

The Business Chatbot extends the capabilities of the ticket system OTRS by instant messaging. With the Digital Assistant you can communicate with the OTRS ticket system via instant message, for example to retrieve ticket information, receive new updates via push functionality and create new tickets. In addition, you can extend the capabilities of the chatbot with custom commands and actions.

You and your customers keep track of the current status of your tickets. 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 ticket system solution
- The Digital Assistant can be customized by our experts to meet your specific requirements
- Define your own keywords in the instant message to trigger desired actions in the OTRS system.
- Define custom commands and actions for the OTRS ticket system

## You have the choice

- Adaptation of ticket information: Use our templates or compose the desired OTRS ticket information yourself, which should appear in the instant message
- OTRS templates: The chatbot already contains predefined actions that you can use immediately (e.g. query ticket 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

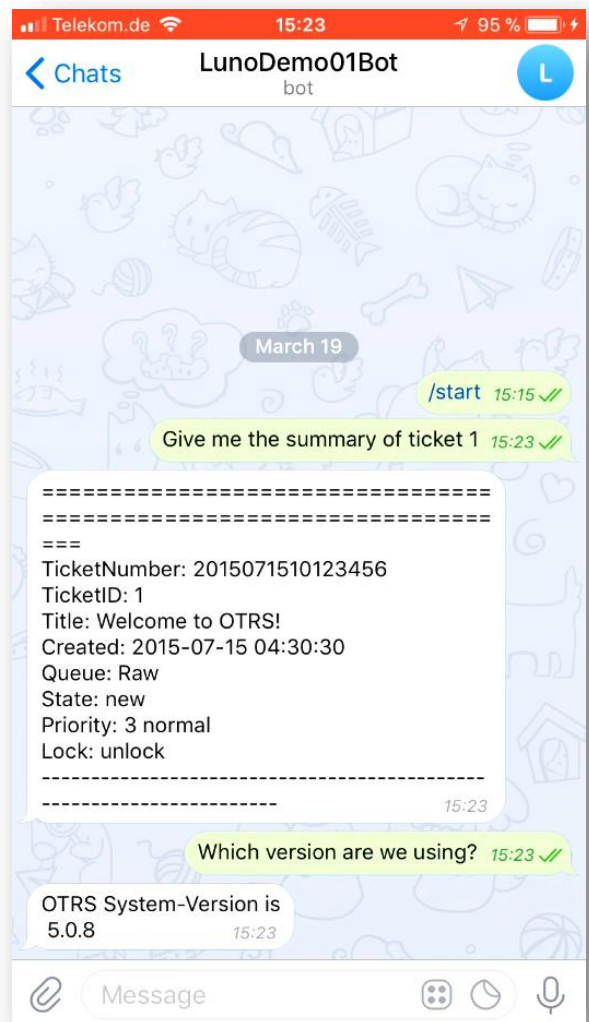
- The communication between the platform and the OTRS integration is encrypted. In addition, the connection is validated.
- We use servers that are operated in Germany to fully comply with the new EU General Data Protection Regulation (GDPR)

## Respond faster in critical situations

- Keep control in hazardous situations by receiving critical ticket 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 OTRS Versions

- OTRS Free 5.x
- OTRS Free 6.x
- OTRS Business Solution™ 5.x
- OTRS Business Solution™ 6.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](http://www.citunius.de).

Citunius GmbH  
Kapuzinerstrasse 50  
55116 Mainz  
Germany

Tel.: +49 (0) 6131 5402124  
<https://www.citunius.de/de/sales@citunius.de>



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