda Virtual Agent

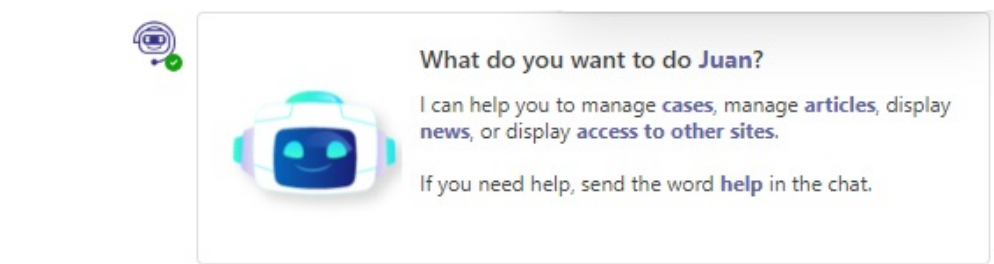
From the channel or chat authorized for this use, in the option View inquiries, a drop-down menu will appear where you can select the Help, alternatively you can type “help” and send the message to the conversation.



The Bot will respond with a list of available commands.



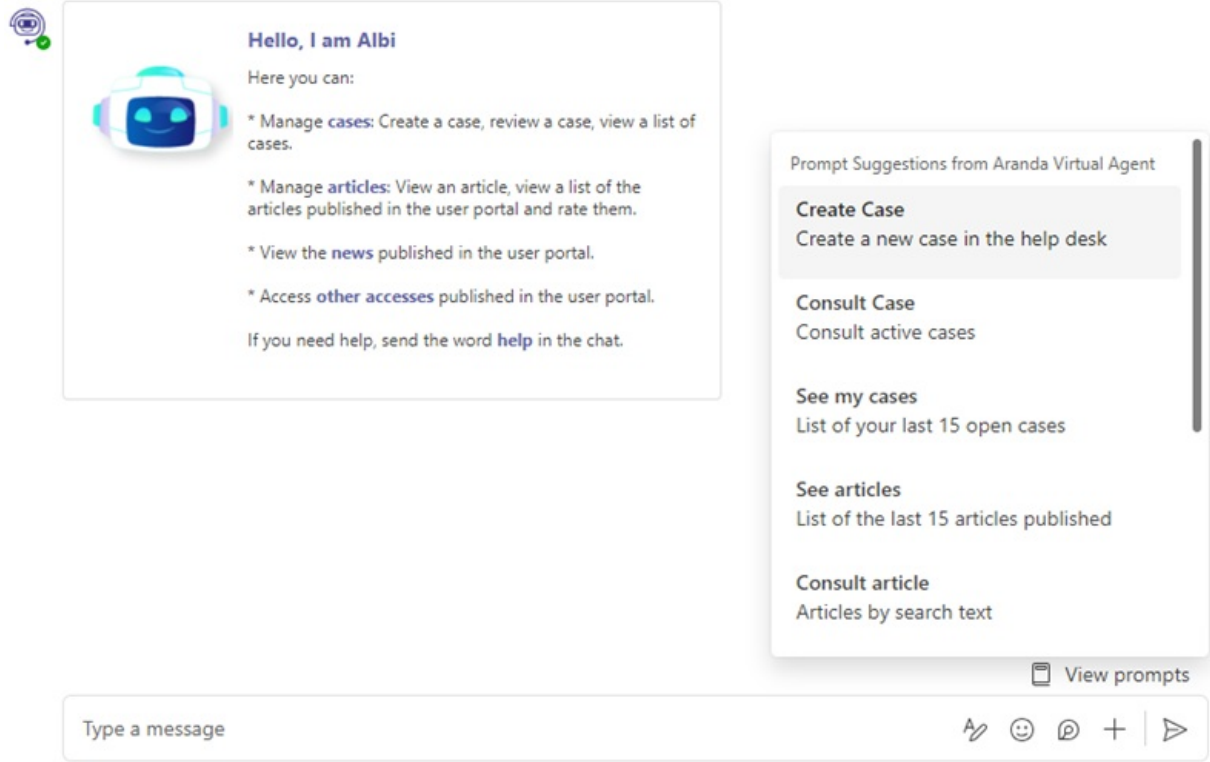
Al seleccionar una de las opciones el Bot iniciará la gestión correspondiente. If during the interaction with the bot you select a wrong option or do not wish to continue, text the word “cancel” or click the Cancel button when present. The bot will respond to you as follows:



The Aranda Virtual Agent bot supports the same Service Desk 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. Las notificaciones enviadas al bot de Aranda Virtual Agent se mostrarán en el idioma por defecto y no se hará traducción a otros idiomas.

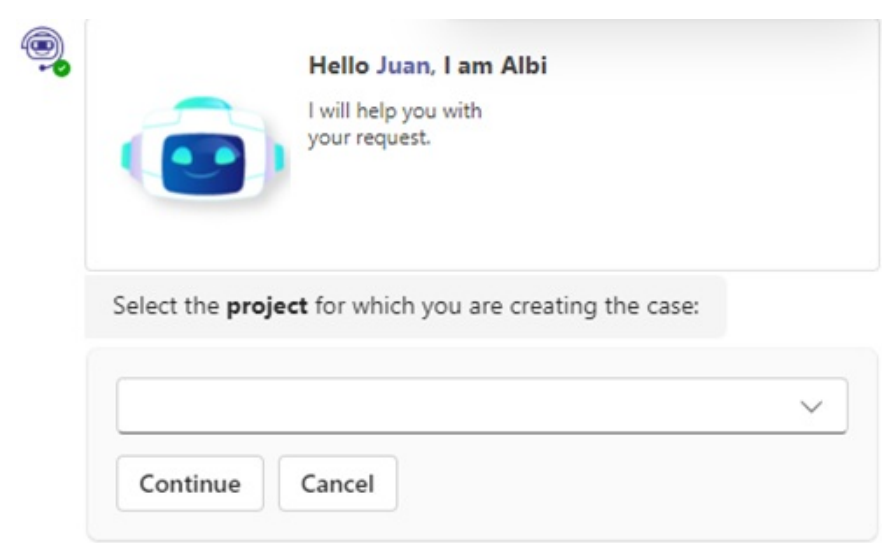
Create a case

1. From the channel or chat authorized for this use, in the option View inquiries, a drop-down menu will appear where you can select the Create Case.



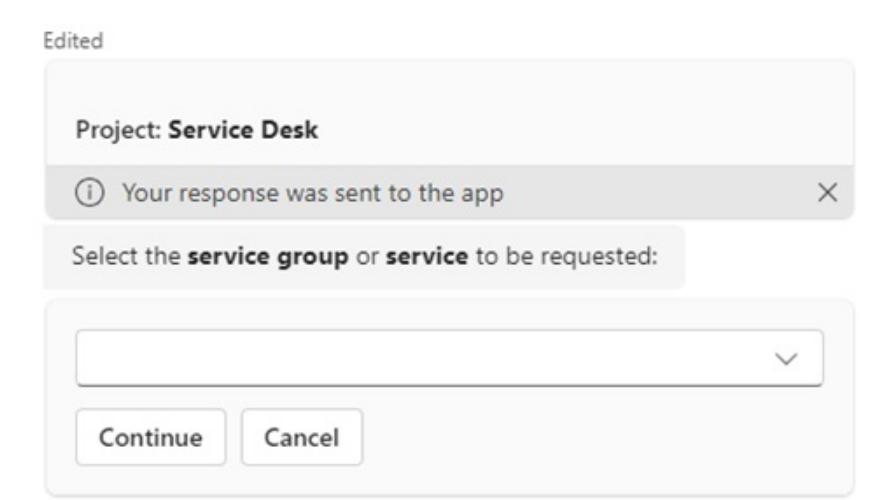
Alternatively, you can type “create case” and send the message to the conversation. The bot will display a greeting message and prompt you to select a Project.

📌 Note: When the user interacting with the Bot is associated with a single project, the Bot will automatically select the project when it starts categorizing the case.

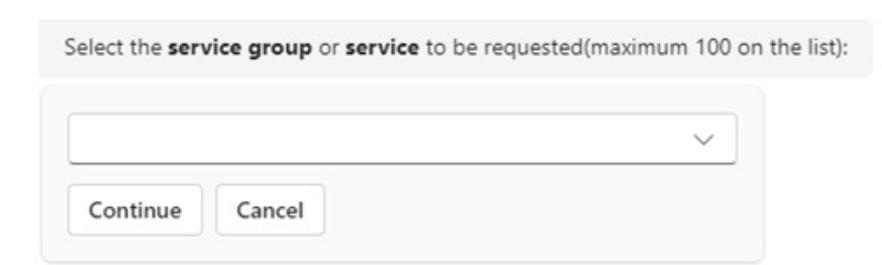


2. Select the Project and click Continue. The bot will prompt you to select a Service Group or a Service.

📌 Note: When the user interacting with the Bot is associated with a single service within a project, the Bot will automatically select the service.



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



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.

Edited

Service: Remote Access (VPN)

ⓘ Your response was sent to the app ✕

Select the **category** :

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

Select the **category** (maximum 100 on the list):

4. Select the Category and click Continue. The bot will display a message with the selected project, service, and category and the Create Case to access USDK and complete case creation.

Edited

Category: Virtual Servers (RF)

ⓘ Your response was sent to the app ✕

You have completed the case categorization.To end the process click on **create case**.



Service Desk IT
Remote Access (VPN)
Virtual Servers (RF)

5. Click Create Case. If you have enabled the option to create cases using Adaptive Cards in your bot customization [View Custom Bot Settings](#). A form with adaptive cards will be displayed that allows you to fill in the fields required for the creation of the case.

Aranda Virtual Agent
Create case ✕

Complete the information to create your request.

Subject *

Description *

Customer *

✕

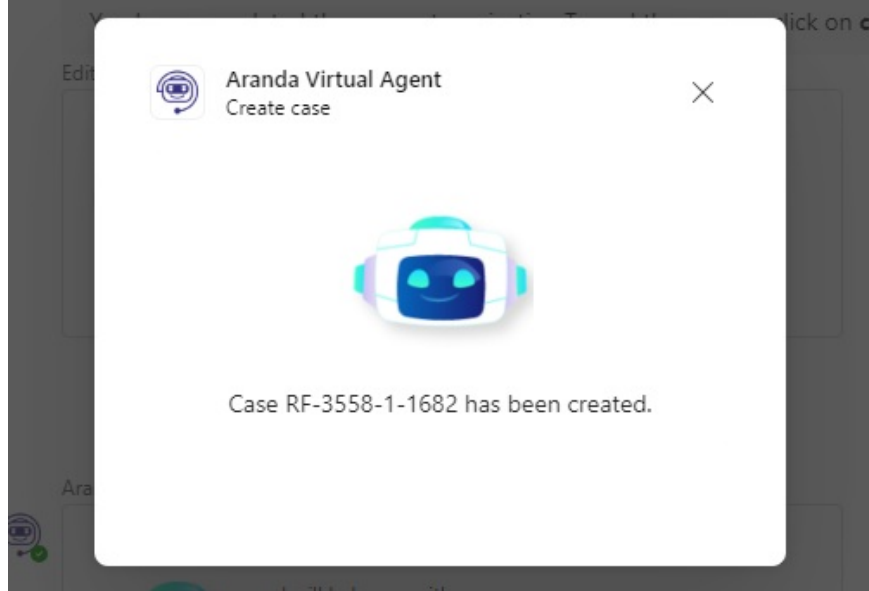
Basic information

Campo tipo fecha

📅

▼

6. Enter the required information and click the Create Case. Once the process is complete, a message will be displayed confirming the creation of the case and the number of the created case. In the chat history, the create case card is replaced with the basic case data.



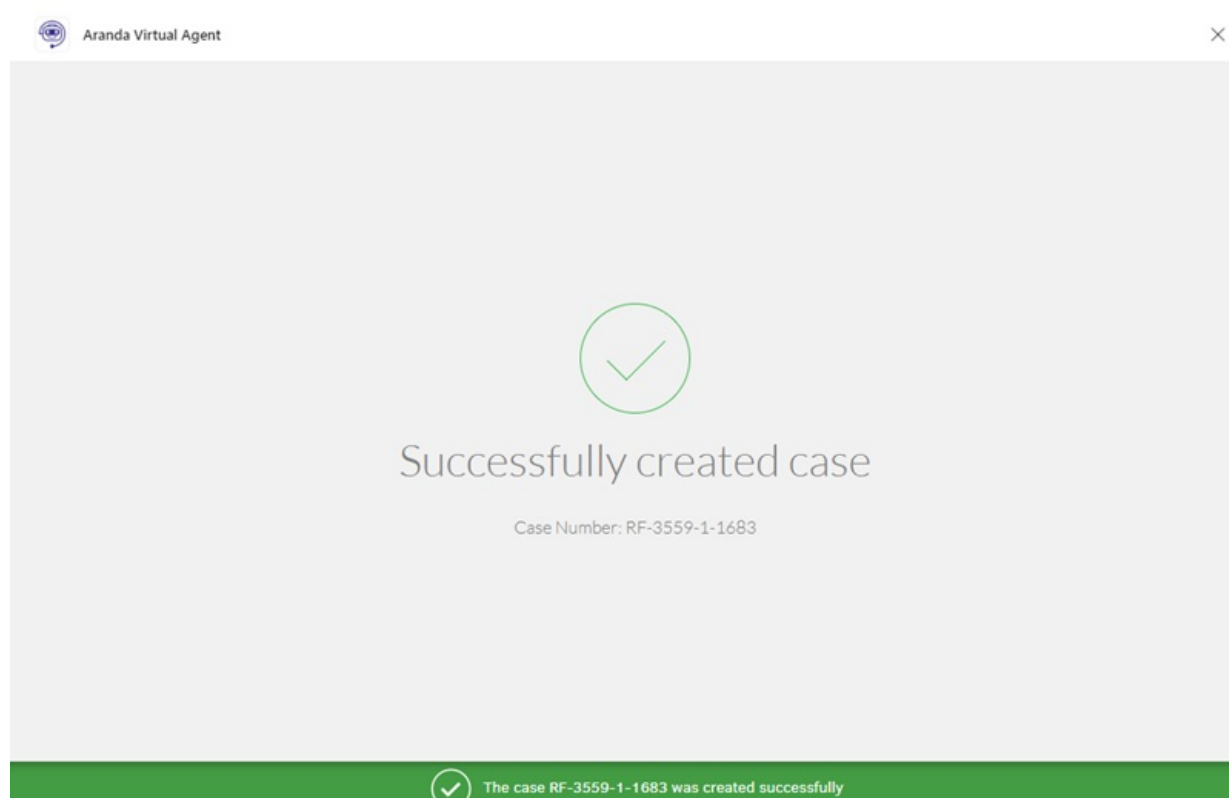
📌 Notes:

- If you experience intermittent or slow communication while filling out the required fields, you may see an error message "I couldn't reach the server. Please contact the Aranda administrator.". This is because Microsoft Teams handles a default time for requests. However, you can continue to fill out the fields.
- Date fields must be filled in with the date and time separately. This is because adaptive cards handle these types of data independently. If only one value is filled in, the application will fill in the missing value according to the field settings when it is not required, if the field is required the date and time must be filled in respectively.
- Files cannot be attached during case creation.
- Additional advanced fields such as rich text and description only accept text.

7. In cases where there is an additional field of type list in relation to another field, the ASDK version is lower than 8.29.30 or does not have case creation enabled by Adaptive Cards in the bot customization [View Custom Bot Settings](#), a pop-up window will be displayed with the case creation form from the ASDK User Console website.

A screenshot of the "Aranda Virtual Agent" "Create case" form. The form has a title bar with the agent's name and a close button. It includes a "Subject" text field, a "Client" dropdown menu (currently showing "User Name in Session"), and a "Description" text area with a rich text editor toolbar. Below the description is a "Basic information" section with a "Files" field and an "ADD FILE" button. A "Create case" button is at the bottom right. A red "Advanced Configuration" link is in the top right corner. A message at the bottom of the form says: "To complete the case please fill out the additional fields."

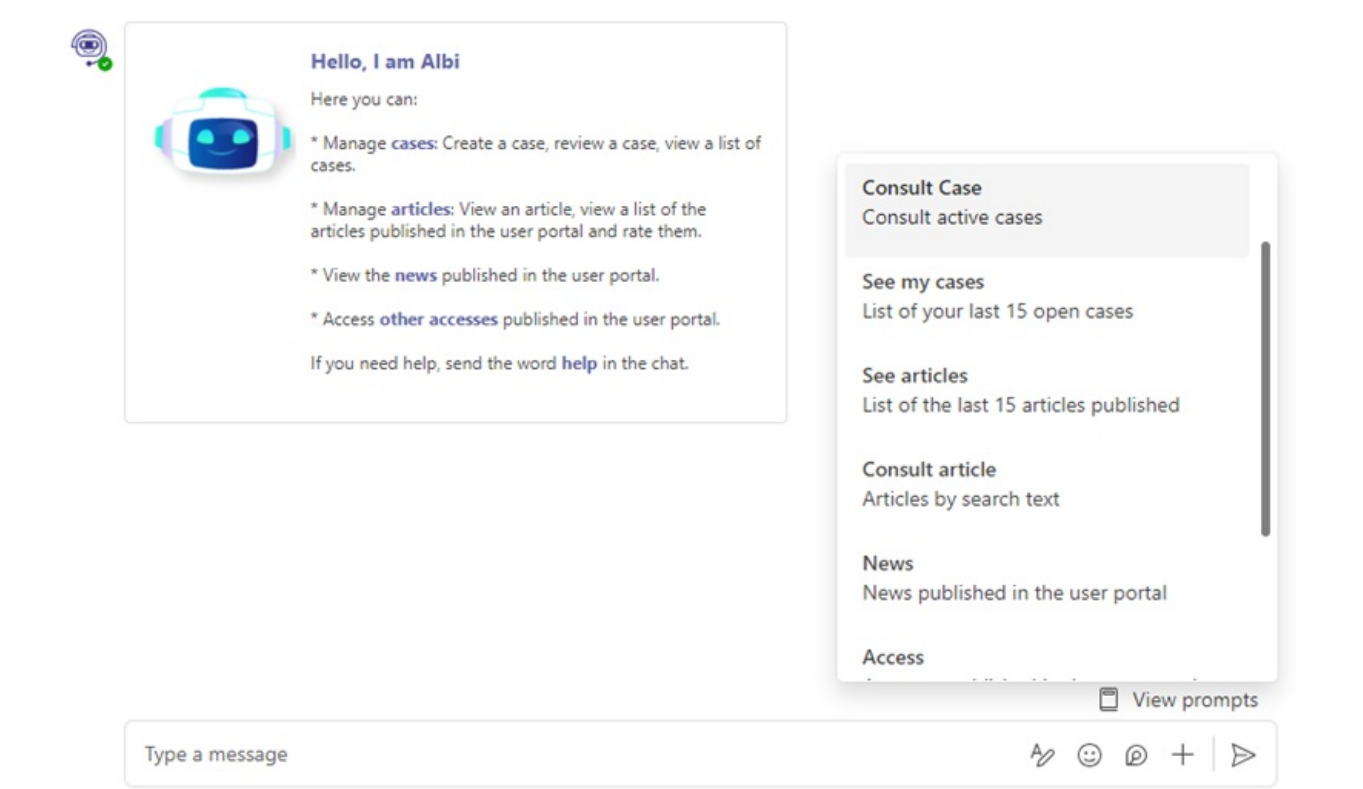
8. Enter the required information and click the Create Case. Once the process is complete, a message will be displayed confirming the creation of the case and the number of the created case.



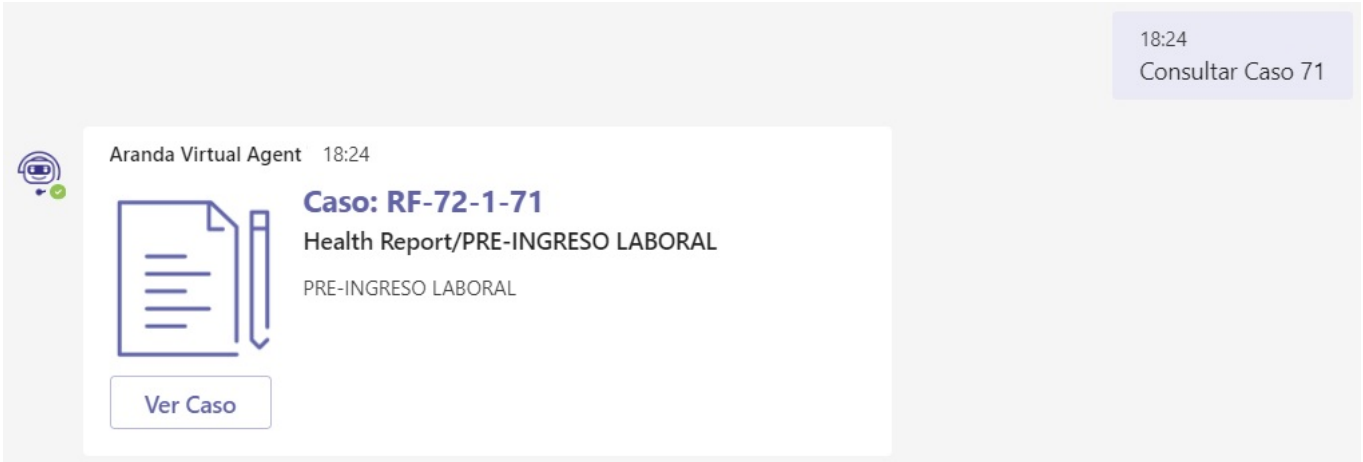
If during the registration of the case you select a wrong option or do not wish to continue, send the word "cancel" or click on the Cancel.

Consult a case

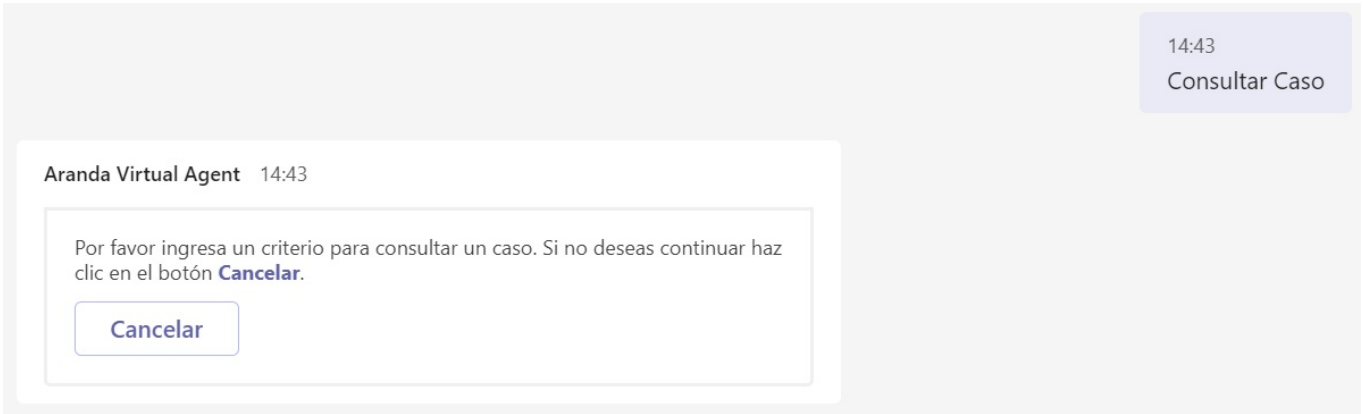
1. From the channel or chat authorize for this use, in the option View inquiries, a drop-down menu will appear where you can select the Consult Case. This option requires you to include a search criterion (value to be searched in the fields by which the search is performed).



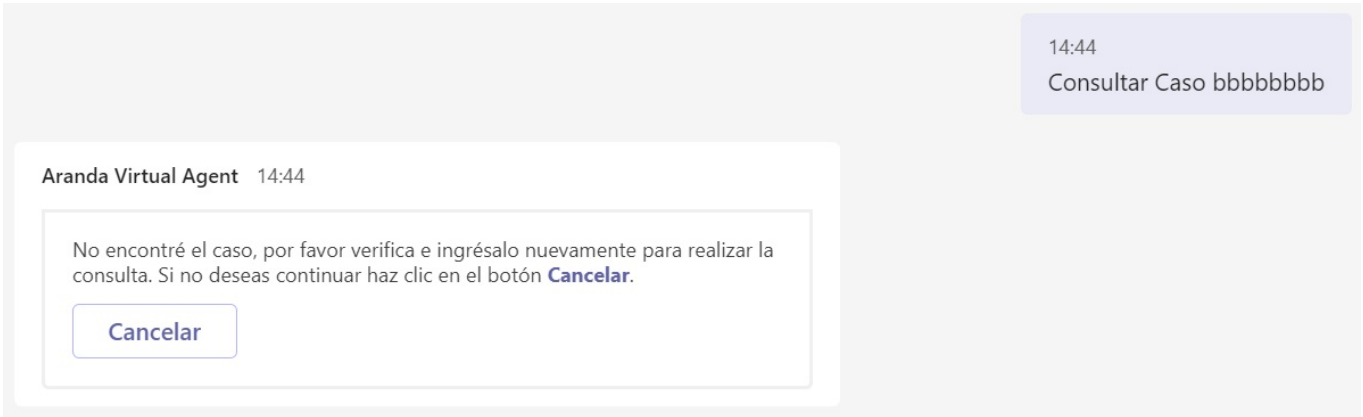
Alternatively, you can type “consult case” or “consult case criteria” and send the message (e.g.: consult case 71).



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:

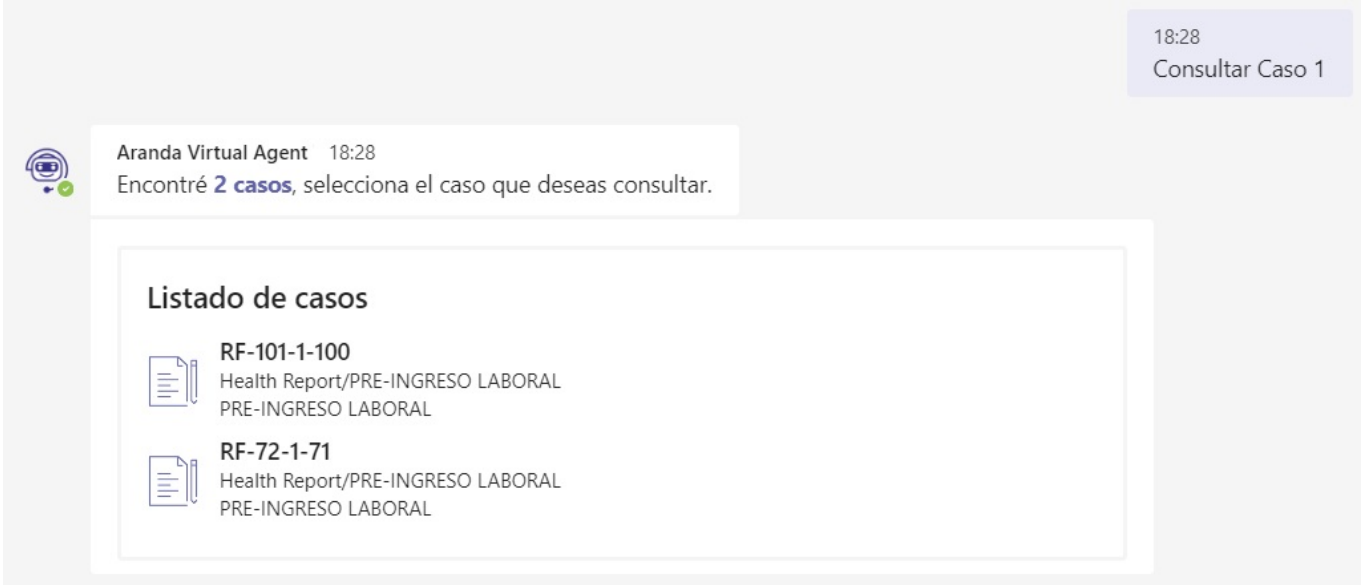
Operator searches LIKE (looks for the characters entered)

- COMPOSEDID (Compound Id)
- CUSTOMERNAME
- PROJECTNAME
- STATENAME
- SERVICENAME

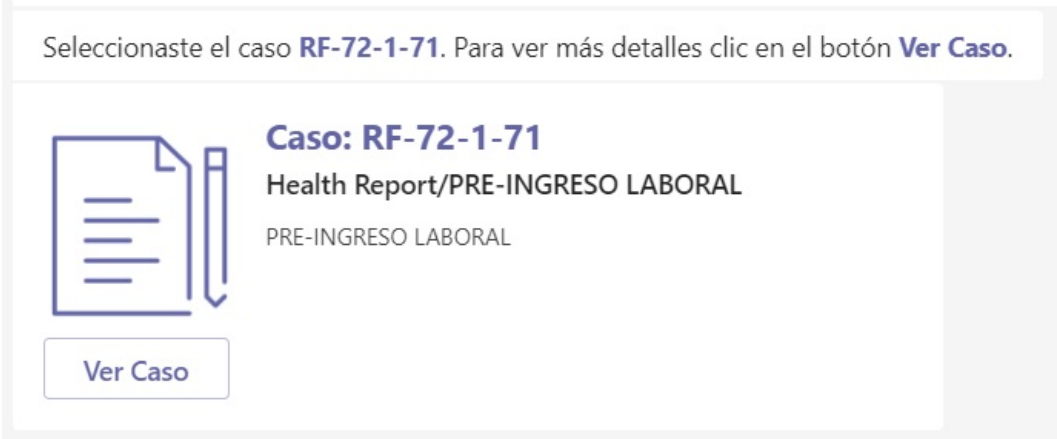
Precise searches with CONTAINS-ABOUT (the engine omits separators, connectors, stopwords)

- Affair
- Description not html

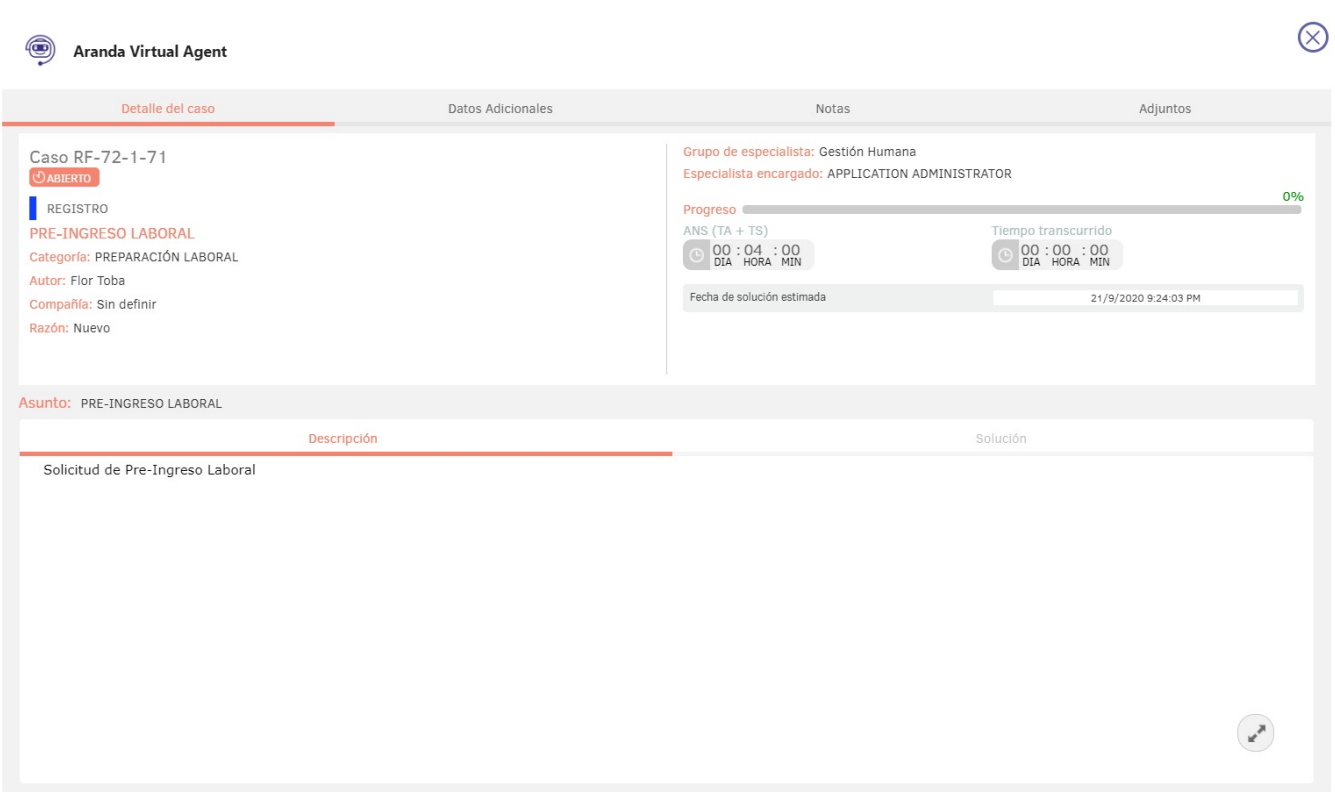
6.If more than one search result is found, a List of Cases with a maximum of 15 matches.



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 or chat authorized for this use, in the option View inquiries, a drop-down menu will appear where you can select the View My Cases, alternatively you can type “see my cases” and send the message to the conversation.



Hello, I am Albi

Here you can:

- * 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.

Prompt Suggestions from Aranda Virtual Agent

Create Case

Create a new case in the help desk

Consult Case

Consult active cases

See my cases

List of your last 15 open cases

See articles

List of the last 15 articles published

Consult article

Articles by search text

View prompts

Type a message



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



Aranda Virtual Agent 18:30

Encontré **2 casos**, selecciona el caso que deseas consultar.

Listado de casos



RF-101-1-100

Health Report/PRE-INGRESO LABORAL

PRE-INGRESO LABORAL



RF-72-1-71

Health Report/PRE-INGRESO LABORAL

PRE-INGRESO LABORAL

3. Select the case you want to view.

Seleccionaste el caso **RF-72-1-71**. Para ver más detalles clic en el botón **Ver Caso**.



Caso: RF-72-1-71

Health Report/PRE-INGRESO LABORAL

PRE-INGRESO LABORAL

Ver Caso

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



Aranda Virtual Agent

Detalle del caso

Datos Adicionales

Notas

Adjuntos

Caso RF-72-1-71

ABIERTO

REGISTRO

PRE-INGRESO LABORAL

Categoría: PREPARACIÓN LABORAL

Autor: Flor Toba

Compañía: Sin definir

Razón: Nuevo

Grupo de especialista: Gestión Humana

Especialista encargado: APPLICATION ADMINISTRATOR

Progreso 0%

ANS (TA + TS) 00 : 04 : 00

Tiempo transcurrido 00 : 00 : 00

Fecha de solución estimada 21/9/2020 9:24:03 PM

Asunto: PRE-INGRESO LABORAL

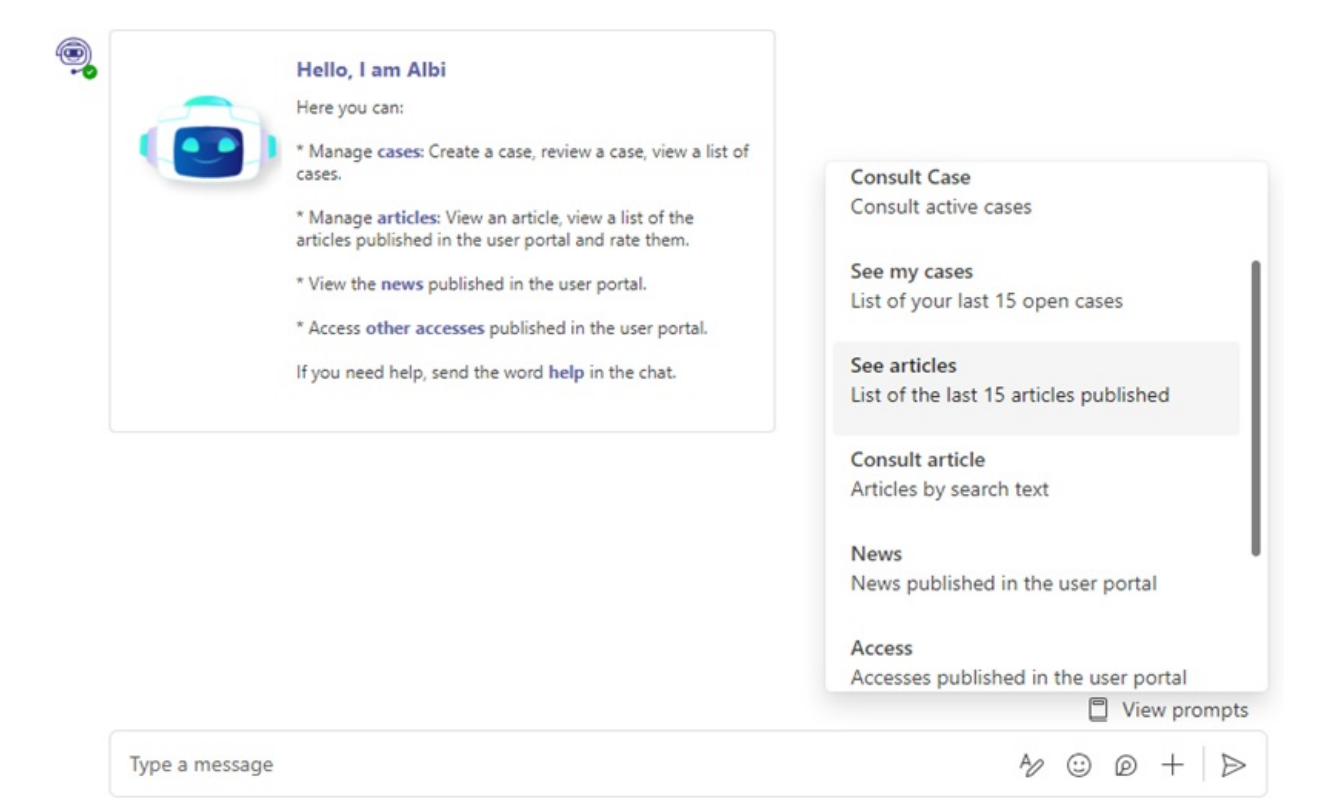
Descripción

Solución

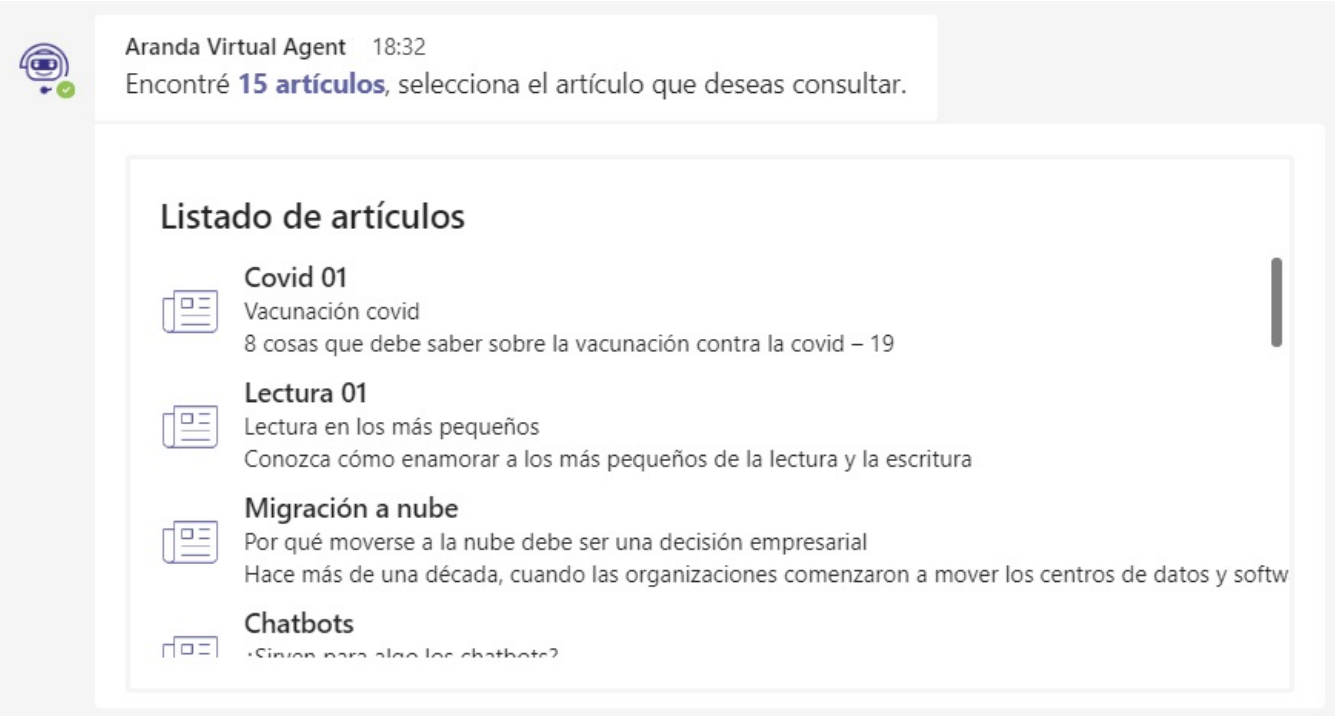
Solicitud de Pre-Ingreso Laboral

View Articles

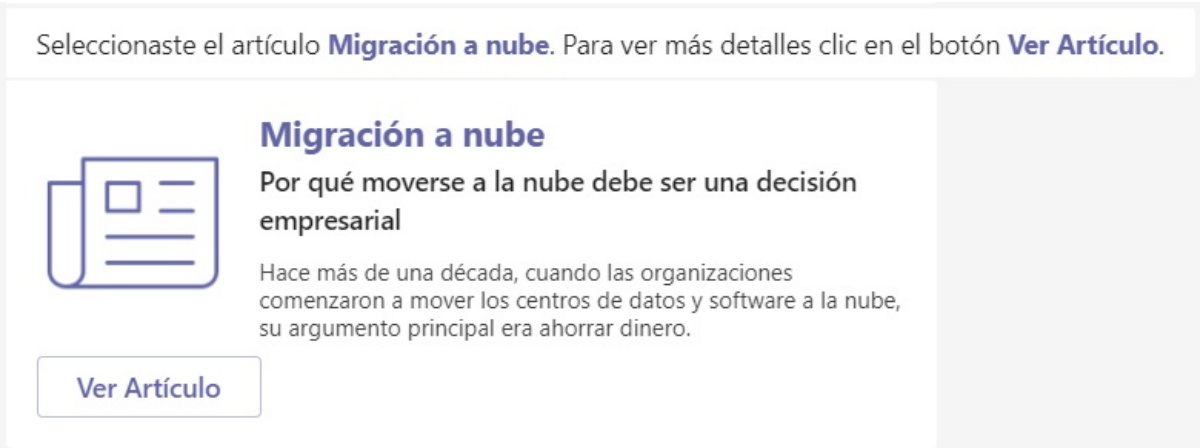
1. From the channel or chat authorized for this use, in the option View inquiries, a drop-down menu will appear where you can select the View Articles, alternatively you can type “view articles” and send the message to the conversation.



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



3. Select the article you want to view.



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

Aranda Virtual Agent

Artículo

Información general

Título

Por qué moverse a la nube debe ser una decisión empresarial

Visualizaciones

★★★★★5.0

Descripción

Hace más de una década, cuando las organizaciones comenzaron a mover los centros de datos y software a la nube, su argumento principal era ahorrar dinero.

Palabras clave

Contenido

Por qué moverse a la nube debe ser una decisión empresarial



Adjuntos

0 Archivos

Consult an Article

1. From the channel or chat authorized for this use, in the option View inquiries, a drop-down menu will appear where you can select the Consult Article. This option requires you to include a search criterion (value to be searched in the fields by which the search is performed).

Hello, I am Albi

Here you can:

- * 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.

See articles

List of the last 15 articles published

Consult article

Articles by search text

News

News published in the user portal

Access

Accesses published in the user portal

Approvals

List of pending approval requests

Help

Type a message

Alternatively, you can type “consult article” or “consult article criteria” and send the message (e.g. consult article chatbots).

18:41

Consultar Artículo chatbots

Aranda Virtual Agent

18:41

Chatbots

¿Sirven para algo los chatbots?

Una de cada tres personas que está leyendo esta nota ya habrá atravesado la situación de interactuar con un asistente virtual o chatbot y sentirse completamente frustrado o estafado.

Ver Artículo

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

14:45

Consultar Artículo

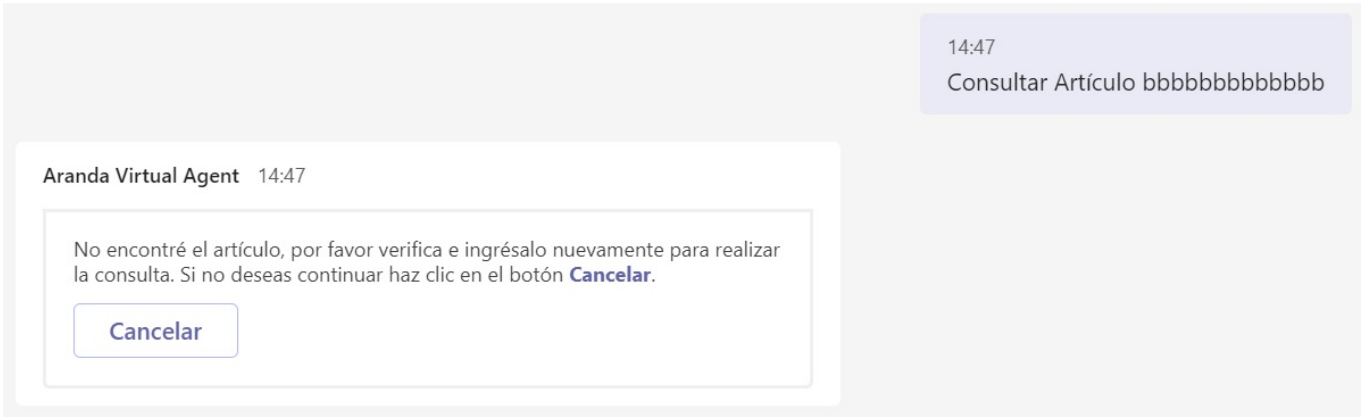
Aranda Virtual Agent

14:45

Por favor ingresa un criterio para consultar un artículo. Si no deseas continuar haz clic en el botón **Cancelar**.

Cancelar

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:

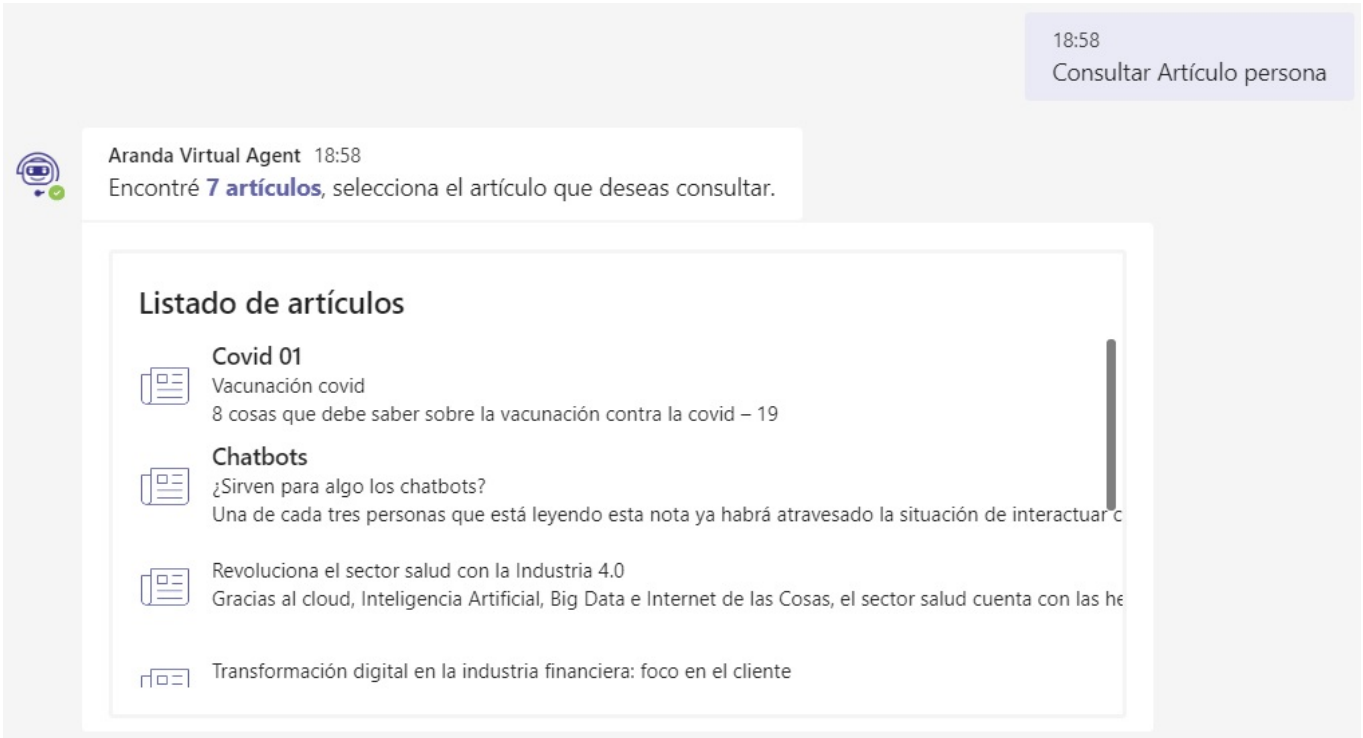
Operator searches LIKE (looks for the characters entered)

- ctg_caption (Category Name)
- statusDescription
- ReasonDescription

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

- fl_str_solution_description (Description)
- fl_str_solution_content (Content)
- fl_str_solution_title (Title)
- fl_str_solution_id (Id)
- fl_str_solution_keyword (Keywords)

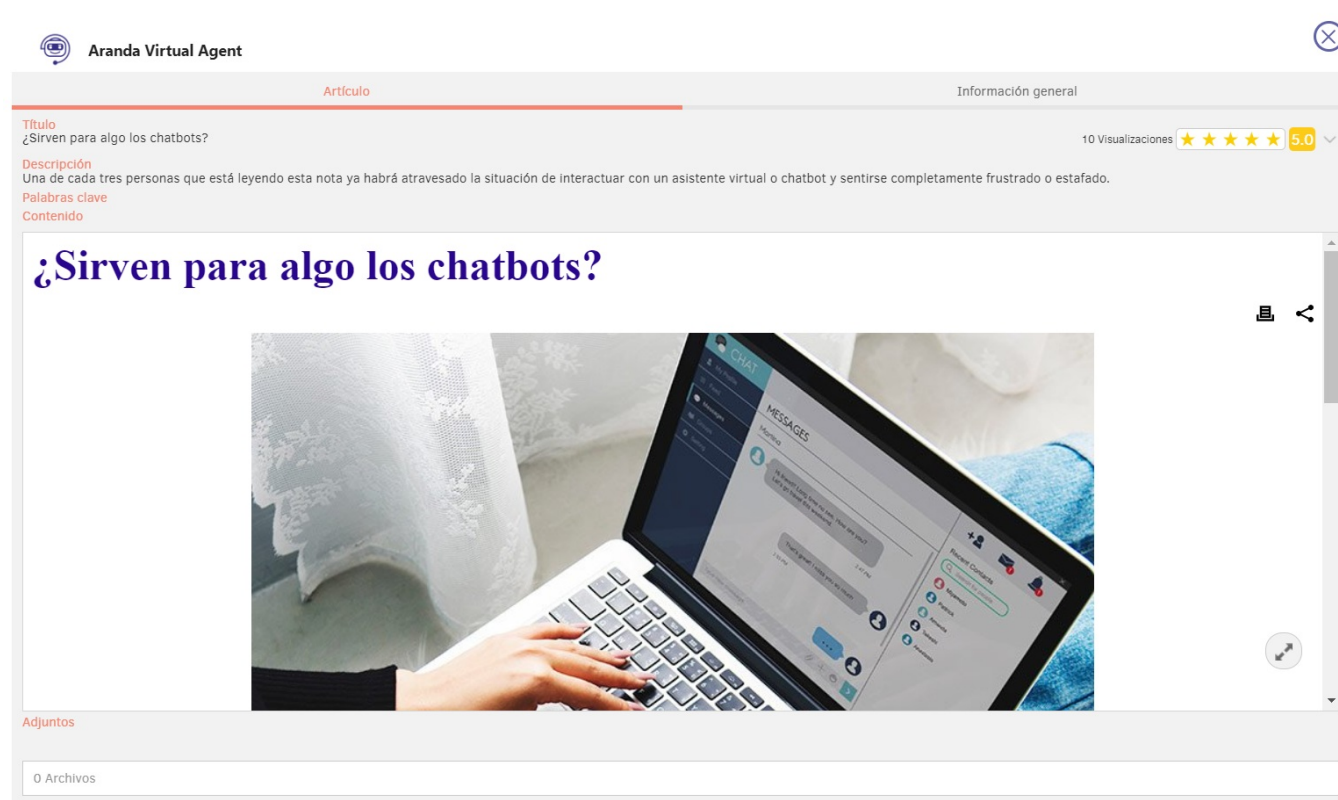
5. If more than one result is found for the search performed, a List of Articles with a maximum of 15 matches.



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

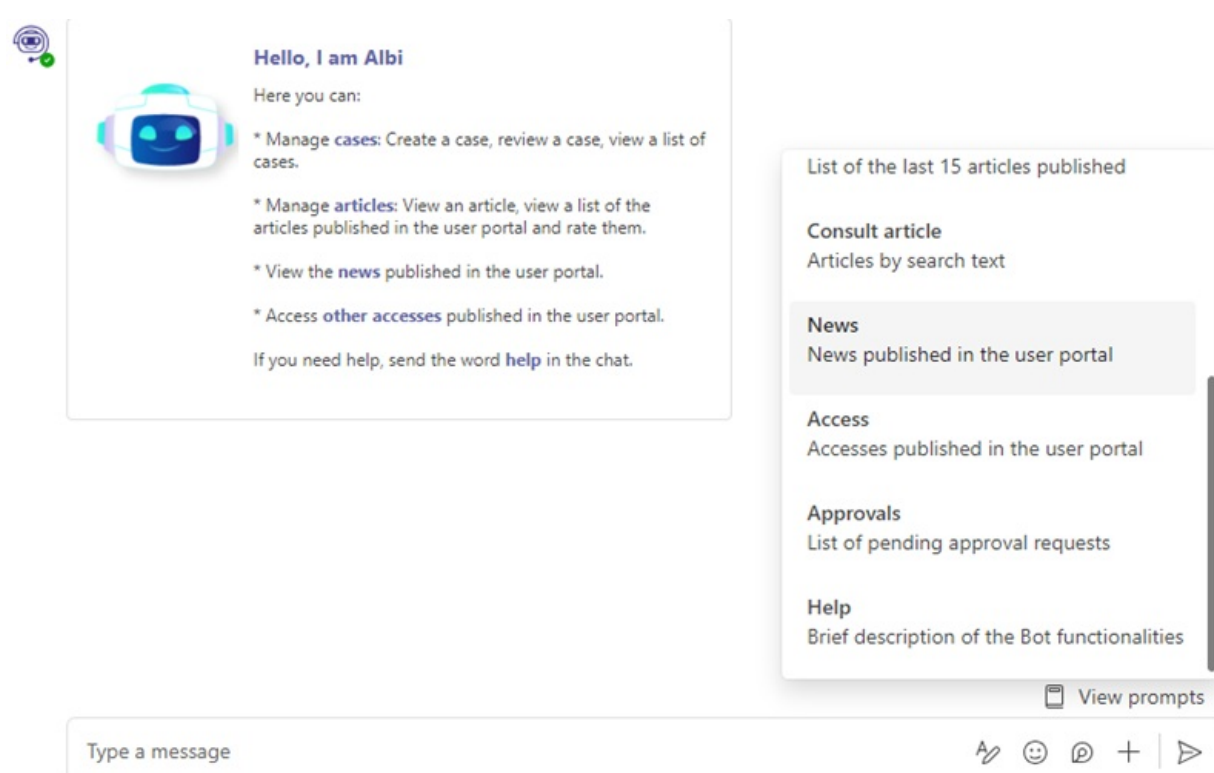


8. Click View Article. The item information will be displayed.



View News

1. From the channel or chat authorized for this use, in the option View inquiries, a drop-down menu will appear where you can select the News, alternatively you can type "news" and send the message to the conversation.



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

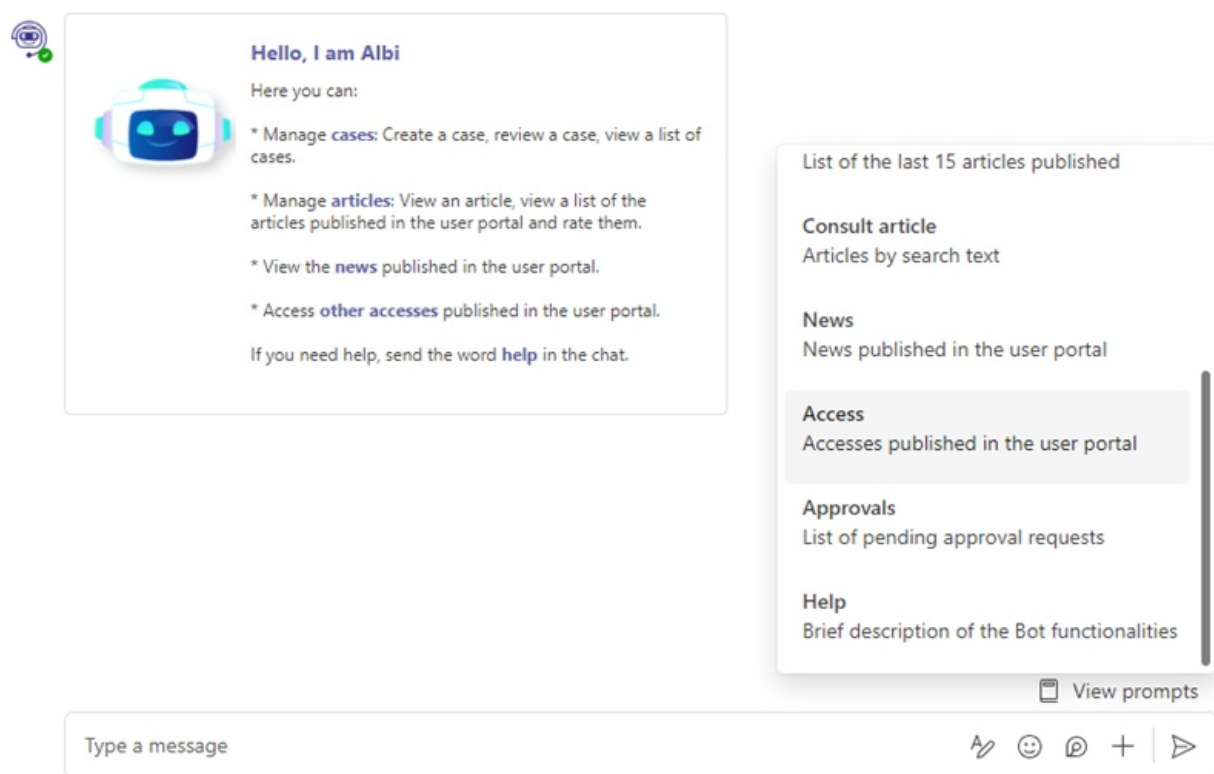


3. Click See more to see the news.

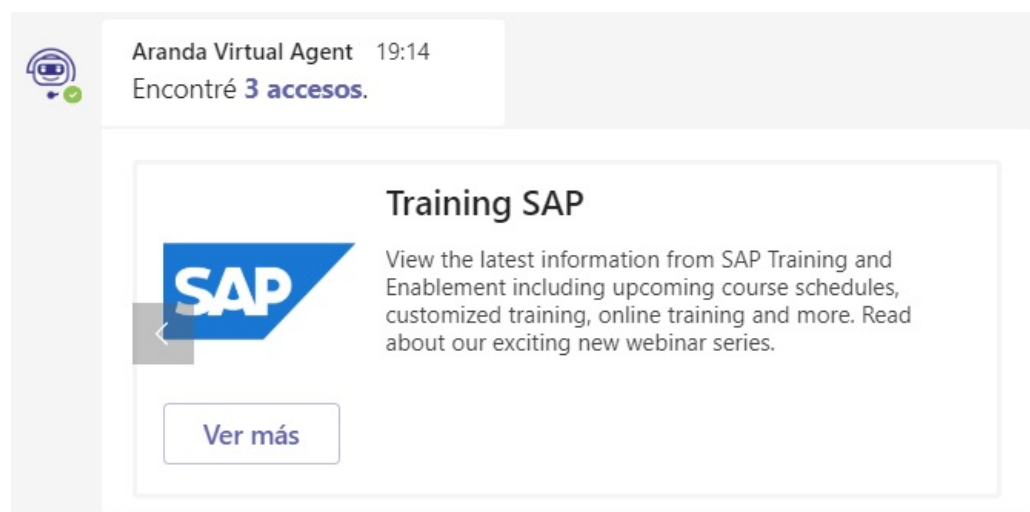


View other Accesses

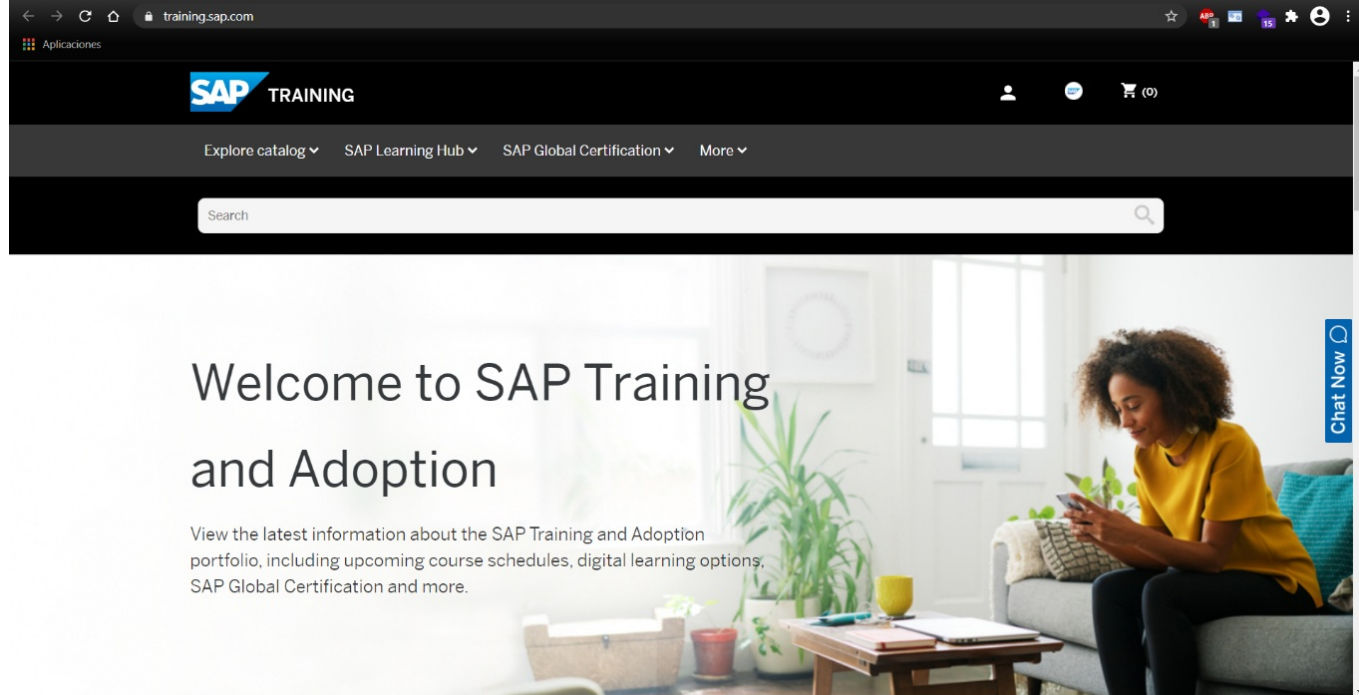
1. From the channel or chat authorized for this use, in the option View inquiries, a drop-down menu will appear where you can select the Access, alternatively you can type "accesses" and send the message to the conversation.



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

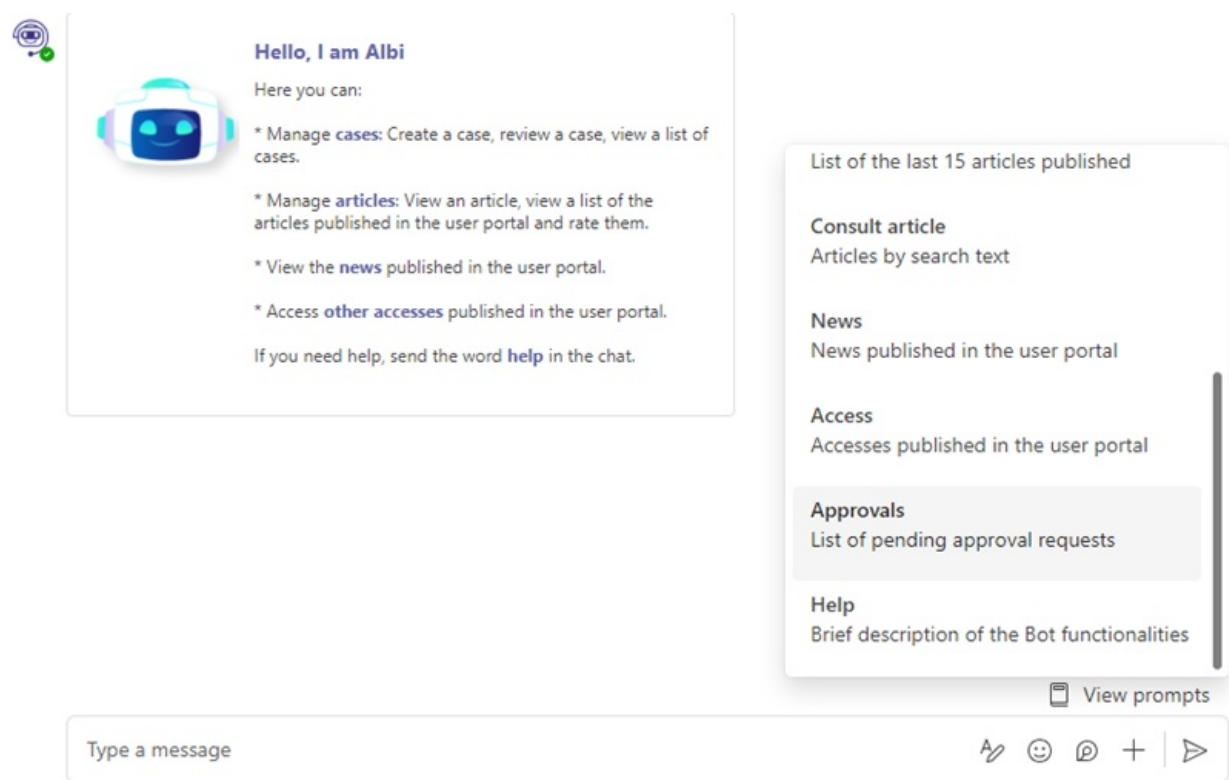


3. Click See more to view access.



View Approvals

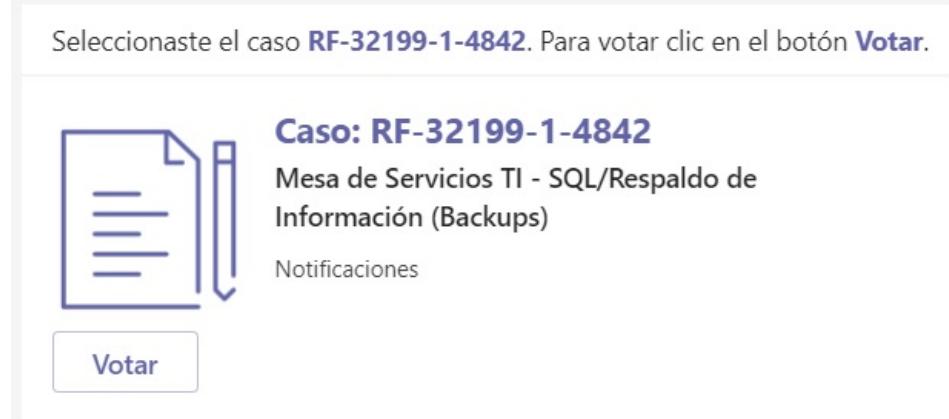
1. From the channel or chat authorized for this use, in the option View inquiries, a drop-down menu will appear where you can select the Approvals, alternatively you can type "approvals" and send the message to the conversation.



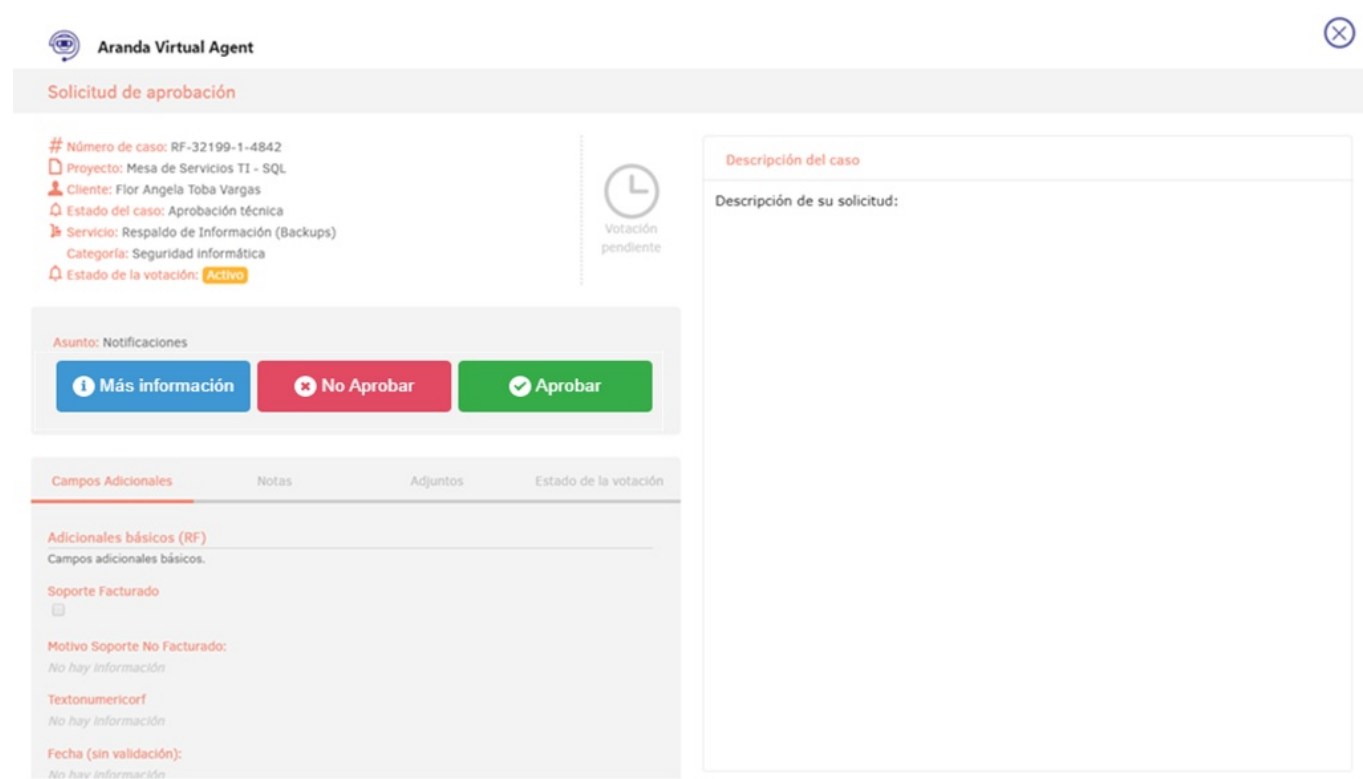
2. The list of pending cases will be displayed for user approval (maximum 15 cases).



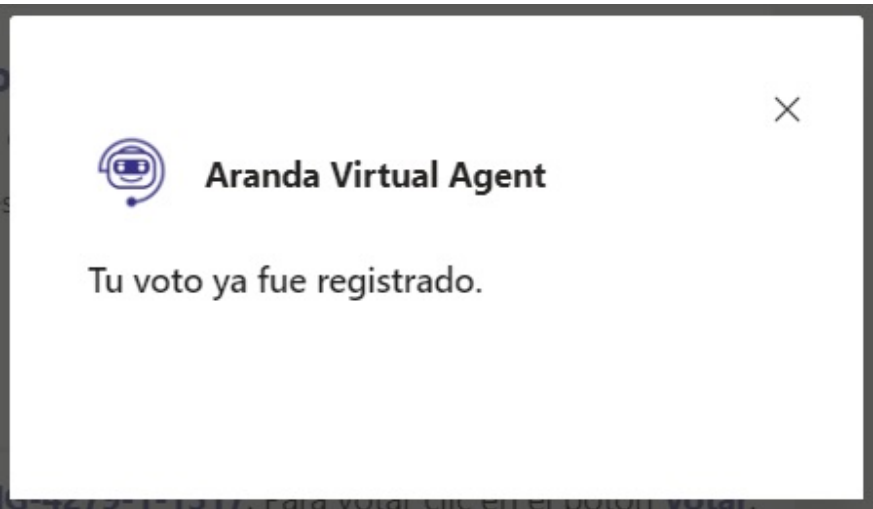
If only one case is found to list, the case card will be displayed. 3. Select the case.



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



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

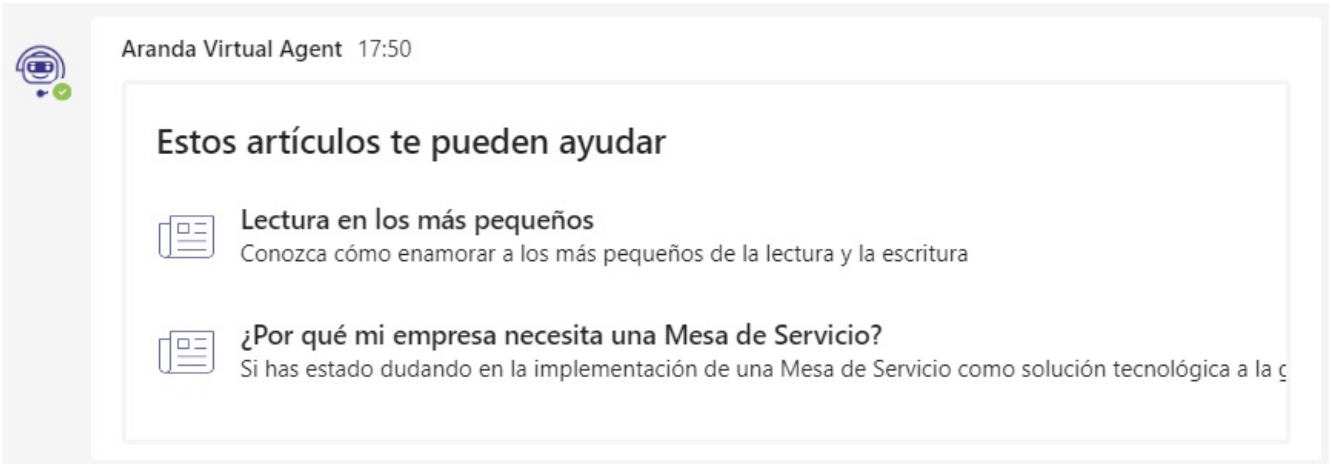


Automatic Bot Searches

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).

Seleccionaste el artículo **5**. Para ver más detalles clic en el botón **Ver Artículo**.



5

¿Por qué mi empresa necesita una Mesa de Servicio?

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

Ver Artículo

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

Aranda Virtual Agent

×

Artículo

Información general

Título
¿Por qué mi empresa necesita una Mesa de Servicio?

Descripción
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 verdad...

Palabras clave
Mesa, empresa

Contenido

1 Visualizaciones

★★★★★ 0.0

▼

¿Por qué mi empresa necesita una Mesa de Servicio?



Adjuntos

0 Archivos

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, description (not HTML) and only shows the case types that are visible in the USDKV8.

Estos son tus casos



RF-72-1-71
Health Report/PRE-INGRESO LABORAL
PRE-INGRESO LABORAL



RF-101-1-100
Health Report/PRE-INGRESO LABORAL
PRE-INGRESO LABORAL

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-72-1-71**. Para ver más detalles clic en el botón **Ver Caso**.



Caso: RF-72-1-71
Health Report/PRE-INGRESO LABORAL
PRE-INGRESO LABORAL

Ver Caso

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

Aranda Virtual Agent

Detalle del caso

Datos Adicionales

Notas

Adjuntos

Caso RF-72-1-71

ABIERTO

REGISTRO

PRE-INGRESO LABORAL

Categoría: PREPARACIÓN LABORAL

Autor: Flor Toba

Compañía: Sin definir

Razón: Nuevo

Grupo de especialista: Gestión Humana

Especialista encargado: APPLICATION ADMINISTRATOR

Progreso 0%

ANS (TA + TS) 00 : 04 : 00
DÍA HORA MIN

Tiempo transcurrido 00 : 00 : 00
DÍA HORA MIN

Fecha de solución estimada 21/9/2020 9:24:03 PM

Asunto: PRE-INGRESO LABORAL

Descripción

Solicitud de Pre-Ingreso Laboral

Solución

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.

Elije un servicio o grupo de servicios



Servicios Comunes

1 Servicios

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

Elije un servicio o grupo de servicios



Soporte

2 Servicios



Capitaciones

1 Servicios



Aprovisionamiento de Almacenamiento

Proveer el almacenamiento necesario a ser utilizado en la configuración de servidores Windows y AIX. L

🚩 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.

Elije un servicio o grupo de servicios



INFORME SU ESTADO DE SALUD

Seleccione para informar el estado de su salud.

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

Estas son las categorías asociadas, crea un caso

CONTROL VISITA

Servicio: INFORME SU ESTADO DE SALUD

SEGUIMIENTO Y CONTROL

Estaremos realizando preguntas para el seguimiento y control de su estado de salud

Servicio: INFORME SU ESTADO DE SALUD

📌 Note: Only the first 50 categories associated with the service will be listed.

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.

Estas son las categorías asociadas, crea un caso

CONTROL VISITA

Servicio: INFORME SU ESTADO DE SALUD

SEGUIMIENTO Y CONTROL

Estaremos realizando preguntas para el seguimiento y control de su estado de salud

Servicio: INFORME SU ESTADO DE SALUD

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

Para finalizar el proceso clic en **crear caso**.

Health Report

INFORME SU ESTADO DE SALUD

SEGUIMIENTO Y CONTROL

Crear Caso

2. By clicking Create Case The bot can have two behaviors:

- A pop-up window is displayed with the case creation form from the ASDK User Console website.

Aranda Virtual Agent

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

- An Adaptive Card form is submitted that allows you to fill in the fields required for the creation of the case.

Aranda Virtual Agent

Create case

Complete the information to create your request.

Subject *

Add text for Subject

Description *

Add text for Description

Customer *

User Name in Session

Basic information

Campo tipo fecha

Select a date...

Select a time...

Cancel

Create case

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

Aranda Virtual Agent

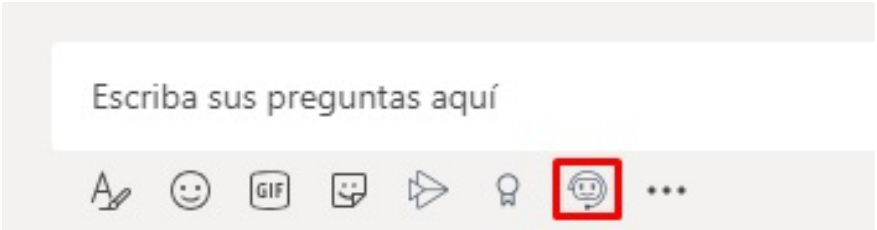
09:45

Lo siento no encontré coincidencias para tu búsqueda. Puedes escribir **ayuda** para obtener más información.

- 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, customer name, project name, status name, service name, or subject.



Aranda Virtual Agent

Buscar por número de caso



Mis casos

Artículos



Caso: RF-152-1-133

Health Report/VALIDACIÓN HORARIOS Y
TURNOS
Horarios y Turnos



Caso: RF-151-1-132

Health Report/IMPLEMENTOS DE
SEGURIDAD
Solicitud Implementos de Seguridad



Caso: RF-101-1-100

Health Report/PRE-INGRESO LABORAL
PRE-INGRESO LABORAL



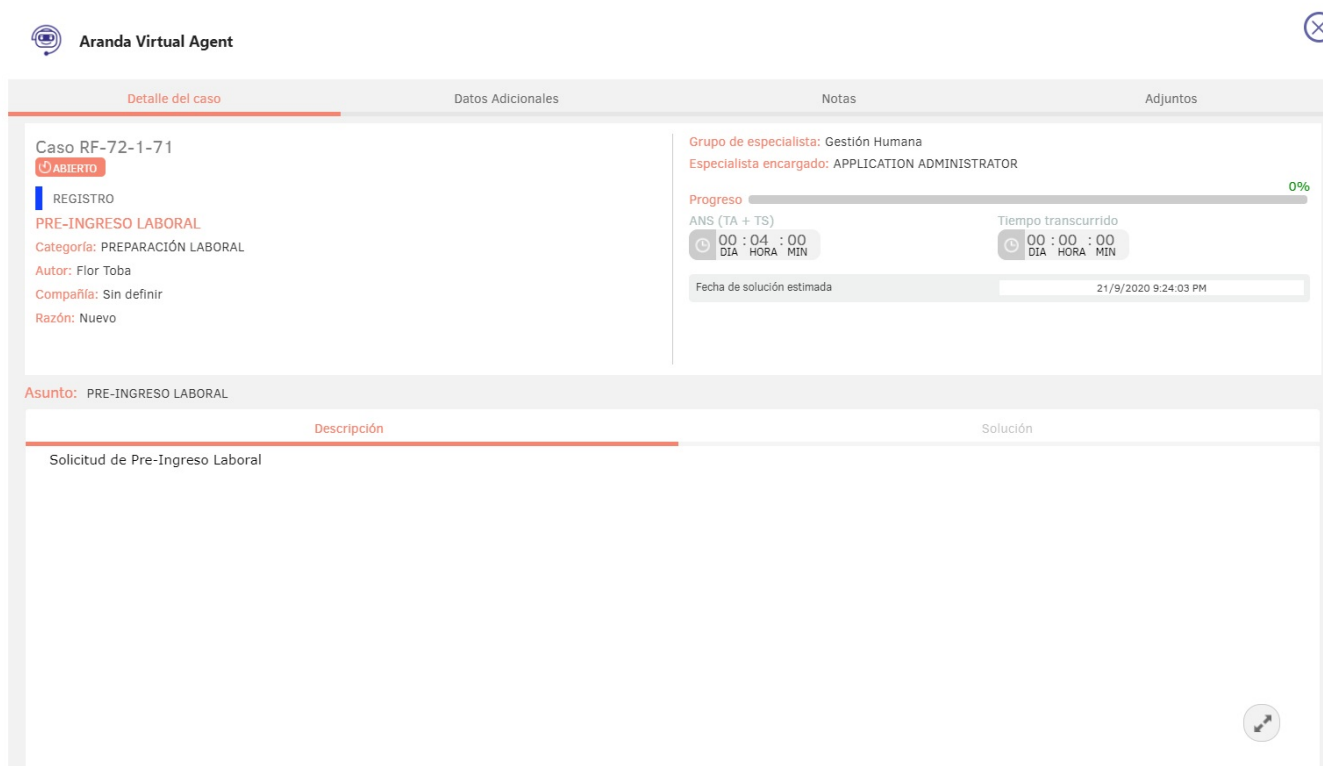
Caso: RF-72-1-71

Health Report/PRE-INGRESO LABORAL
PRE-INGRESO LABORAL

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



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

Busqueda de información en artículos



Mis casos

Artículos



Covid 01

Vacunación covid

8 cosas que debe saber sobre la vacunación contra la covid – 19



Lectura 01

Lectura en los más pequeños

Conozca cómo enamorar a los más pequeños de la lectura y la escritura



Migración a nube

Por qué moverse a la nube debe ser una decisión empresarial

Hace más de una década, cuando las organizaciones comenzaron a mover los centros de datos y software a la nube, su argumento principal era ahorrar dinero.

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

6:16 p. m.



Aranda Virtual Agent



Por qué moverse a la nube debe ser una decisión empresarial

Hace más de una década, cuando las organizaciones comenzaron a mover los centros de datos y software a la nube, su argumento principal era ahorrar dinero.

[Ver más](#)

[Ver Artículo](#)

4. Click View Article to view item information.



Aranda Virtual Agent



Artículo

Información general

Título

Por qué moverse a la nube debe ser una decisión empresarial

Visualizaciones 0.0

Descripción

Hace más de una década, cuando las organizaciones comenzaron a mover los centros de datos y software a la nube, su argumento principal era ahorrar dinero.

Palabras clave

Contenido

Por qué moverse a la nube debe ser una decisión empresarial



Adjuntos

0 Archivos

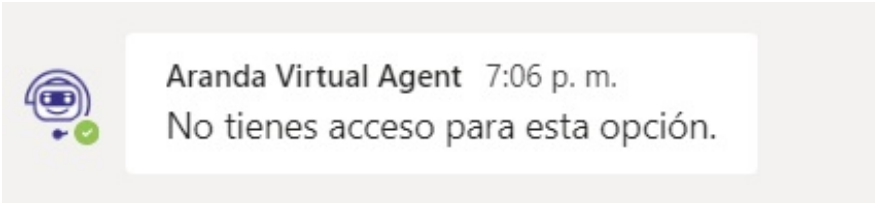
Consult Logs

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

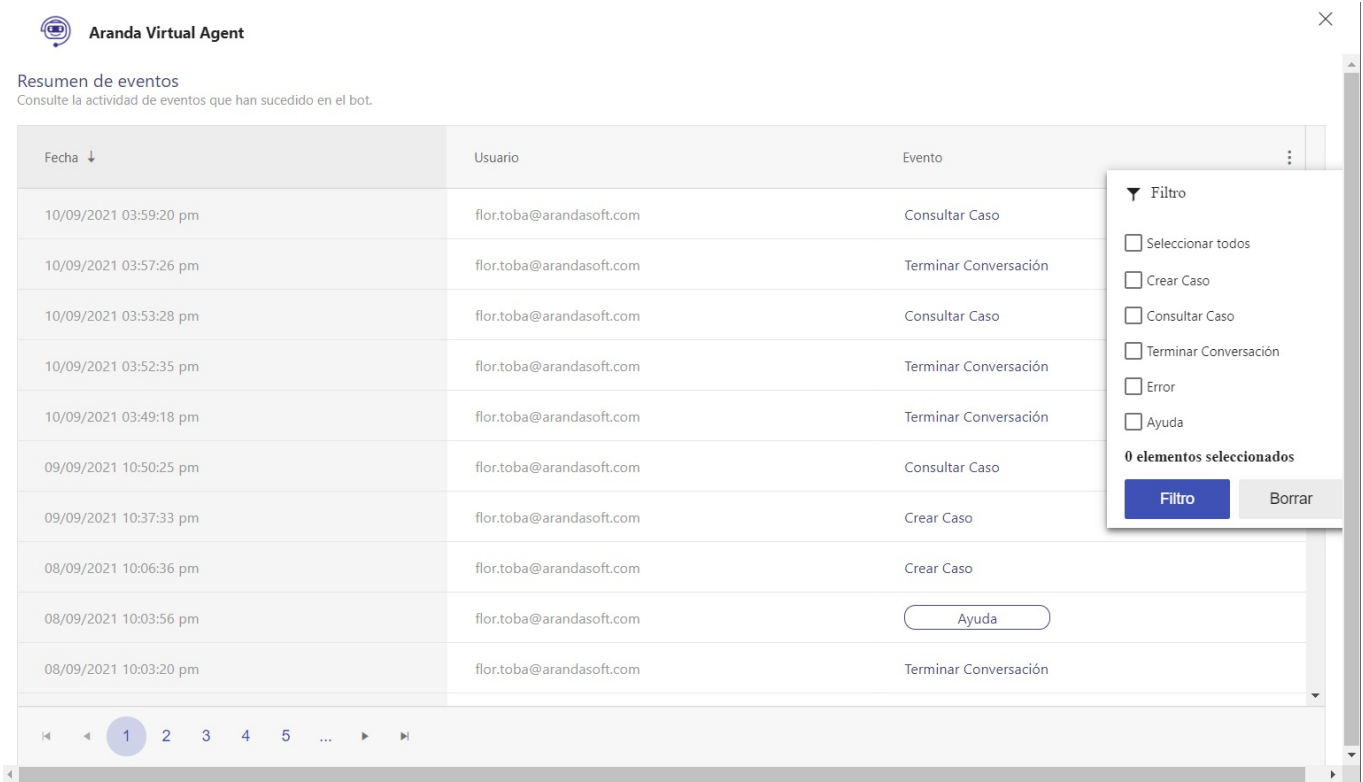
- 1. Aranda Virtual Agent must be installed and the user who is going to query the logs must have the VIEW LOGS MICROSOFT TEAMS permission enabled in Profile for the application Aranda Service Desk BLOGIK.
- 2. From the channel authorized for this use, invoke the bot by typing “@Aranda Virtual Agent” followed by the command Logs.



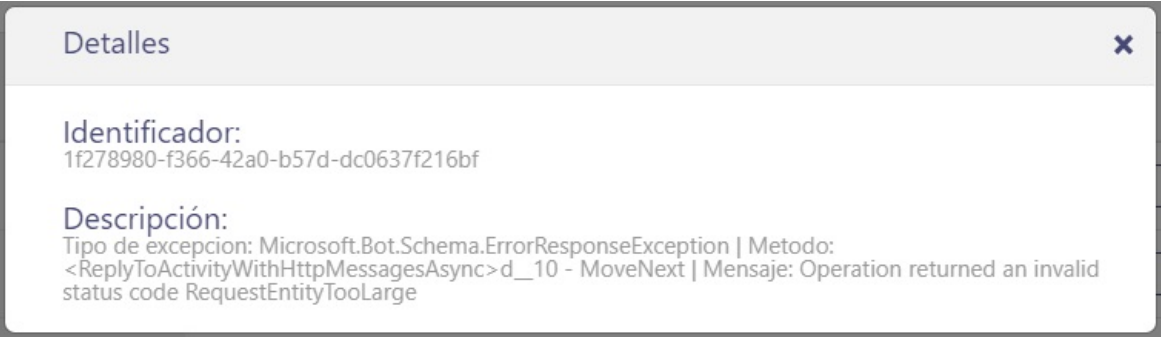
3. If the user does not have the VIEW LOGS MICROSOFT TEAMS permission enabled, an error message is displayed.



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 permission enabled in Service Desk.

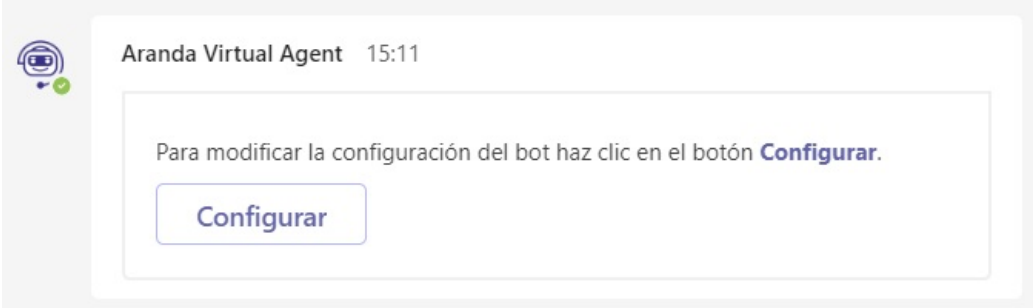
View, edit, and delete settings

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

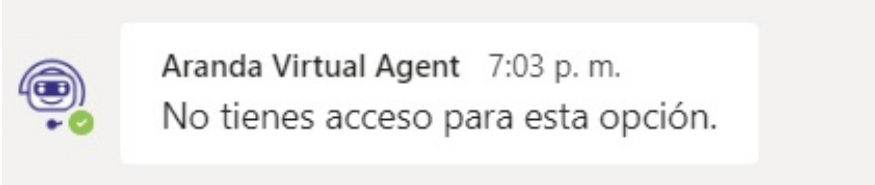
- 1. Aranda Virtual Agent must be installed and the user making the query or modification must have the CONFIGURATION BOT MICROSOFT TEAMS permission enabled in Profile for the application Aranda Service Desk BLOGIK.
- 2. If you try to run the command without connections for the domain, the following 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.

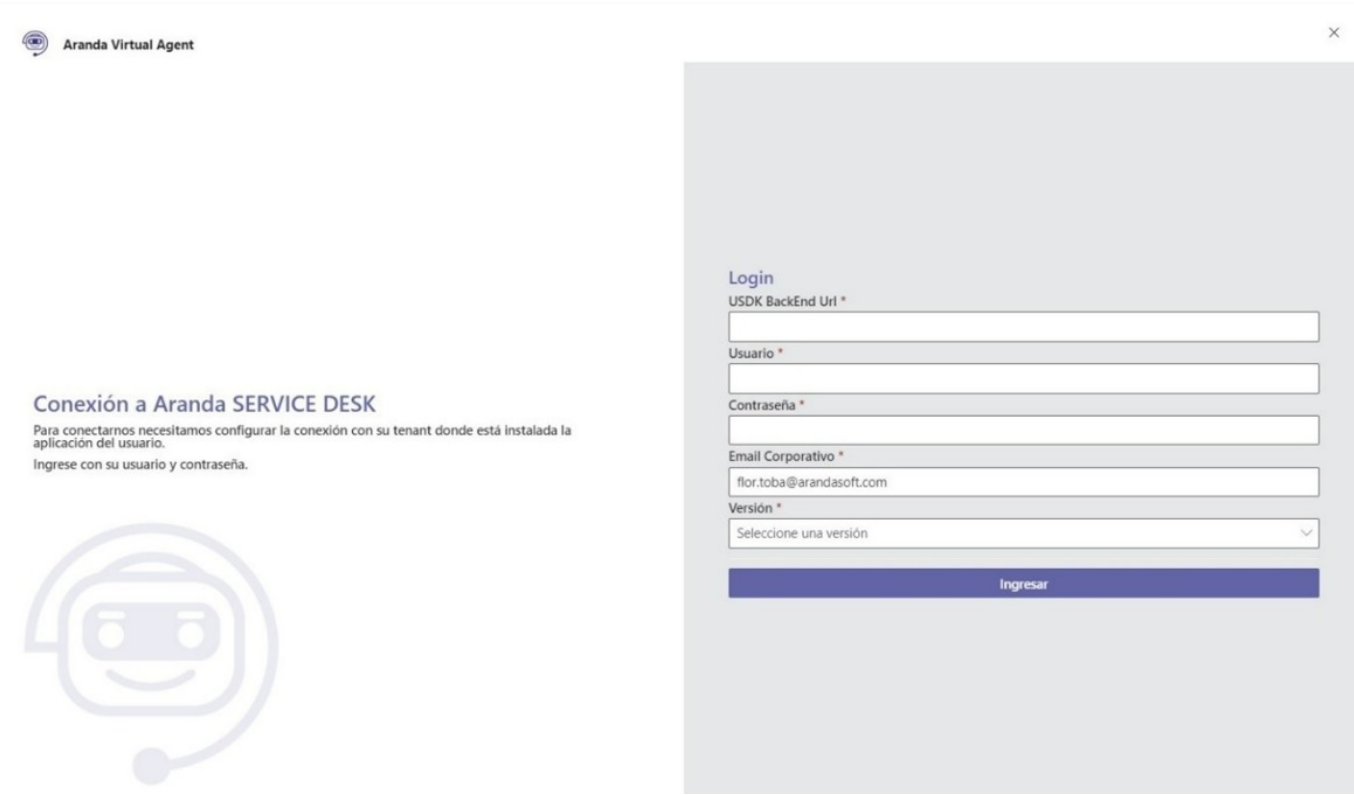
3. From the channel authorized for the use of Aranda Virtual Agent, invoke the bot by typing “@Aranda Virtual Agent” followed by the command Configuration.



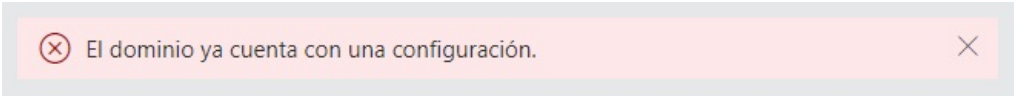
4. If the user does not have the CONFIGURATION BOT MICROSOFT permission enabled, an error message is displayed.



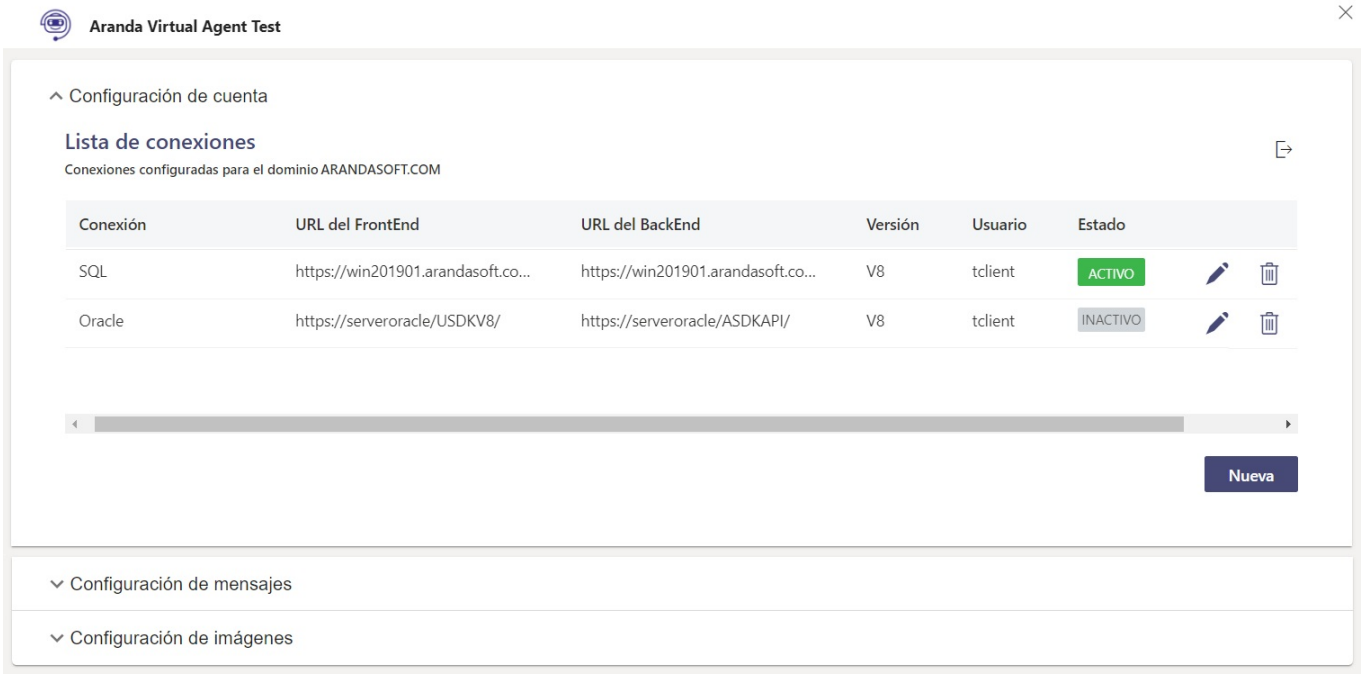
5. By clicking Configure, a pop-up window like the following will be displayed.



In this window, the Aranda administrator will be able to enter the requested data to access the configured connections (contact the Aranda Service Desk administrator to make this configuration). 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:



6. Clicking Enter will bring up the following window with the existing configurations for the domain (only one connection can be in the state ACTIVE for the domain):



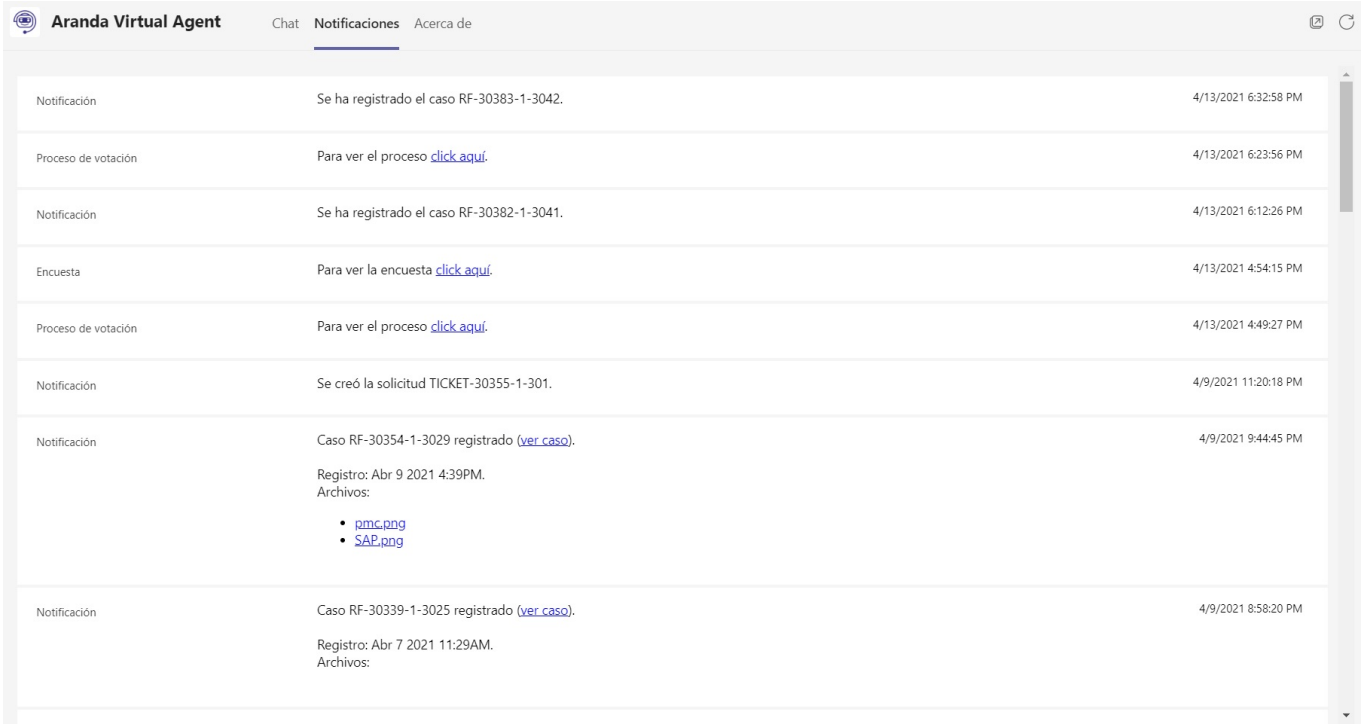
From this window you can perform different actions:

- 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 permission enabled in Service Desk.

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.



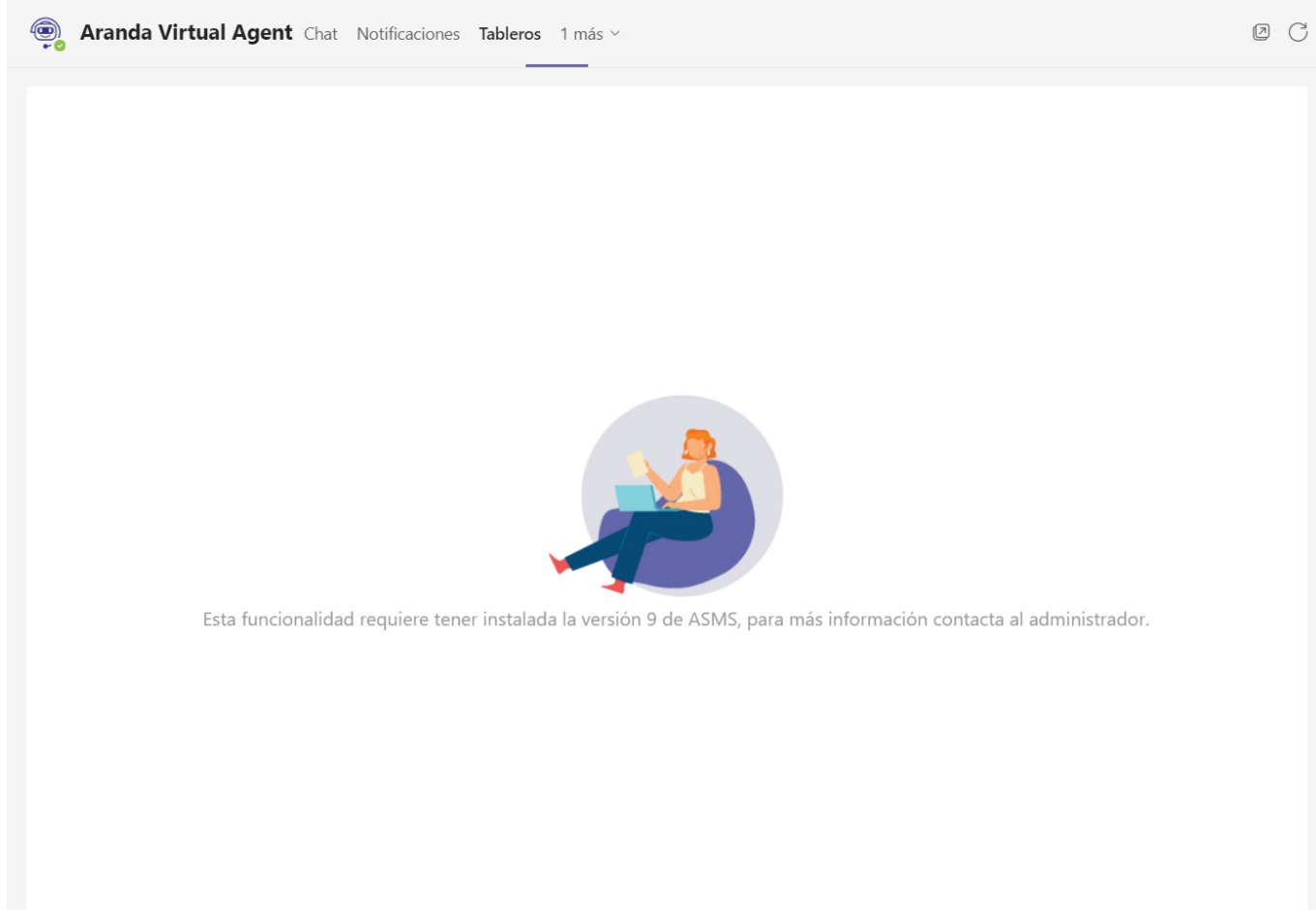
The following types of notifications can be viewed there:

- Voting process. Notifications of voting processes. It requires having previously checked the checkbox (Enable sending voting process to MS Teams) in BASDK.
- Survey. Survey notifications. Requires pre-checking the checkbox (Enable survey submission to MS Teams) in BASDK.
- Notification. Notifications generated by rules that trigger the SEND MS TEAMS NOTIFICATION action.

Health status report notifications are not displayed in the notifications tab.

Dashboards Tab

The Dashboards tab is enabled only for ASMS version 9 specialists. When entering with version 8 of ASDK, the following message is displayed:



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 Desk environment.
- The Service Desk user associated with the mail used in Microsoft Teams must be active and have at least one project and service associated with it in Service Desk.
- 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 Desk.
- The tclient user makes use of a Service Desk license, when making requests to the Database from Teams. The expiration of the license depends on the configuration made in BASDK (Options / Summary / License Life Time section).
- When Aranda Virtual Agent works on customer premises, it is the customer’s responsibility to ensure the correct configuration of Aranda Sevice Desk.
- The massive use of this integration with Microsoft Teams can demand more resources (networks, communications, servers) on the infrastructure and servers running Aranda Service Desk. When operating on 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 demand for the service desk at Aranda Service Desk.
- Access to USDKV8 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 can find the documentation of the bot (task module):
<https://docs.microsoft.com/en-us/microsoftteams/platform/task-modules-and-cards/what-are-task-modules>