

Customer: Trinity Health Software: QliqSOFT Chat Bot Document Type: Chat Bot User Manual Guide Beaker Virtual Support Chat Bot Link: https://webprod.qliqsoft.com/widget?appId=a6971c9280ab422d818866938404aeb4&windowscale

Trinity Healthcare
Can I help you with any of the following?
Password Reset Printer or Hardware Issues Cannot Access the Epic Icon Something Else
< Trinity Healthcare
Welcome to Trinity Health Chat
Can I help you with any of the following?
Great, we have a helpdesk set up for that! Give them a call at 1- 888-667-3003
Thank you for contacting Trinity Health Chat, is there anything else I can help with?

Step 1: Click on the link provided to open Chat Bot in ZenWorks. If you do not have ZenWorks on your desktop, please use the above link to connect Beaker Virtual Support Chat Bot. **Step 2:** Once Chat Bot is opened, you

can see the options to choose as noted in the screenshot.

Step 3: If you have EPIC access issue, password reset, or hardware issue, please call 1-888-667-3003.
Step 4: If you want to chat with our Epic Expert, please click "Something Else" at the bottom or click "Yes"





Trinity Healthcare ? Password Reset 12:46 PM 47 Great, we have a helpdesk set up for that! Give them a call at 12:47 PM 1-888-667-3003 4 Thank you for contacting Trinity Health Chat, is there anything 12:47 PM else I can help with? Yes Sure! One second 12:50 PM ÷ Can I help you with any of the following? 12:50 PM Something Else Great, I'll connect you with one of our Epic experts now. 12:51 PM Please wait for the next available chat agent A Please wait **Trinity Healthcare** < 47 Welcome to Trinity Health Chat 12:56 PM ÷ Can I help you with any of the following? 12:56 PM Something Else 12:55 PM Great, I'll connect you with one of our Epic experts now. 12:56 PM Please wait for the next available chat agent 75 ÷ Please wait 42 Hello, thank you for contacting the Deliver Health Help Desk. My Name is Ontario Richardson. May I please have your phone 12:55 PM number full name, role (e.g., Nurse, Provider, Scheduler), and department? Most importantly, how may I help you today?

Step 5: Chat bot will connect to our Healthrise Epic Expert.

Step 6: Next available Healthrise Epic Expert will join the chat to help you guide resolve the issue/concern as noted in the screenshot.



K Trinity Healthcare	0
Please wait for the next available chat agent	
Please wait	
Hello, thank you for contacting the Deliver Health Help Desk. My Name is Ontario Richardson. May I please have your phone number full name, role (e.g., Nurse, Provider, Scheduler), and department? Most importantly, how may I help you today?	
Hello On	tario, Good Afteroon
I am having issue with discharge summ	ary, can you help me out
I would like to remote into your screen to assist you. Kindly click on this link:	
secure.logmeinrescue.com/R?i=2&Code=864922	
	Support-LogMeinRescuelexe 0 65 - 23 V8 of 23 M8
and and a second se	Support LogMeinRessue eine DBN-13 VB w23 VB mDNE
See Downloading the Rescue Applet	Support.log/lef/Recuese
Service Applet	SupportugNet/Resources
Downloading the Rescue Applet	Support.log/lef/Rookese (file-2) Vil af 23 Vil mole
Downloading the Rescue Applet	Support.log/lef/Rookese (file-1) Vilar11Wi Imple

Download didn't start? Try agan. Press CTRL + J to find recent downloads.

Secure Remote Support
- Communication is TLS encrypted between you and your technicians
- You can permit or dery access at all times during the session

Step 7: To provide screen sharing capabilities, our Epic Expert will send you the logmein123 link to access your computer system.

tep 8: Once you click the link provided by our Epic Expert, it will ake to the download screen where you need to download the rescue pplet as shown in the screenshot.





Step 9: After downloading the rescue applet, click on the downloaded file and you will get a chat box of logmein123 rescue as shown in the screenshot.



Step 10: Once permission is granted to access your computer system, our Epic Expert will access your system to resolve the issue/concern.





For more clarification, please feel free to write a mail to: Brittany Green (Site Manager) <u>Email ID:</u> bgreen@healthrise.com

Thank You