

## Purpose

In this simulation, you will see how two support staff members interact with each other by using the ITSM chat feature.

Course: BMC Remedy Service Desk 8.0: Using

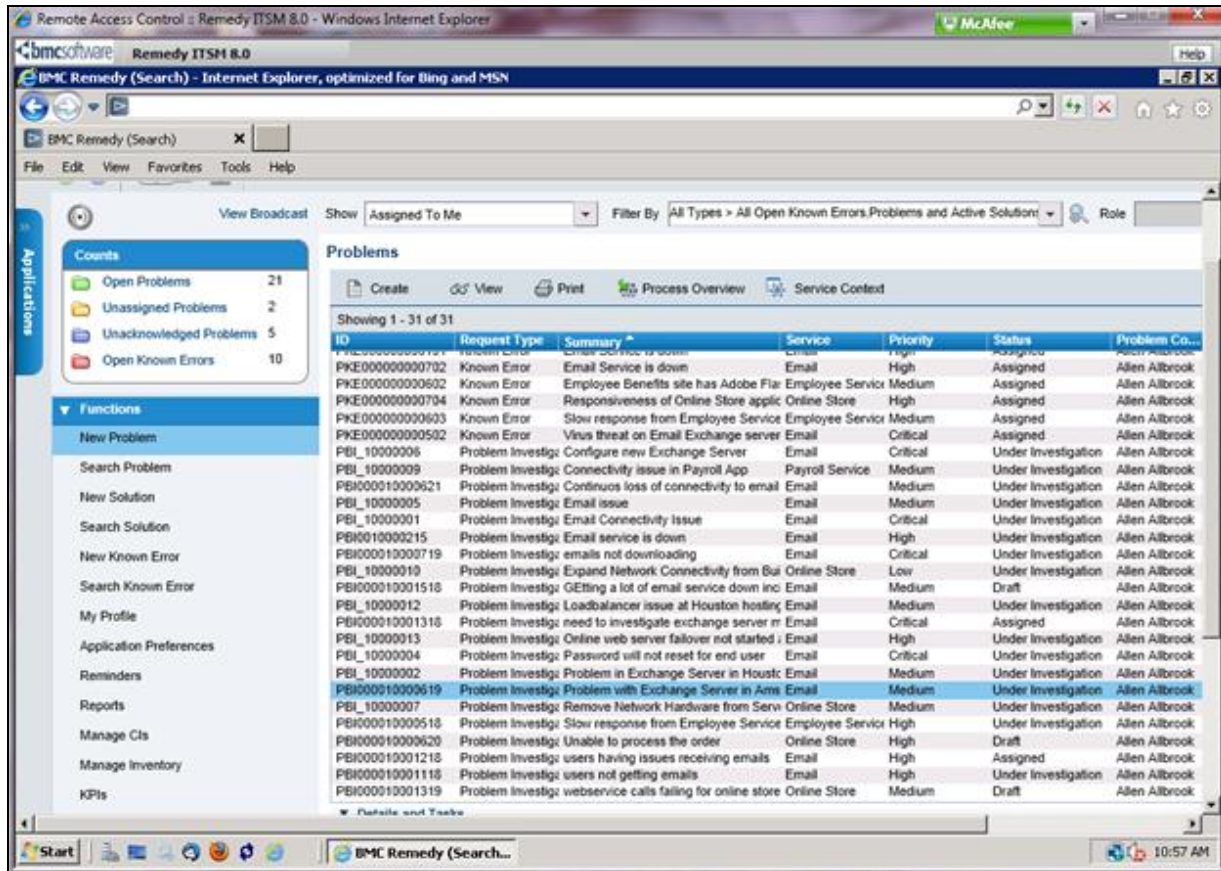
Module: Module 2 - Navigating IT Home Page and Consoles

Simulation: Using the Chat Feature

Scenario: Allen Allbrook is an IT support team member. He provides IT support, including handling of incidents, problems, and changes. Recently, he has noticed that many users are facing problems not getting email. Allen decides to investigate this problem.

**Procedure**

**Remedy ITSM 8.0 - Windows Internet Explorer**



1. Click the **users not getting emails** list item.



Allen Allbrook is an IT support team member. He provides IT support, including handling of incidents, problems, and changes. Recently, he has noticed that many users are facing problems not getting email.

Allen decides to investigate this problem.

2. Click the **View** button.
3. Click the **Scroll** bar.
4. Click the **Chat** icon.



Allen decides to check with the other members of his team if they found any solution to this problem.

Allen will use the chat feature to interact with other members of his team.

5. Click the **Mary Mann** list item.



The **Start Conversation** dialog box appears. Notice that the subject is already populated with the problem ID that was active when Allen clicked the chat icon. He can start a chat with people defined as his friends or with

others related to the record that appears in the **Subject** area.

Allen knows that Mary Mann, who is a support staff member, can help him in this problem investigation. He selects her name from the **Friends** list to invite her to the chat.

6. Click the **Start Conversation** icon.

7. Click the **Chat** icon.



Mary Mann's chat icon flashes to let her know she has a chat invitation.

Next, you will look at Mary's console window.

8. Click the **Invitation to join the conference** list item.

9. Click the **Chat** text field.



Allen starts the chat.

Now Mary will respond.

10. Press the **Enter** key.



Mary types a response to Allen.

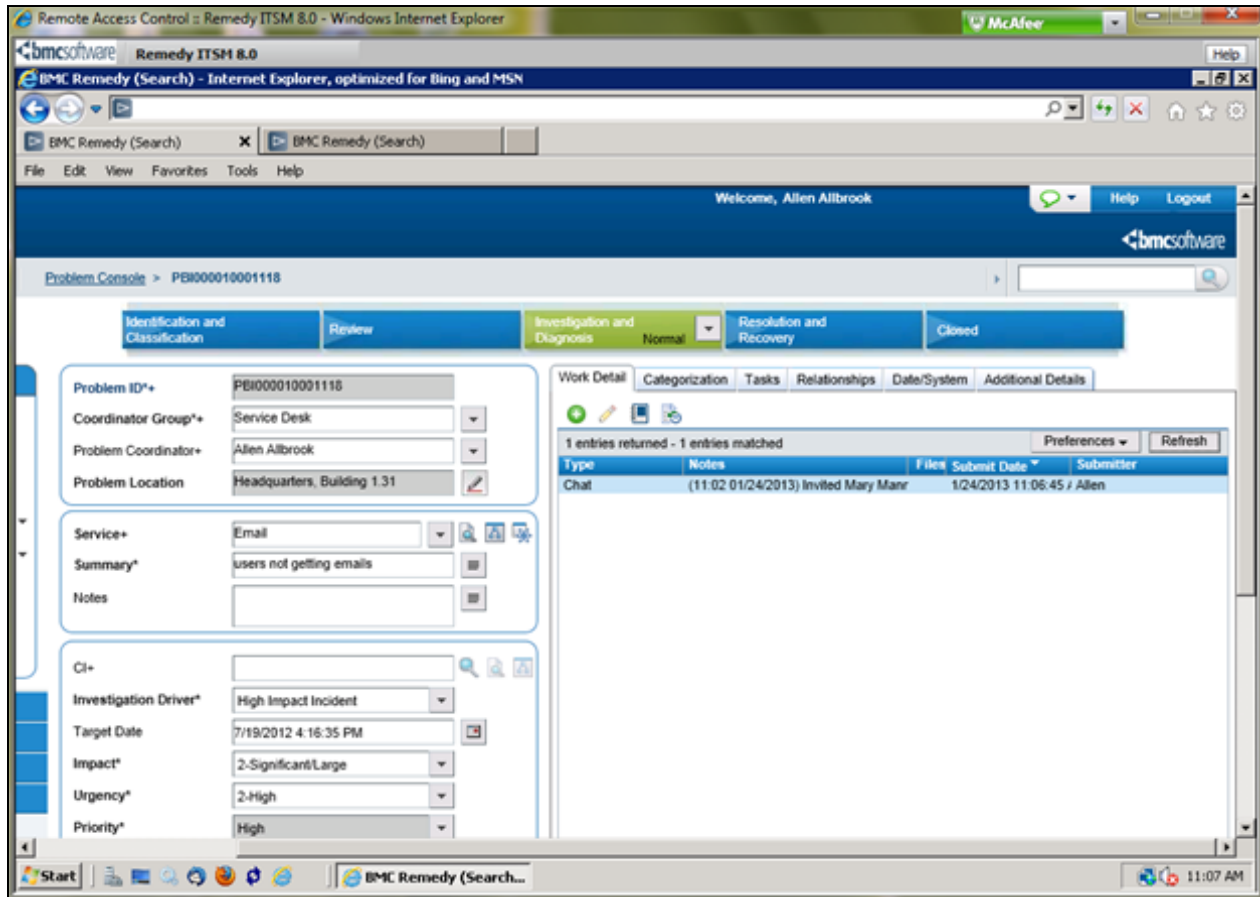
11. Click the **Close** button.



Here is an example of a conversation that occurred between Mary and Allen. Review the chat briefly before closing the window.

12. Click the **Refresh** button.

## Remedy ITSM 8.0 - Windows Internet Explorer



13. Click anywhere to continue.

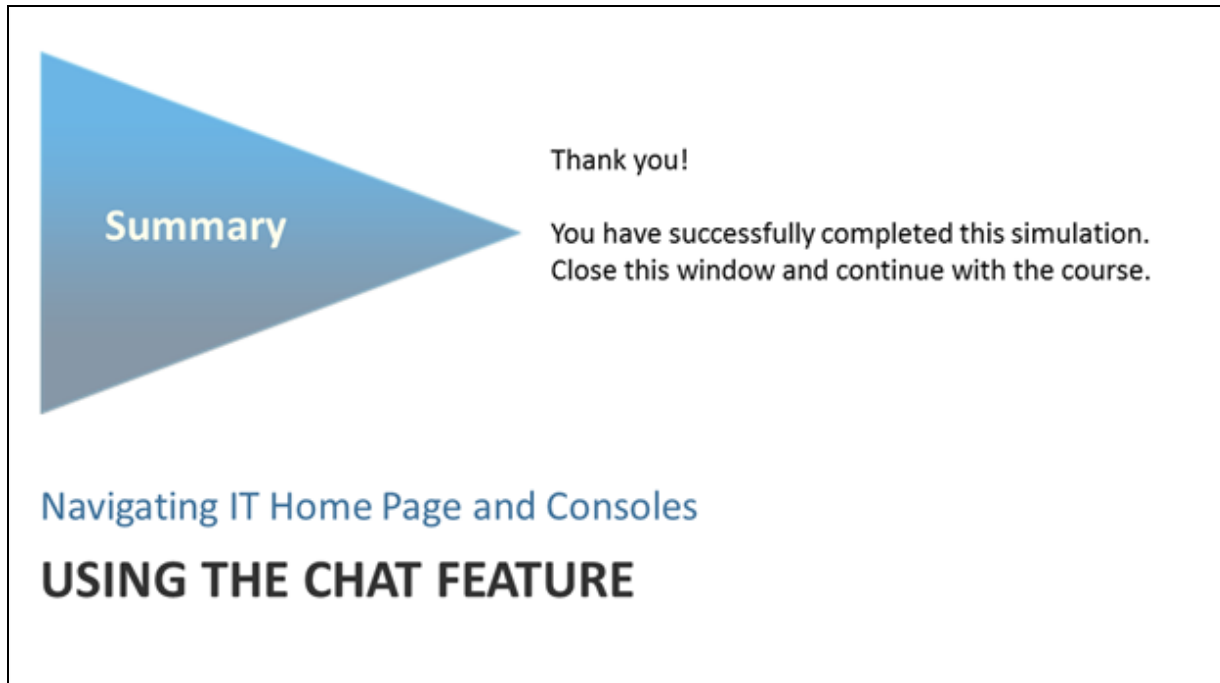


The benefit of using the BMC Remedy ITSM 8.0 chat feature is that conversation is saved within the relevant record. You can view the saved conversation from the Work Detail tab.

After refreshing the window, the conversation is saved to the problem record as a work info entry.

In this simulation, you created a chat for Allen Allbrook to interact with another support staff member, Mary Mann.

Click anywhere to continue.

**End of simulation.**

The image shows a screenshot of a simulation's end screen. On the left, there is a blue triangle pointing to the right with the word "Summary" written inside it. To the right of the triangle, the text reads: "Thank you! You have successfully completed this simulation. Close this window and continue with the course." Below this text, the title "Navigating IT Home Page and Consoles" is displayed in a blue font, followed by the main heading "USING THE CHAT FEATURE" in a large, bold, black font.

**14.** End of simulation.