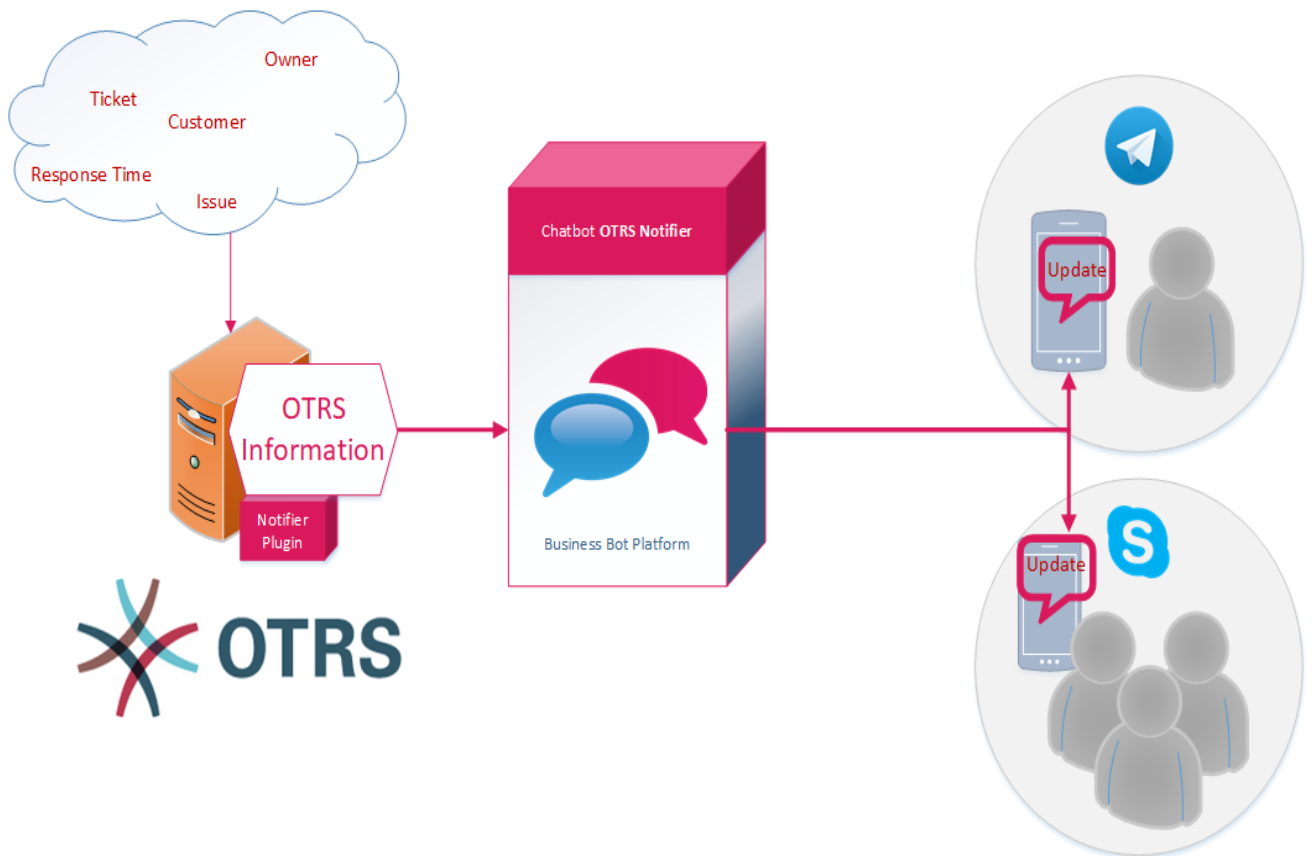




Business Chatbot

## Citunius Notifier for OTRS Free and OTRS Business Solution™



The Business Chatbot extends the capabilities of the ticket system OTRS by instant messaging. Important updates from the OTRS ticket system will be sent to you by the chatbot via instant message. The Notifier keeps you informed when tickets are updated, opened, edited, assigned or closed. Very comfortably via chat message. The push functionality of the instant messenger ensures that new updates are displayed directly on the lock screen of your smartphone.

You can extend the capabilities of the chatbot with custom commands and define which actions in the OTRS system trigger an instant message to your smartphone. 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 Notifier can be seamlessly integrated into your existing ticket system solution
- The Notifier can be customized by our experts to meet your specific requirements
- Define custom commands and actions for the ORTS 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
- 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

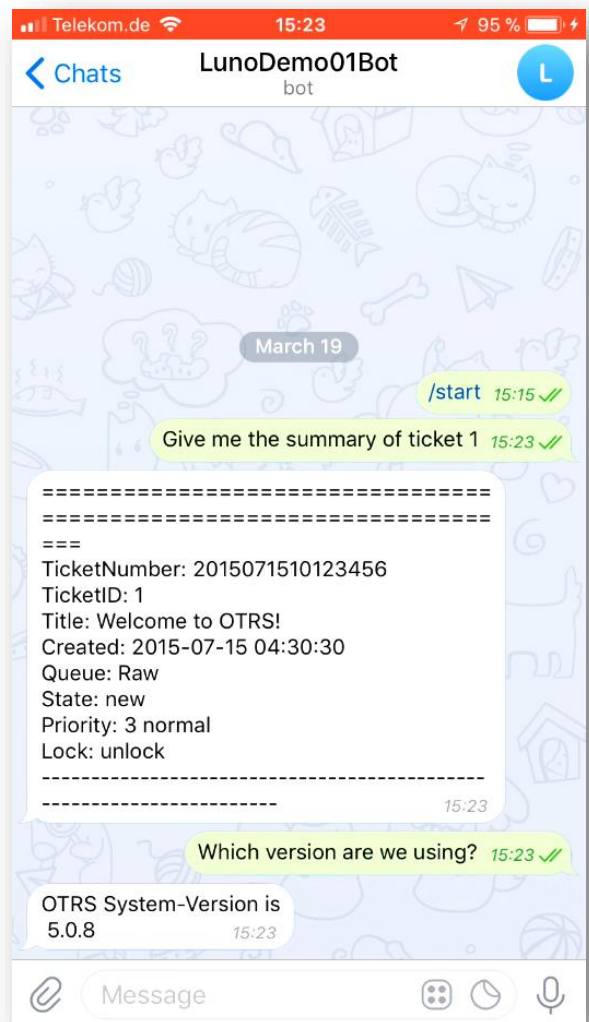
- The communication between the platform and the OTRS integration is encrypted. In addition, the connection is validated.
- We use servers that are operated in Germany to fully compliant with the new EU General Data Protection Regulation (GDPR)

## 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 Notifier, 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).

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