TeleTracking®

TELEBOT

WHAT IS TELEBOT?

TeleTracking is expanding its support offerings. This includes a new artificial intelligence (AI) chatbot accessible directly from the Portal. TeleBot allows you to search for articles and content on your own, chat with a robot for commonly asked questions, and/or chat with a Client Support Engineer for more complex involved questions.

WHY USE TELEBOT?

- Quick Response:
    - o You don't need to wait in the call queue when asking a simple question. TeleBot can respond immediately which means less waiting
- Accessibility:
    - o Start a chat by simply clicking the icon in the bottom right-hand corner of the screen.
    - o Start a conversation anytime and respond when it's convenient for you!
- Automatic Identification:
    - o TeleBot automatically recognizes you! (name, e-mail, location, browser, etc.)
- The more you interact with it the better it gets!
    - o We learn from each interaction. This means the more you use TeleBot the smarter it becomes!

HOW TO USE TELEBOT?

Asking TeleBot for help is a simple user-friendly process accessible from within the **PORTAL**. Simply click the TeleBot icon in the bottom right-hand corner of the screen to start a chat and/or search for content.

Upon first use of TeleBot, you will be asked to accept our **TERMS AND CONDITIONS**. By accepting, you agree not to share PHI in any form during a chat. While you are required to accept the terms and conditions just once, you may be reminded of them during a chat.

ChatBot Terms and Conditions

Proper Use Policy for TeleTracking Chat Support
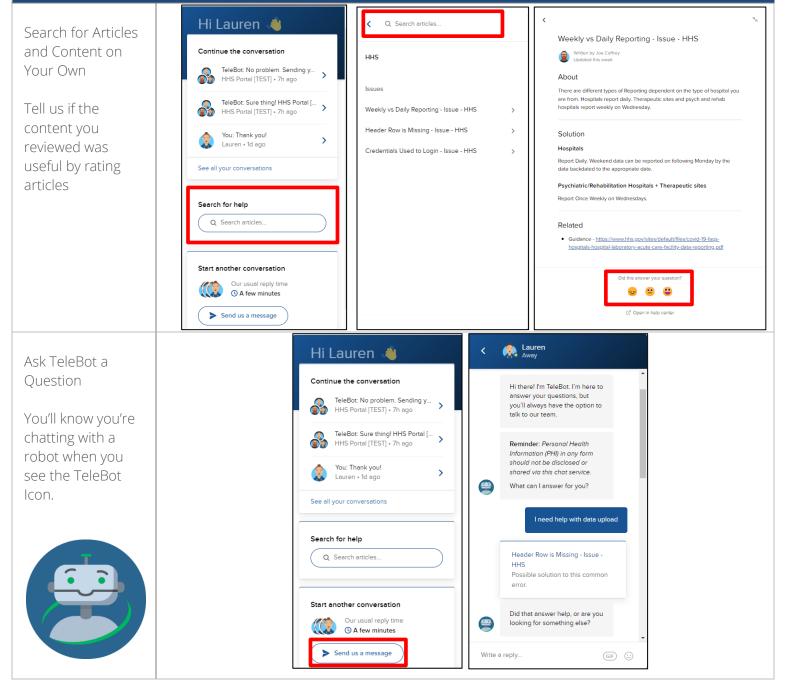
Written by Rick Schlieper
Updated over a week ago

Users of this chatbot service acknowledge and agree that it is not intended to be, and shall not be, used to transmit, share, distribute, or store protected health information ("PHI") as defined by the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and/or the Health Information Technology for Economic and Clinical Health Act of 2009 (HITECH). TeleTracking Technologies, Inc., and its affiliates, expressly disclaim any and all liability arising out of, or relating in any way to, User's intentional or inadvertent disclosure of PHI via this chatbot service.
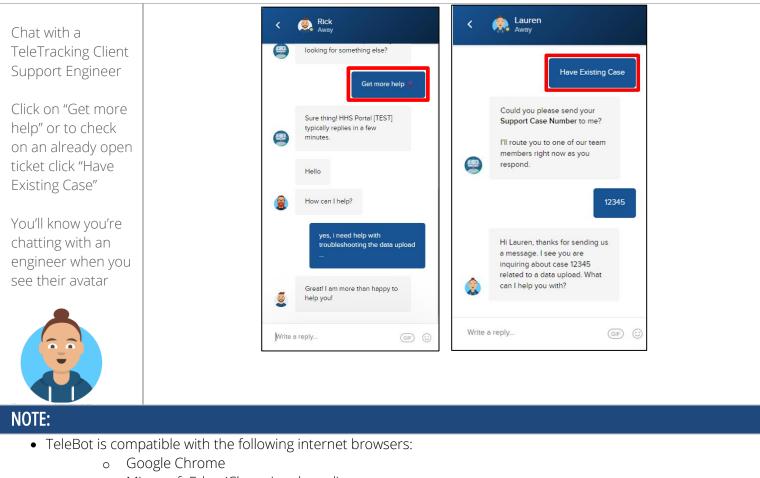
WHEN TO USE TELEBOT?

Search for Articles and Content on Your Own

Tell us if the content you reviewed was useful by rating articles

Ask TeleBot a Question

You'll know you're chatting with a robot when you see the TeleBot Icon.

Chat with a TeleTracking Client Support Engineer

Click on "Get more help" or to check on an already open ticket click "Have Existing Case"

You'll know you're chatting with an engineer when you see their avatar

NOTE:

- TeleBot is compatible with the following internet browsers:
  - Google Chrome
  - Microsoft Edge (Chromium based)