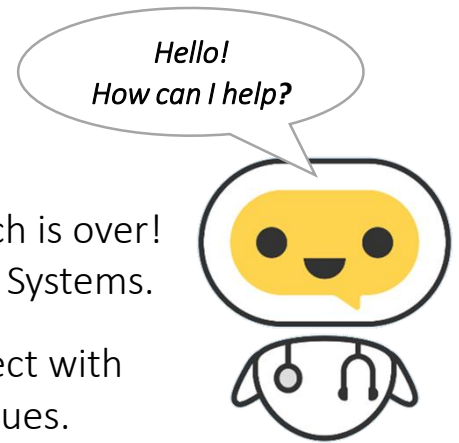# Say "Hello" to InfoBot!

Hello! How can I help?

Looking for quick, self-service support 24/7? The search is over! Meet **InfoBot**, a new chatbot service from Information Systems.

Starting **Tuesday, November 24th**, MGB staff can connect with InfoBot for instant resolution to common IS-related issues.

What can InfoBot do for you?

InfoBot works with you to **resolve issues and answer how-to questions** by:

- Providing knowledge results
- Directing you to forms in the Service Request catalog
- Opening tickets

Its **ticket management** or "concierge" service lets you check ticket status, add comments, and close tickets on the fly.

Concierge also provides **real-time** ticket updates and password expiration reminders.

You can also use InfoBot to find contact information for users across the organization.

How does it work?

Powered by machine learning or "artificial intelligence" (AI), InfoBot works to constantly improve its ability to interact with users and provide the most accurate results. **The more its used, the smarter it gets!**

It provides better support through **natural language** rather than keywords. For example., instead of typing VPN, ask "how do I request VPN?"

Where do I find it?

You can communicate with InfoBot through **Microsoft Teams**.

Its icon is automatically added to your left-side navigation bar (where you'll find chat, Teams, and other items).

Want to get there even faster? Start a chat with InfoBot now!

Head over to Microsoft Teams, and start chatting with InfoBot today!

For help with InfoBot, please refer to IS Service Desk article KB0037776 or contact the IS Service Desk.