EXIGENT

QUICK START GUIDE

GUIDE

Exigent Support in Microsoft Teams

Take advantage of the power of AI to request support, track tickets, and keep work moving forward.

AI-enabled Exigent IT Support now available through Teams

Exigent is bringing AI-powered support functionality to Microsoft Teams, making it easier to request help without leaving the tools you use every day. Describe your issue in the Exigent Support chat, and the AI assistant creates a ticket, captures the details, and keeps you informed throughout the process.

In addition, optional guided troubleshooting can help you work through straightforward issues while your ticket is in the queue. You can always choose to wait for the Exigent Support team you know and trust.

Choose where to connect

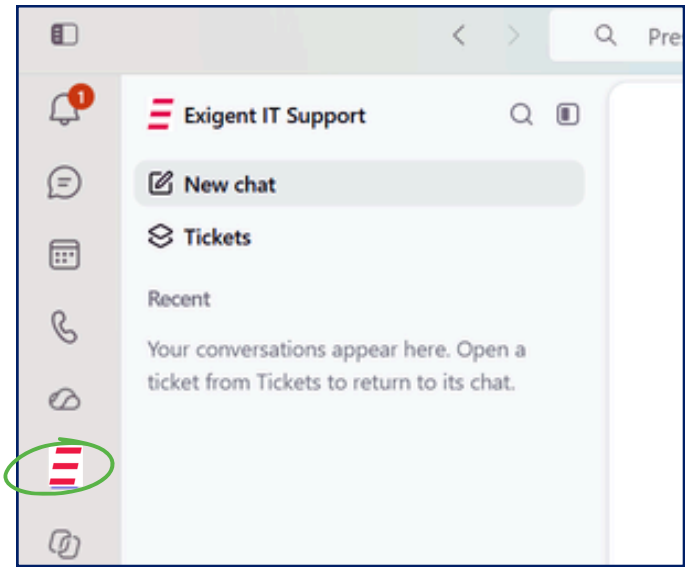
In Microsoft Teams, click the Exigent Support app icon in the left-side menu [Hint: Look for the "E" icon]. You'll see a "New Chat" button, a "Tickets" view, and your recent conversations.

Describe your issue

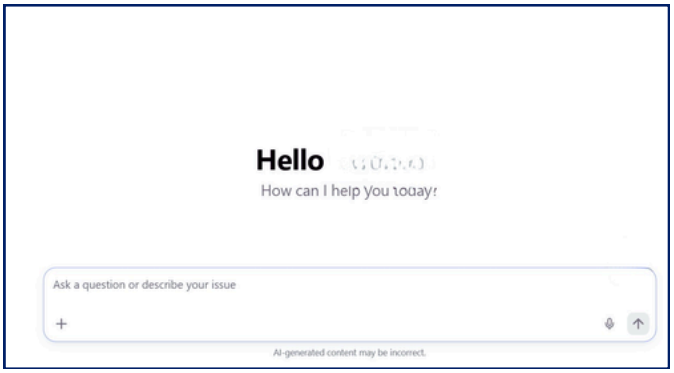
Start a new chat and describe the problem. There are no forms to complete. The support assistant creates a ticket with a clear title and description and confirms it in the chat. Include details about what is happening, when it started, and any error messages you see. Screenshots are always helpful. These details help our team understand the issue.

Choose whether to try guided troubleshooting

After your ticket is created, the AI assistant may offer to troubleshoot with you while your request is in the queue. This is always optional. If you choose to continue, the assistant asks questions and suggests simple steps you can try. What you learn is added to the ticket, giving our engineers a clearer picture of the problem. If you would prefer to wait for our team, choose "No thanks." Your ticket is already in the support queue.



Open Exigent Support App from the left-side menu in Microsoft Teams.

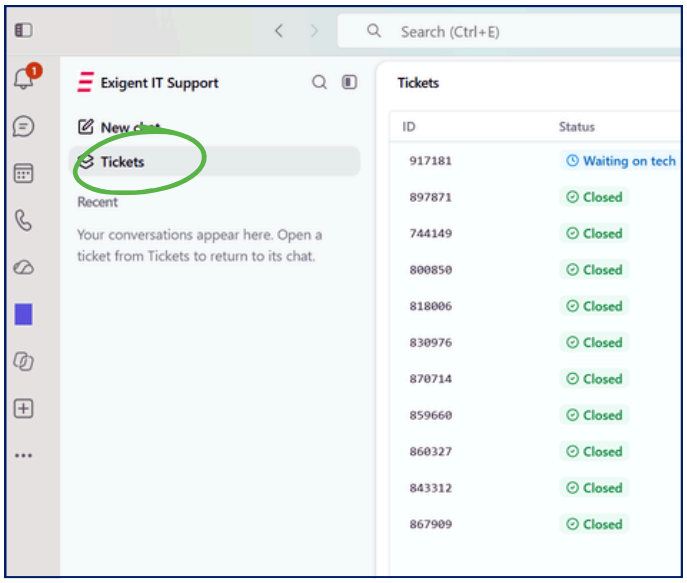


Describe your issue in the chat to create a support ticket, then work through suggested resolution steps (if you want) while you are waiting for an engineer.

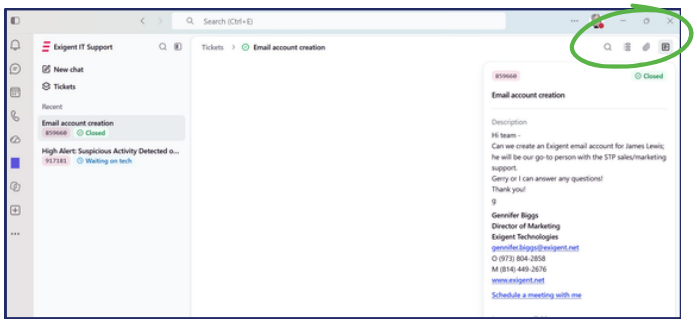
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Use the Tickets view to find requests and check their status.



Icons in the right-hand corner help you view notes, search, and attach documents or images to tickets.

Track your tickets

Select "Tickets" to see your requests, including their ticket numbers, status, titles, and dates. Use the search box to find a specific ticket. You can also see your ticket history in that view.

Ask for an update

You can check ticket status by asking the AI assistant in the chat. Try "What open tickets do I have?" or "Any update on my monitor ticket?" The support assistant provides the latest status.

Add details and read replies

Open a ticket and use "Notes" to read updates from the Exigent support team or add information of your own. Your replies become part of the ticket and are available to the team member working on your request. You can also search the notes, attach more information (including screenshots), and review the existing ticket details using the menu in the upper right corner.

Stay informed

When using Teams, you'll receive a notification whenever your ticket is updated. You can read responses, review follow-up questions, and continue the support conversation within Teams.

Close the ticket when issue resolved

If guided troubleshooting resolves the issue, the support assistant asks whether you would like to close the ticket. Choose "Yes, close it" when you are confident the problem is fixed. If you are unsure, keep the ticket open and an Exigent Support team member will follow up. Either way, the ticket is recorded and saved in your ticket history.

Use the support option that works for you

Exigent Support in Teams and on the web adds two more convenient ways to reach our service team. You can continue to request service through the traditional Service Portal in the Client Center at exigent.net, emailing support@exigent.net, the Exigent "E" icon in your computer's system tray, or by calling (973) 770-0500, option 3.