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End User Guide for the NITRO Engage App

**Applies To**: SharePoint Online

Description:

NITRO Engage App can be installed in MS teams. It provides an easy to use and interactive chat-based interface for using NITRO applications. It enhances overall customer experience and is highly convenient for users.

Implementation Steps for NITRO Engage

For installation of NITRO Engage App in MS teams refer article <https://www.crowcanyon.help/article/673/>

1. To open “NITRO Engage” App follow below steps

Open MS Teams -> Click NITRO Engage

Graphical user interface, application, Teams

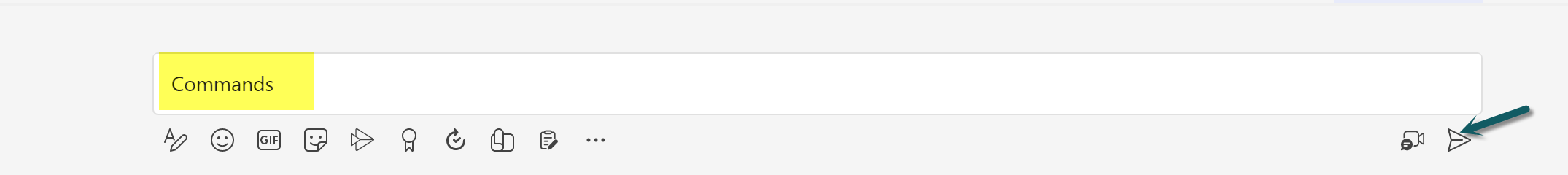
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1. A chat window will open as shown below:

Graphical user interface, application, Teams

Description automatically generated

1. Type “Commands” in chat box and press Enter. This will show all the applications and the commands related to those applications available on NITRO Engage app:



Graphical user interface, application

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1. Taking an example of “IT Professional” application, clicking on the arrow besides the application name will show all the commands available for that application.

Graphical user interface, application

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1. From the command list so obtained, user can click the command as required
2. To submit a Ticket, user can click “Submit IT Help Desk Ticket” command.

This will open a “New IT Ticket” form as shown below. User can then enter the required details and click submit. This will create the ticket.

Graphical user interface, application, Teams

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1. A successful message will be shown along with Ticket details. Also, user can view the ticket details in browser by clicking on the link highlighted below

Graphical user interface, application

Description automatically generated

Clicking the link will open the window in the browser showing Ticket details.

Graphical user interface, application

Description automatically generated

1. Tickets created by the user and in open status can be viewed by clicking “View My Open Tickets” in Commands as shown below:

Graphical user interface, text, application

Description automatically generated

1. It will list down all the open Tickets for the user:

Graphical user interface, application

Description automatically generated

1. Clicking on a Ticket will show the Ticket Details as below:

Graphical user interface, text, application, Teams

Description automatically generated

1. User can add comments in “Work Log” by clicking “Add Note” as shown below:

Graphical user interface, application, Teams

Description automatically generated

1. User can also close the Ticket by clicking “Close Ticket” as shown below:

Graphical user interface, application, Teams

Description automatically generated

1. A successful message will appear along with “Closed” Ticket details as shown below:

Graphical user interface, application

Description automatically generated

1. To Search a Ticket user can click “Search IT Tickets” link in “Commands”.
2. It will show a message as shown below:

Graphical user interface, application

Description automatically generated

1. Enter search text in chat box and click Enter. It will show all the Matching Tickets.
2. To search KB Article, click “Search KB Article” link in “Commands”.
3. It will ask for “Please Enter Search Text”. User can enter the text to search KB Article. This will show all the related KB Articles. User can then take action as required:

Graphical user interface, application

Description automatically generated

1. To narrow down search results, user can click “Show Related articles”. This will ask the user to select a “Category for your problem” as shown below:

Graphical user interface, application, Teams

Description automatically generated

1. User can select a “Category”. For Example: clicking “Internet” will further ask for “Issue Type” as shown below:

Graphical user interface, application, Teams

Description automatically generated

1. User can select an “Issue Type”. For Example: Clicking “proxy issue’ will show related articles as shown below:

Graphical user interface, application, Teams

Description automatically generated

User can select “Submit a Ticket”, “My problem is resolved” and “Start Over” option according to their choice.

1. User can view “Assigned Tickets” by clicking “View My All Assigned Ticket” link in “Commands”. It will show all the Tickets that are assigned to the user.

Graphical user interface, text, application, Word

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1. User can click on Ticket to view details. User can also perform actions of their choice on the Ticket as shown below:

Graphical user interface, application

Description automatically generated

1. User can add comments in “Work Log” by clicking “Add Note” as shown below:

Graphical user interface, application, Teams

Description automatically generated

1. User can Reassign Ticket to someone else by clicking “Reassign” option in Ticket as shown below:

Graphical user interface, text, application, Teams

Description automatically generated

1. User can resolve the Ticket by clicking “Resolve Ticket” as shown below:

Graphical user interface, application, Teams

Description automatically generated

1. User can view all unassigned Tickets by clicking “View All Unassigned Tickets” command. It will show all unassigned Tickets as shown below:

Graphical user interface

Description automatically generated

1. User can click on any Ticket to view details of selected Ticket. Also, user can perform actions provided in that Ticket according to their choice.

Graphical user interface, application, Teams

Description automatically generated

1. To pick up a Ticket user can perform “Pick up” action. It will show a “Work Log” box where user can enter comments.

Graphical user interface, application, Teams

Description automatically generated

1. To Assign the Ticket to a staff member, user can perform “Assign” action. It will appear as below. User can choose a staff member from the drop down and add comments in the work log.

Graphical user interface, application, Teams

Description automatically generated

1. User can view all overdue Tickets by clicking “Show All Overdue Ticket” command. It will show all overdue Tickets as below:

Graphical user interface, application

Description automatically generated

1. User can click on any Ticket to view details of selected Ticket. Also, user can perform actions provided in that Ticket according to their choice.

Graphical user interface, text, application

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