

# TeleBot

## 24/7 Automated Support!

In fast-paced healthcare environments, quick access to the right information is critical. TeleBot provides healthcare professionals with immediate access to TeleTracking platform and solution knowledge, enabling faster decisions and reducing downtime. With TeleBot, common issues are resolved quickly, allowing IT teams to focus on complex problems while empowering staff to troubleshoot minor issues independently.

## Key Benefits of TeleBot:

### Instant Knowledge, Right When You Need It

TeleBot gives you the power to independently find answers to frequently asked questions through a robust knowledge base. Whether it's a product inquiry or troubleshooting help, TeleBot ensures you have the information you need at your fingertips.

- **Self-service Articles:** Quickly search for product information and solutions.
- **Automated Responses:** Get immediate answers to common questions.
- **Live Support Access:** Chat with a Client Support Engineer for more complex issues.

### Easy Access to Support

Starting a chat is as simple as clicking the TeleBot icon within the application. TeleBot recognizes your healthcare system, so you skip the repetitive step of providing your details.

- **No Need for Phone Numbers:** Initiate support without having to remember contact details.
- **Convenient Help:** Whether you're on another call or multitasking, TeleBot makes it easy to get support on your terms.

### Stay Up-to-Date with Product Enhancements

With TeleBot, you'll always be informed about the latest product features and updates.

- **Product Tours:** Learn more about new capabilities and enhancements.
- **Access Release Notes:** Stay updated on the newest releases directly through TeleBot.

### When to Use TeleBot:

- **Looking for Quick Answers:** Find articles and content to address commonly asked questions, or let TeleBot suggest relevant resources based on your search.
- **Learning About Product Updates:** Stay informed about the latest features with access to product release notes.
- **Needing Personalized Support:** If TeleBot can't help, simply connect to a live Client Support Engineer by selecting "Get More Help."
- **Checking System Performance:** Get real-time information on system availability through TeleBot's integrated status page.

### Why Choose TeleBot?

- **Fast Responses:** Skip the call queue for quick questions and get instant replies.
- **Convenient Access:** Start a chat anytime by clicking the TeleBot icon, even while multitasking.
- **Continuous Improvement:** TeleBot learns from each interaction, becoming smarter and more helpful over time.