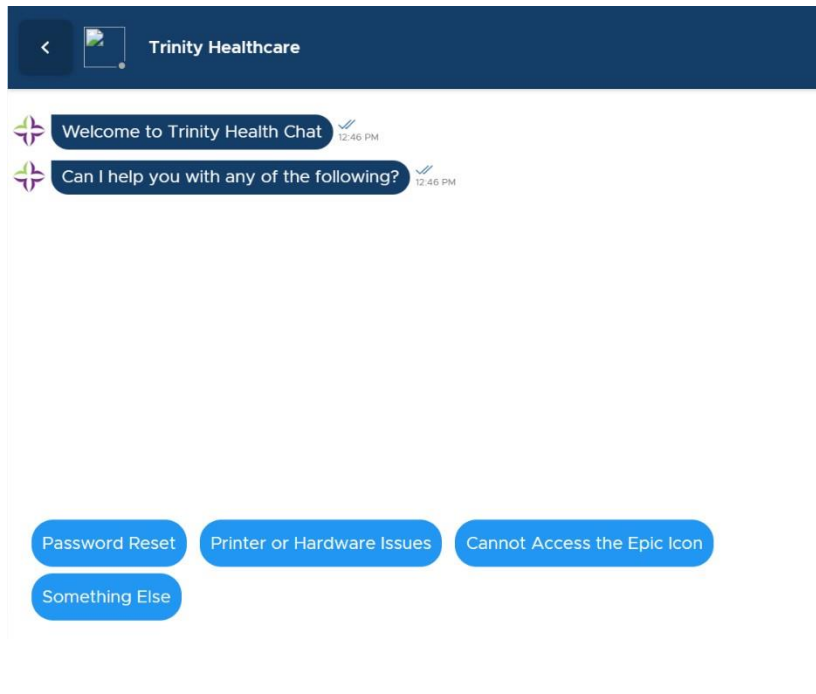**Customer:** Trinity Health
Software: QliqSOFT Chat Bot
Document Type: Chat Bot User Manual Guide
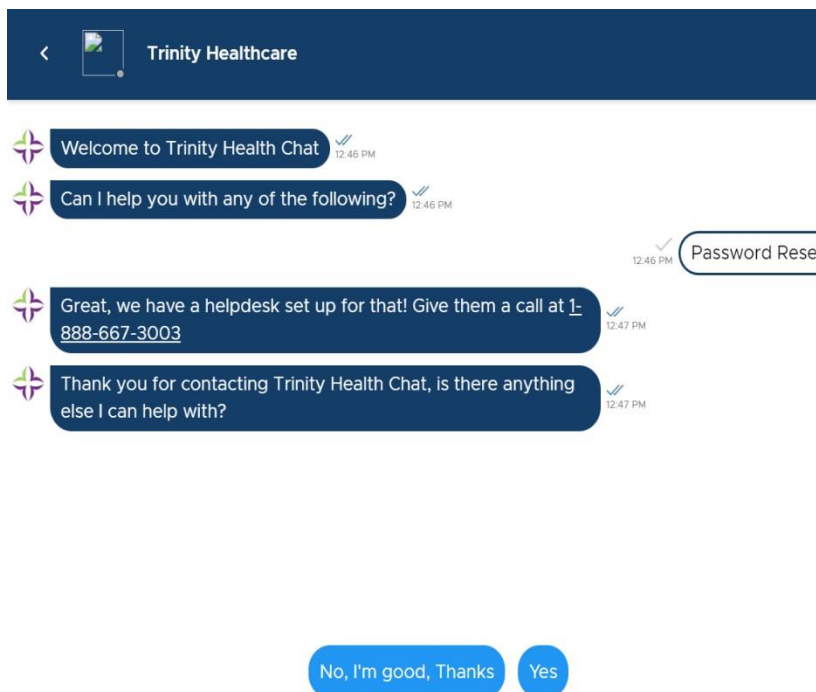**Beaker Virtual Support Chat Bot Link:**
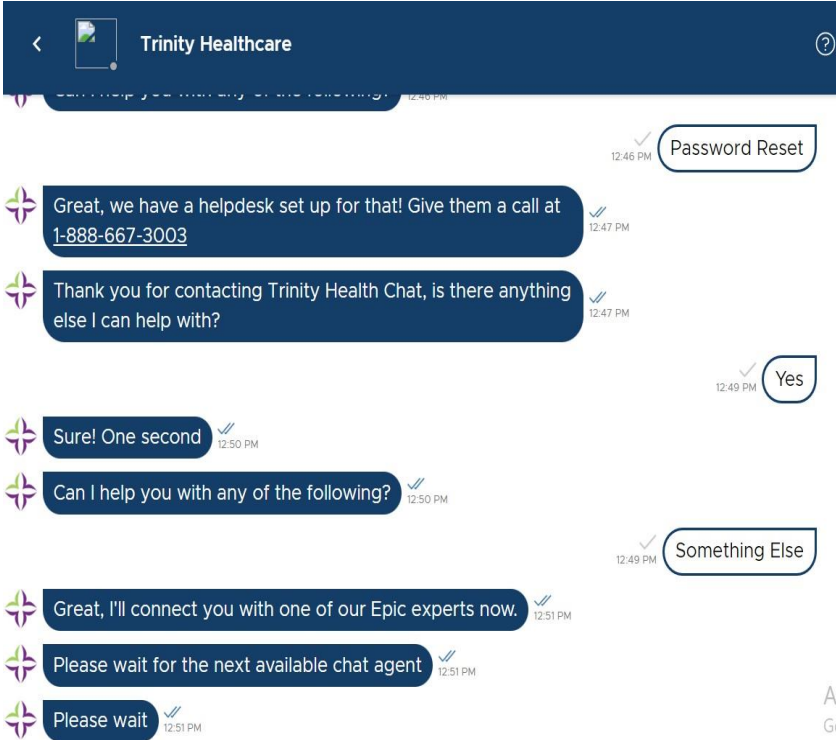https://webprod.qliqsoft.com/widget?appId=a6971c9280ab422d818866938404aeb4&windowscale

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.
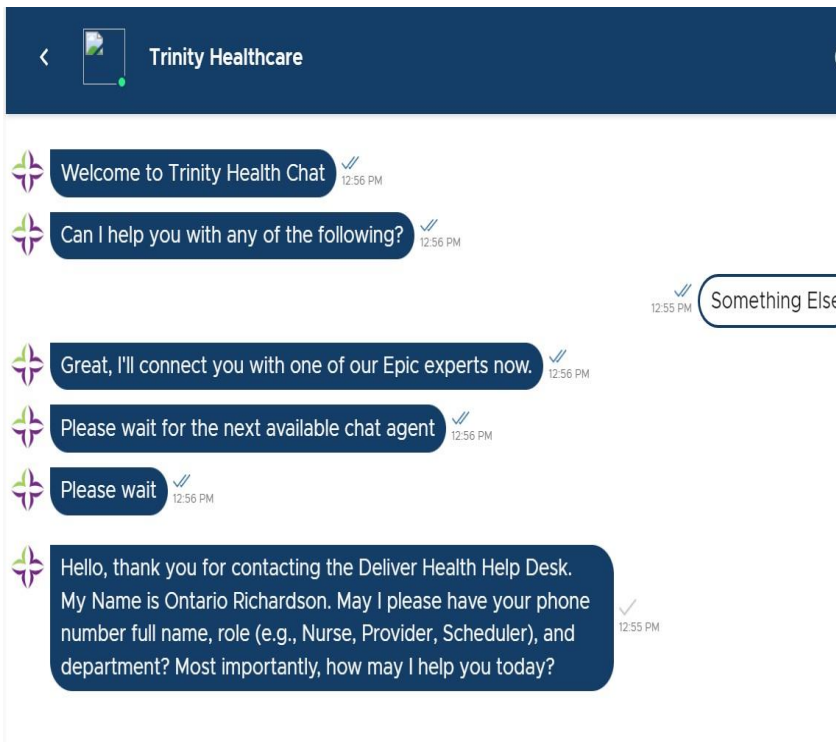

Step 3: If you have EPIC access issue, password reset, or hardware issue, please call 1-888-667-3003.
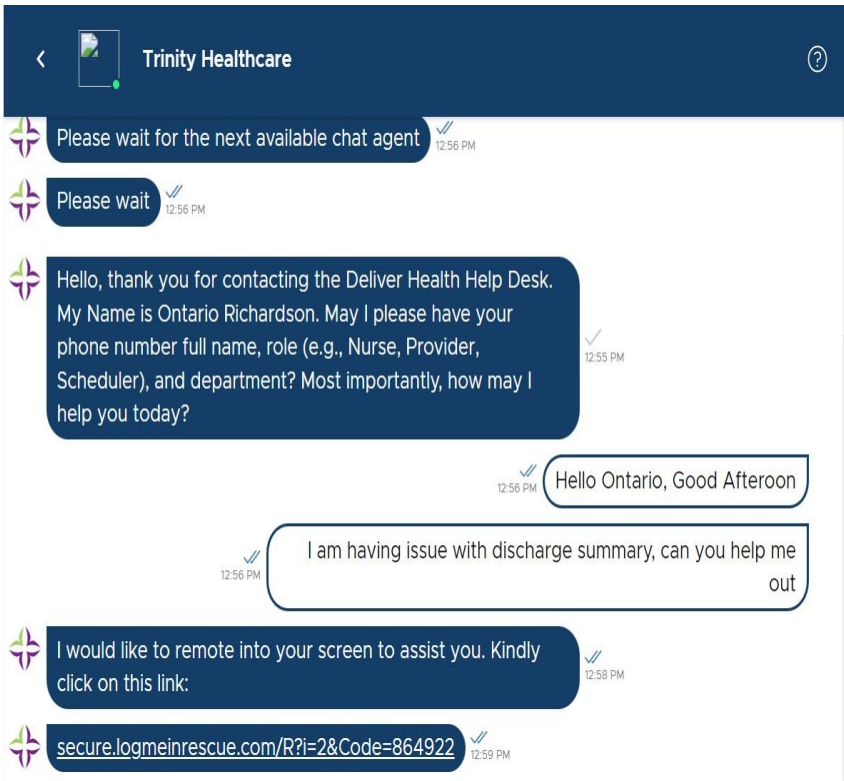**Step 4:** If you want to chat with our Epic Expert, please click "**Something Else**" at the bottom or click "**Yes**"
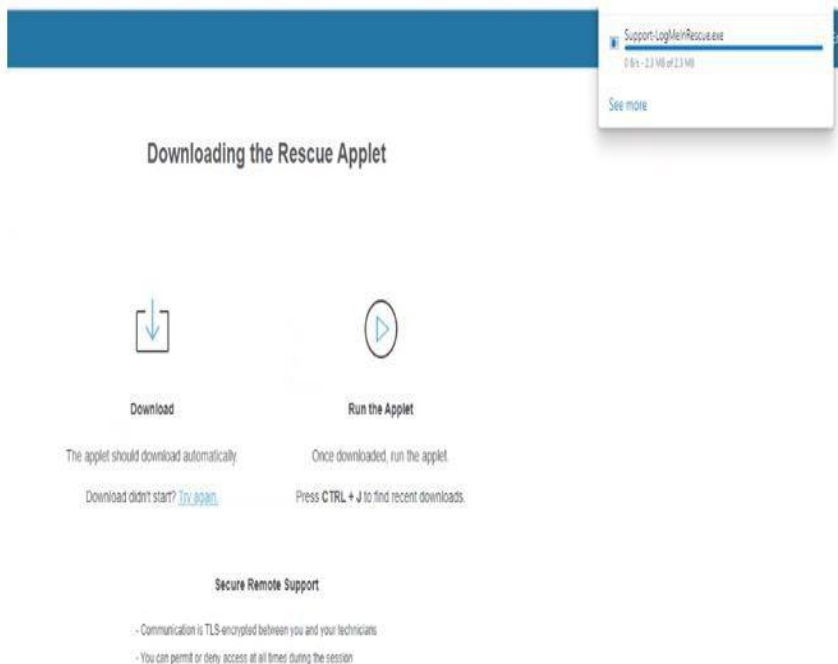
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Trinity Healthcare

| | 12:46 PM | Password Reset |

Great, we have a helpdesk set up for that! Give them a call at 1-888-667-3003   12:47 PM

Thank you for contacting Trinity Health Chat, is there anything else I can help with?   12:47 PM

12:49 PM   Yes

Sure! One second   12:50 PM

Can I help you with any of the following?   12:50 PM

12:49 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   12:51 PM

Please wait   12:51 PM

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

Trinity Healthcare

Welcome to Trinity Health Chat   12:56 PM

Can I help you with any of the following?   12:56 PM

12:55 PM   Something Else

Great, I'll connect you with one of our Epic experts now.   12:56 PM

Please wait for the next available chat agent   12:56 PM

Please wait   12:56 PM

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?   12:55 PM
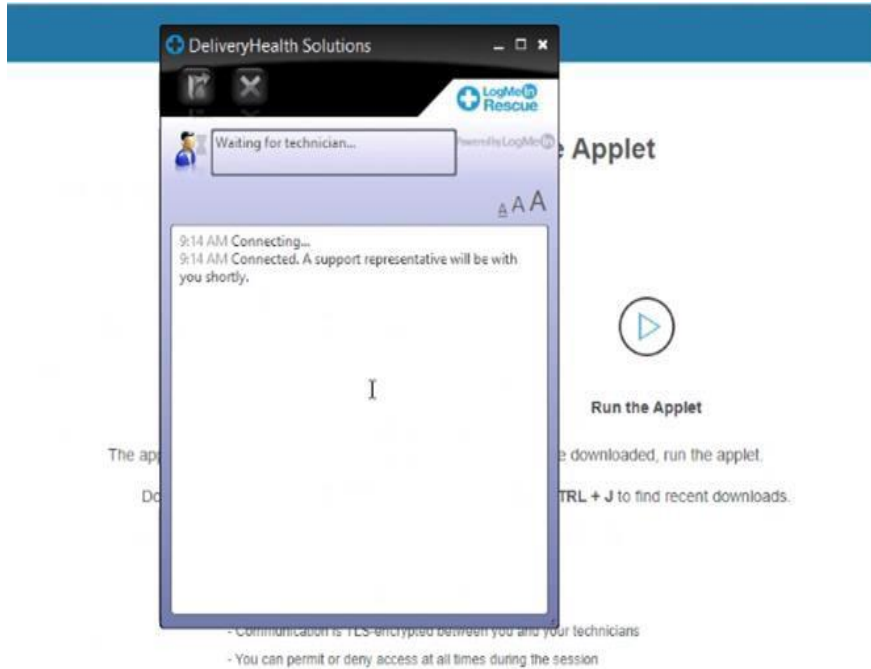
Step 6: Next available Healthrise Epic Expert will join the chat to help you guide resolve the issue/concern as noted in the screenshot.
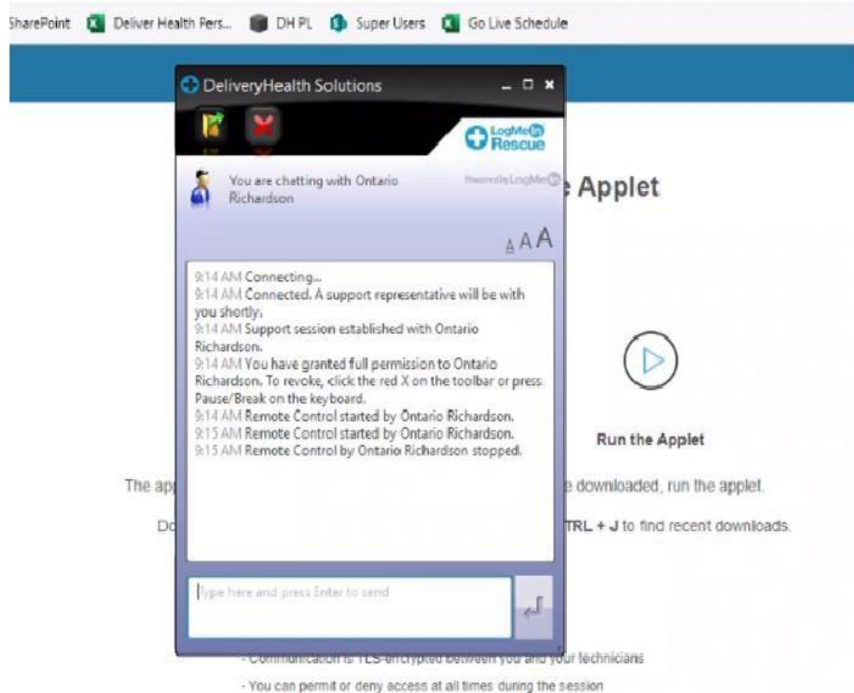
Step 7: To provide screen sharing capabilities, our Epic Expert will send you the logmein123 link to access your computer system.

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

∧ HEALTHRISE

✣ Trinity Health

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.

HEALTHRISE

Trinity Health

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

Thank You