Grant - FAQ

Here you will find the anticipated questions for Grant, the new chatbot in Calabrio Teleopti WFM. If you find a question that needs to be answered or added to this list, please email Vickie McGovern: Vickie.McGovern@Calabrio.com .

1. **TECHNICAL**

- Is Grant available on-premise?
  - No, Grant is cloud only due to leveraging Microsoft's Chatbot Technologies in Azure.
  - Dedicated or Multi-tenant is available.
- What framework does Teleopti use?
  - The technology we use for Grant is Microsoft Bot Framework https://dev.botframework.com/
- Is Grant available in the Teleopti mobile app?
  - Yes, Grant is available in the app with the same features as on the desktop
- Is Grant exposing customer data externally?
  - No, all data remains on the Teleopti Cloud, based on MS Azure infrastructure. Therefore, the security measures in place for the Teleopti WFM service also apply to data used by Grant.

2. **PS AND INSTALLATION**

- What does the process look like for PS?
  - The PM does not have to order tech work or contact CloudOps specifically to install Grant
  - The PM must still order a PAK for Grant

License (PAK)
  - A PAK for Grant is needed to get access to the new feature
  - To get the most benefits of using Grant and to add value to the customer's employee experience, we recommend that Grant should be used in conjunction with **Vacation Planner** and **Overtime Requests**

Training
  - 0,5 day training to help customers set-up Grant and to guide the onboarding of Grant for employees

Configuration requirements

- The Workflow Control Set (WCS) for Absence Requests is to be set on Autogrant and staffing check on Intraday or Intraday with shrinkage at least for today and tomorrow (same day + next day)
  - At launch, Grant can only suggest if an agent can leave early today or come in later tomorrow morning - but not if the agent can go home earlier tomorrow
- A permission controls which agents have access to Grant
  - Other permissions does also control what you can do with Grant, e.g. agent role must have permission to absence request to be able to work with Grant
- The absence requests are validated in the same way as a normal absence request would be, i.e. the control is exactly the same as we use for Vacation Planner
- Grant does not work with multisite skills

Data

- On the Teleopti cloud, we store the information that the agents can provide us when we ask for feedback in the chat pop-up for possible future improvement areas