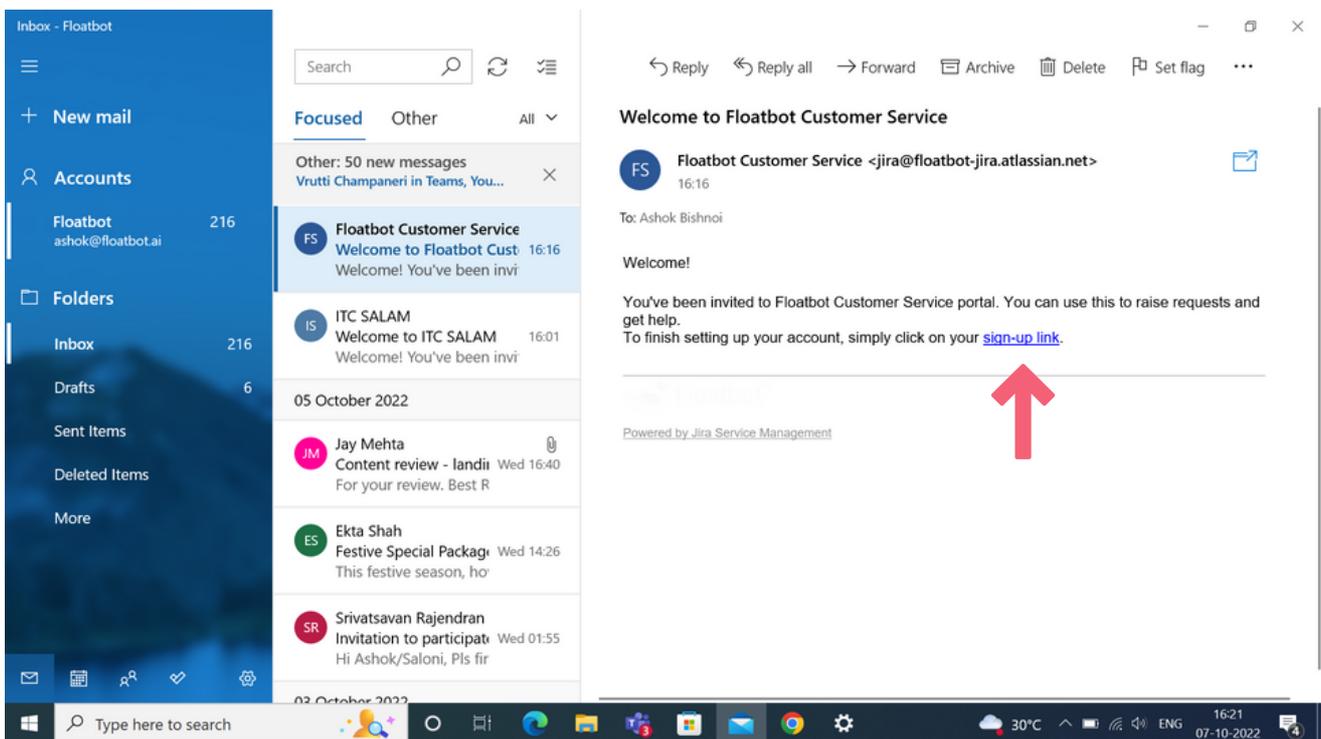


Avail Seamless Customer Service Through the JIRA Service Management Platform

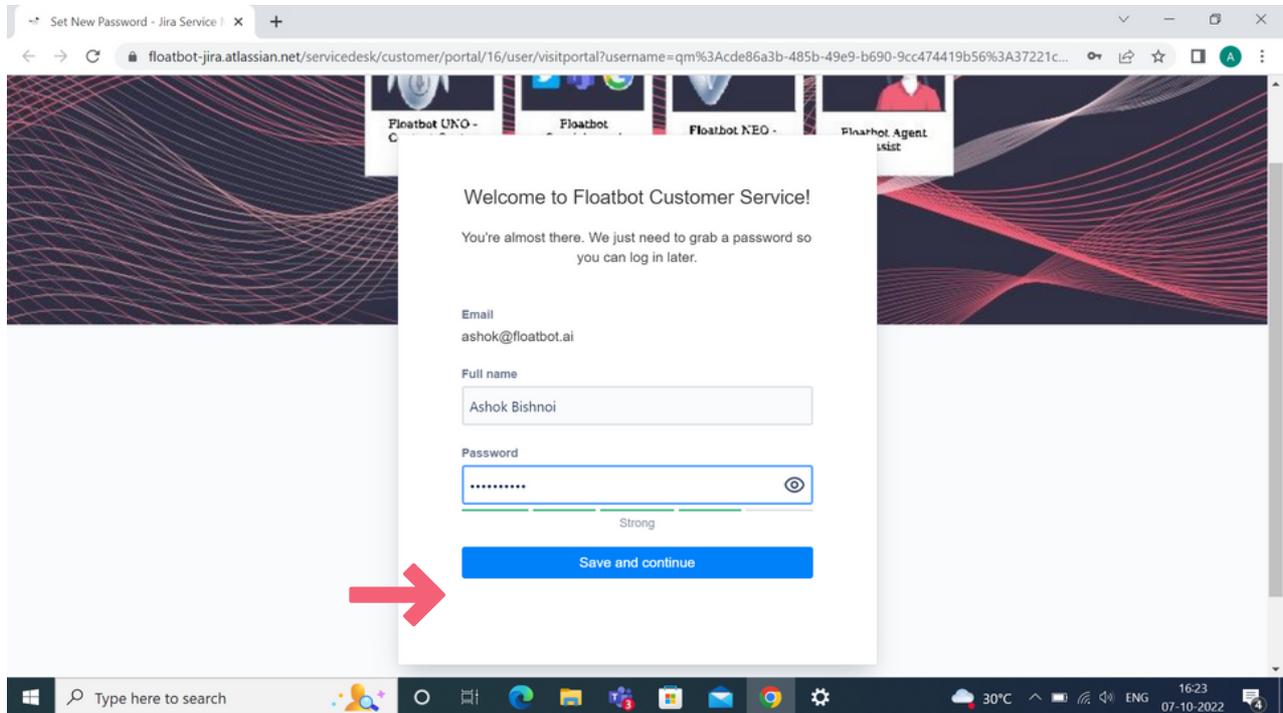
Step 1:

Go to your email inbox and open the invitation email with a sign-up link. If you have not received an invitation email, please contact Floatbot's customer support team.



Step 2:

Click on the *sign-up link*, enter your *Full name*, set your *Password*, and click on *Save and continue*



Set New Password - Jira Service | x

floatbot-jira.atlassian.net/service desk/customer/portal/16/user/visitportal?username=qm%3Acde86a3b-485b-49e9-b690-9cc474419b56%3A37221c...

Welcome to Floatbot Customer Service!

You're almost there. We just need to grab a password so you can log in later.

Email
ashok@floatbot.ai

Full name
Ashok Bishnoi

Password
.....

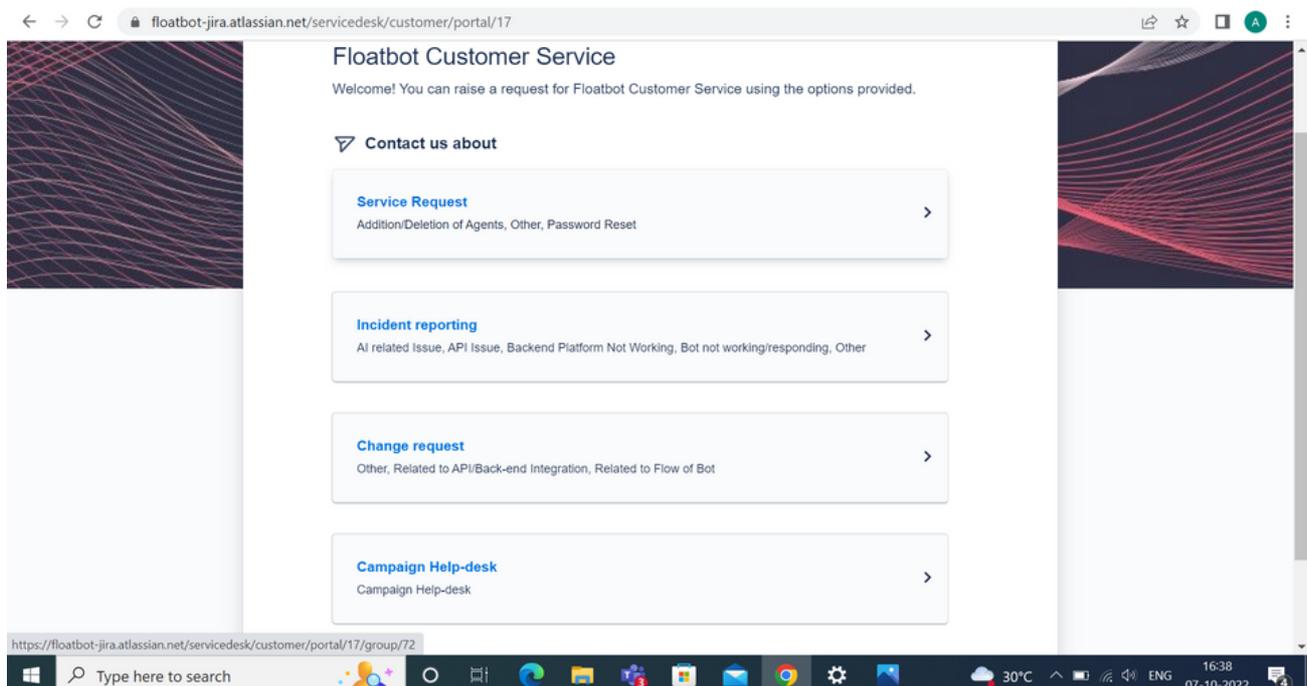
Strong

Save and continue

Once you log into the *Service Portal*, you will see your project

Step 3:

After clicking on your project, it will take you to the service request dashboard, which has 4 options



floatbot-jira.atlassian.net/service desk/customer/portal/17

Floatbot Customer Service

Welcome! You can raise a request for Floatbot Customer Service using the options provided.

✔ Contact us about

Service Request
Addition/Deletion of Agents, Other, Password Reset

Incident reporting
AI related Issue, API Issue, Backend Platform Not Working, Bot not working/responding, Other

Change request
Other, Related to API/Back-end Integration, Related to Flow of Bot

Campaign Help-desk
Campaign Help-desk

https://floatbot-jira.atlassian.net/service desk/customer/portal/17/group/72

Make service requests

(Adding/deleting agents, resetting passwords, etc.)

Report incidents

(AI-related issues, bot or backend not working, API issues, etc.)

Make change requests

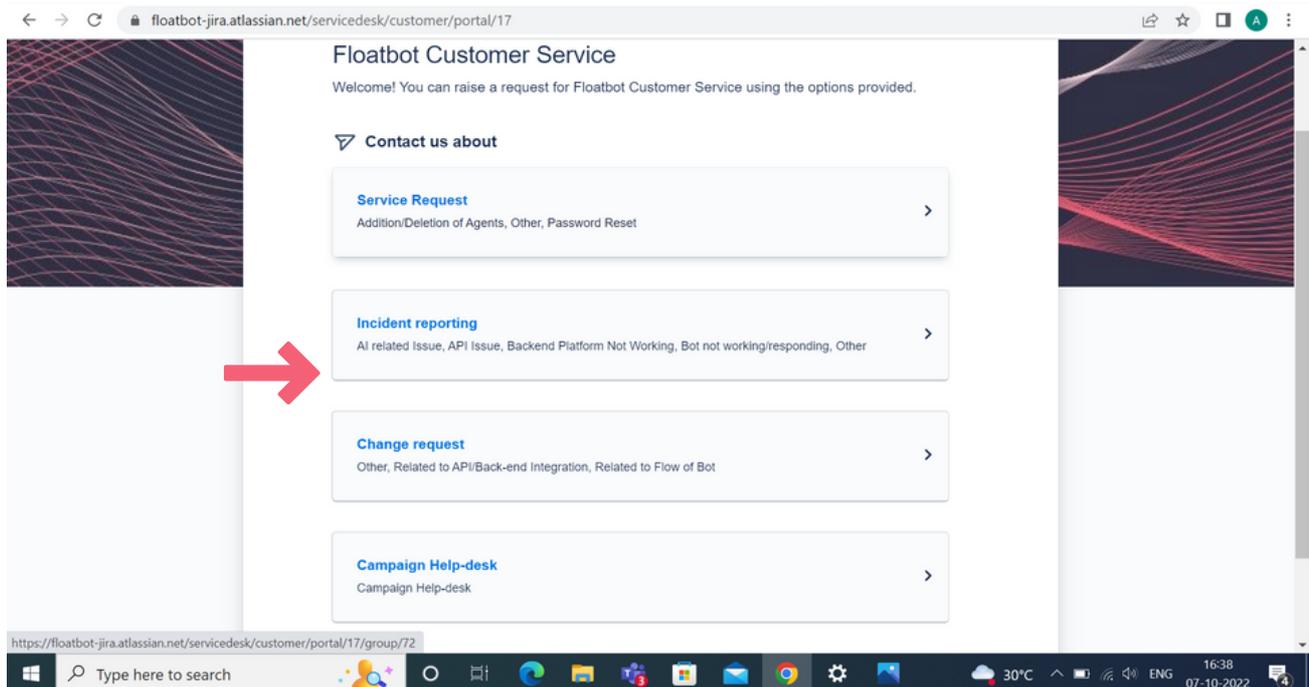
(Add flows, APIs, or any backend integration)

Contact campaign help-desk

(for any help required for Bot Templates, Campaigns, or Voicebot Campaigns)

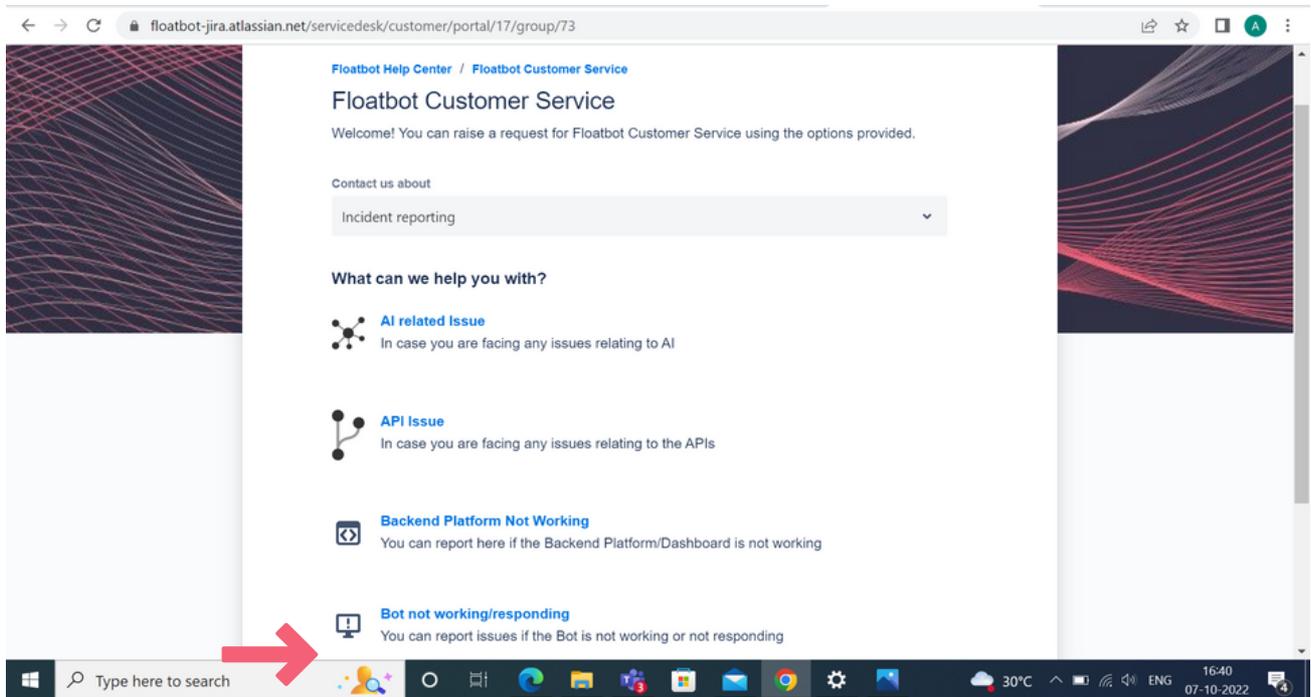
Step 5:

Choose the appropriate option according to the nature of your issue



Step 6:

Select the issue from the list



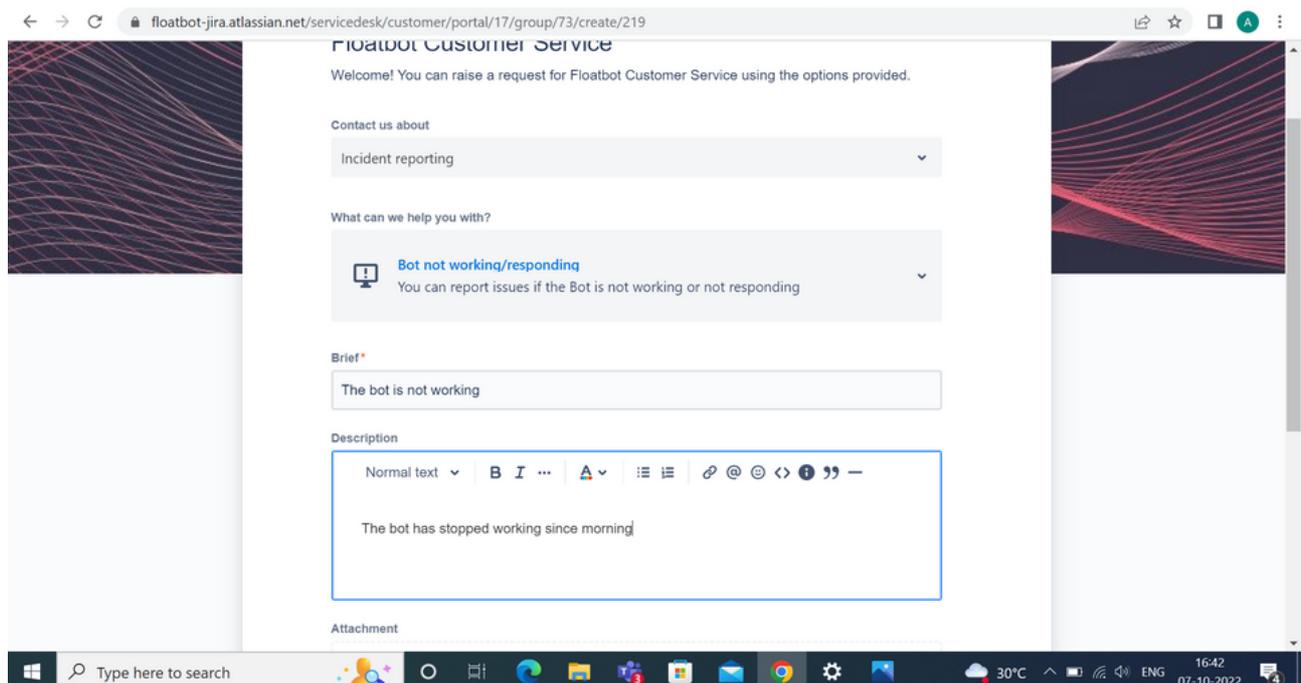
The screenshot shows the Floatbot Customer Service portal. The page title is "Floatbot Customer Service". Below the title, there is a welcome message and a "Contact us about" dropdown menu set to "Incident reporting". Under the heading "What can we help you with?", there are four categories listed:

- AI related Issue**: In case you are facing any issues relating to AI
- API Issue**: In case you are facing any issues relating to the APIs
- Backend Platform Not Working**: You can report here if the Backend Platform/Dashboard is not working
- Bot not working/responding**: You can report issues if the Bot is not working or not responding

A red arrow points to the "Bot not working/responding" category.

Step 7:

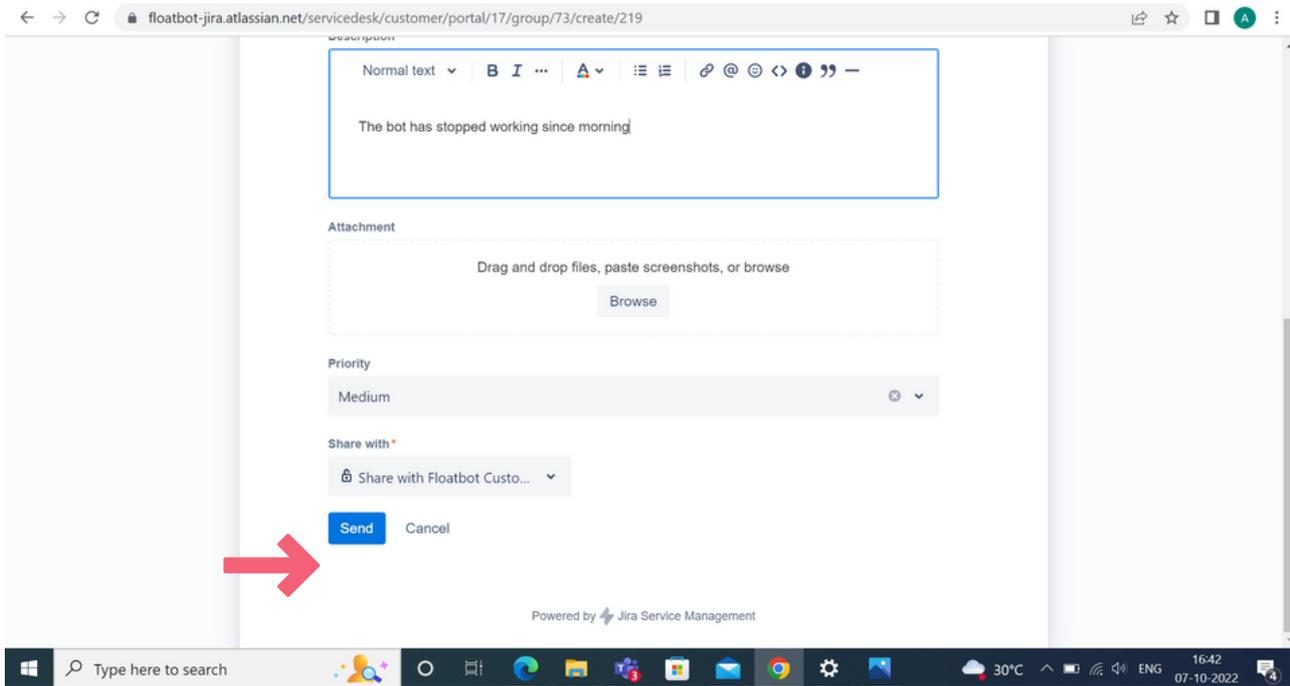
Fill the form to describe the issue and click on Send



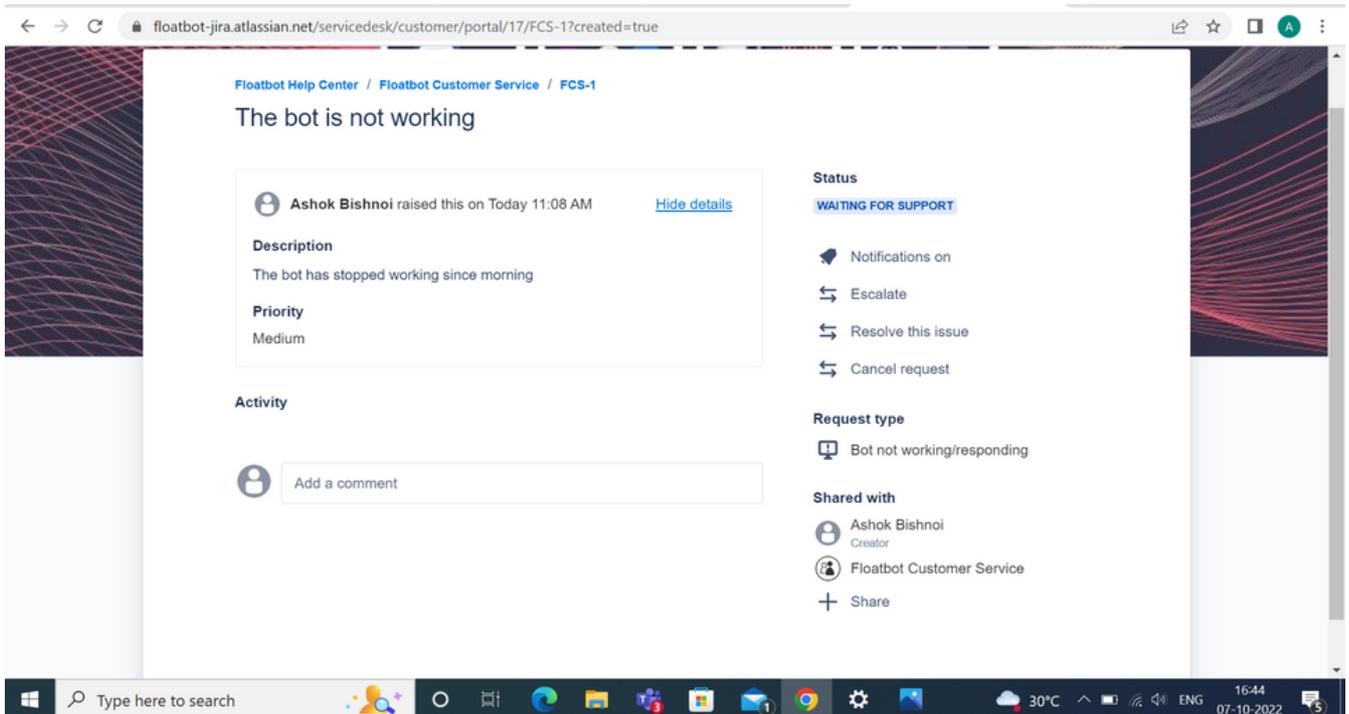
The screenshot shows the Floatbot Customer Service portal with the "Bot not working/responding" category selected. The form fields are as follows:

- Contact us about**: Incident reporting
- What can we help you with?**: Bot not working/responding
- Brief***: The bot is not working
- Description**: The bot has stopped working since morning

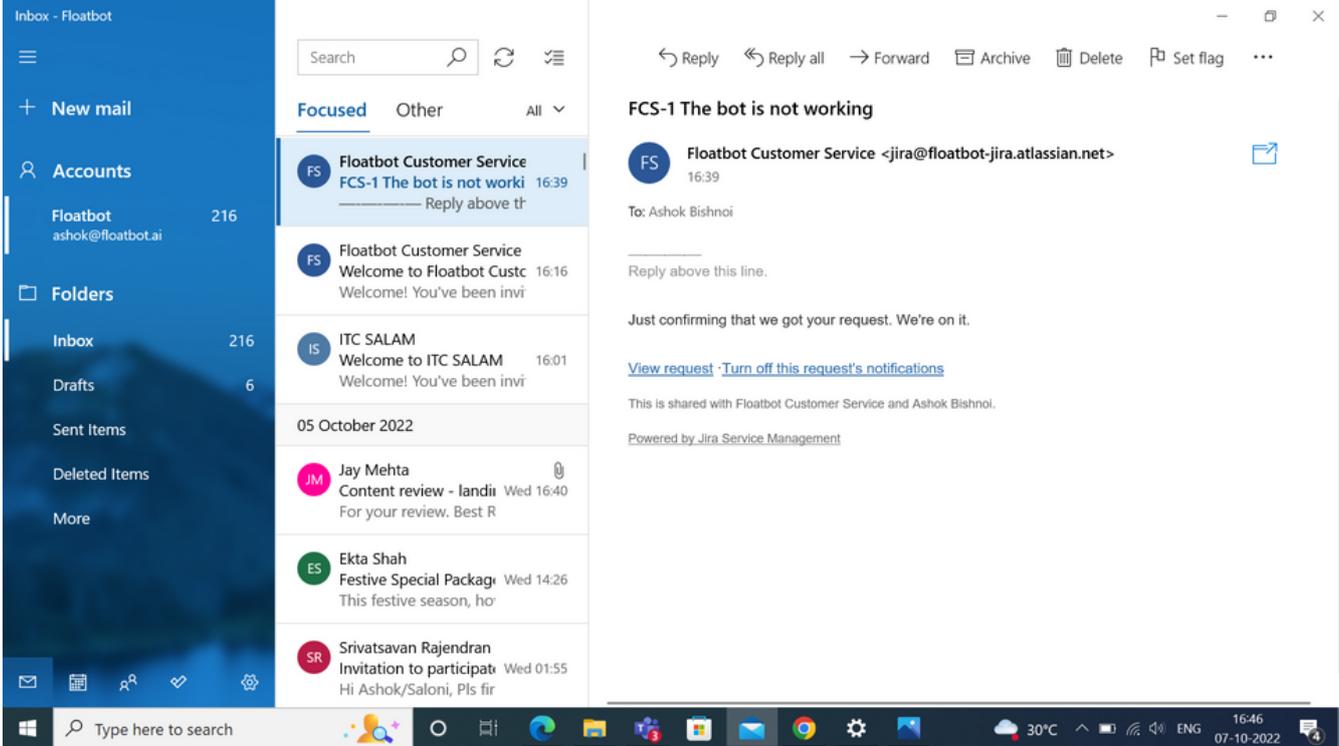
The "Attachment" field is empty.



Once you submit the issue, you will get the summary of your reporting



Also, you will receive a confirmation email



The screenshot shows an Outlook interface. On the left is a navigation pane with sections: 'Inbox - Floatbot', 'New mail', 'Accounts' (listing 'Floatbot ashok@floatbot.ai' with 216 items), and 'Folders' (listing 'Inbox' with 216 items, 'Drafts' with 6 items, 'Sent Items', 'Deleted Items', and 'More'). The main area displays an email list under 'Focused' and 'Other' tabs. The selected email is from 'Floatbot Customer Service' with subject 'FCS-1 The bot is not working' and time '16:39'. Below the list, the email content is shown: 'To: Ashok Bishnoi', 'Reply above this line.', 'Just confirming that we got your request. We're on it.', a link for 'View request · Turn off this request's notifications', and a note 'This is shared with Floatbot Customer Service and Ashok Bishnoi.' At the bottom, the Windows taskbar shows the search bar, taskbar icons, system tray with weather (30°C), time (16:46), and date (07-10-2022).