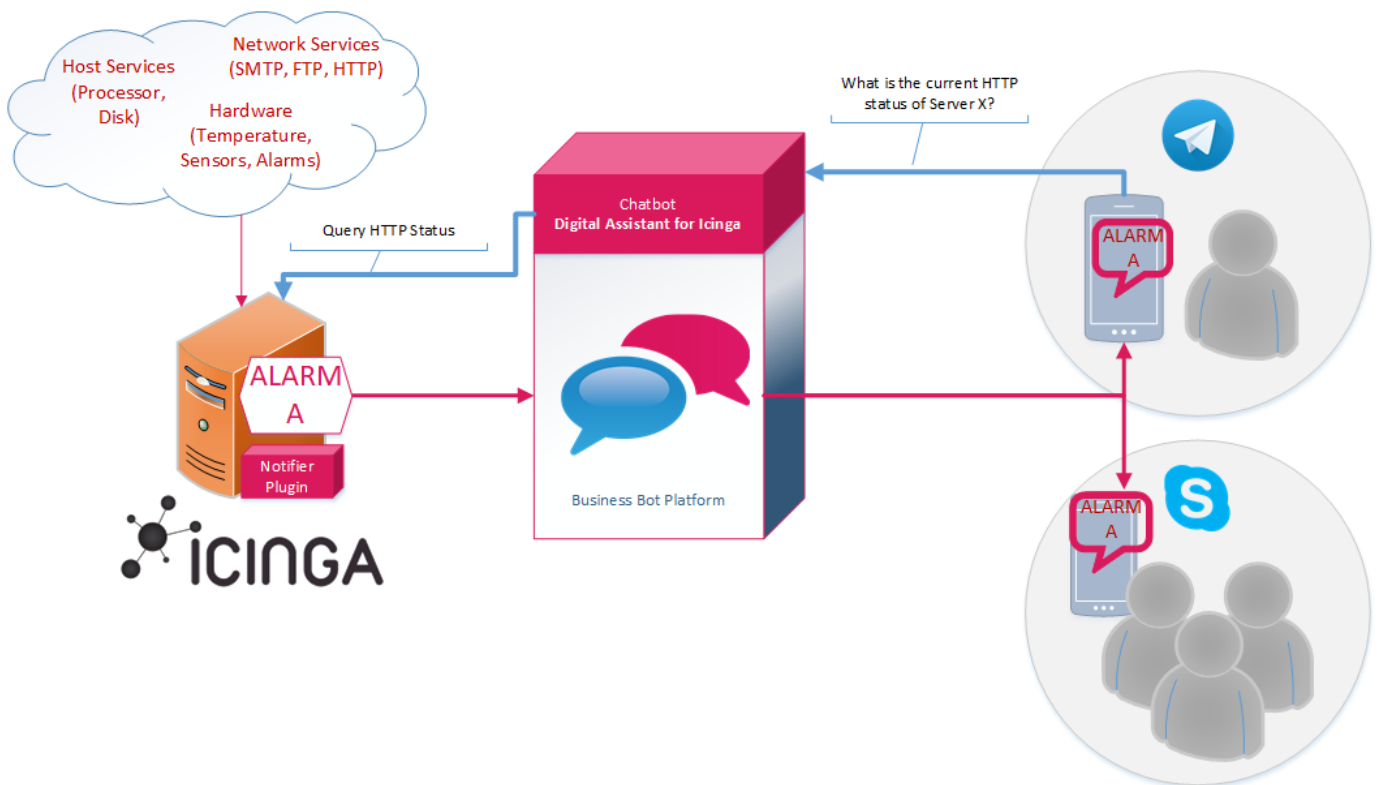


Citunius

Business Chatbot Digital Assistant for Icinga



The Business Chatbot extends the capabilities of the monitoring solution Icinga with instant messaging. The Icinga plugin integrates seamlessly into the existing monitoring solution. Important updates from the Icinga system will be sent to you by the chatbot via instant message. The Digital Assistant keeps you up to date when business critical systems fail. The push functionality of the instant messenger ensures that new updates are displayed directly on the lock screen of the smartphone.

You can extend the capabilities of the chatbot with custom commands and define which actions in the Icinga system trigger an instant message to your smartphone. You and your customers keep track of the current status of your systems. Always stay well informed by specifying which information is distributed to you. Let your business chatbot warn you immediately if there is a problem, so you can react faster to critical situations and take immediate action.

We'll make it fitting

- Available as on-premise and cloud solution
- The Digital Assistant can be seamlessly integrated into your existing Icinga system solution
- The Digital Assistant can be customized by our experts to meet your specific requirements
- Define custom keywords in the instant message to trigger desired actions in the Icinga system.
- Define custom commands and actions for the Icinga system

You have the choice

- Adaptation of Icinga status information: Use our templates or compose the desired Icinga system information yourself, which should appear in the instant message
- Templates: The chatbot already contains predefined actions that you can use immediately (e.g. query system information)
- Use with various instant messenger providers such as Facebook™ Messenger, Microsoft Skype for Business™, Microsoft Teams, Slack, Telegram™ Messenger, Threema and XMPP

The security of your data is important to us

- The communication between the platform and the Icinga integration is encrypted. In addition, the connection is validated.
- We use servers that are operated in Germany to fully compliant with the new EU General Data Protection Regulation (GDPR)

Respond faster in critical situations

- Keep control in hazardous situations by receiving critical system information as an instant message

Benefits for you and your customers

- Don't let your customer hang (in the dark) with automatic notifications
- Work simplification for ticket agents
- Transparent and more effective communication



Technical details at a glance

Availability

- On-Premise
- Cloud

The Business Bot Platform is available for Microsoft Windows Server and Linux (RHEL/CentOS)

Security

- End-to-end encryption

Supported Icinga Versions

- Icinga 2.x

Other versions can be certified on request.

Supported languages

- German
- English

Other languages can be added (Prerequisite: Language must be defined in UTF-8 language space)

Does it require a special setup?

Administrators can get started quickly and without the use of development resources. End users don't have to deal with downloads, plug-ins or learning curves, just use their smartphone.

What do I need to get started?

To use the Digital Assistant, your organization needs a Business Bot Platform license (Edition Business or Enterprise). Certain instant messengers may require a paid subscription.

About Citunius

Citunius is a software provider of professional chatbot solutions focused on network monitoring, service management, and knowledge management. The company supports customers in the implementation of strategic initiatives in the field of IT Service Management (ITSM), IoT, ERP and CRM. The Business Bot Platform has recently launched as the first independent chatbot platform with marketplace for professional business systems. The platform is available worldwide as cloud and on-premise solution and enables customers to build personal digital assistants as well as building intelligent dialogue systems aligned to custom business needs. Detailed information about the Business Bot Platform is available at www.citunius.de.

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