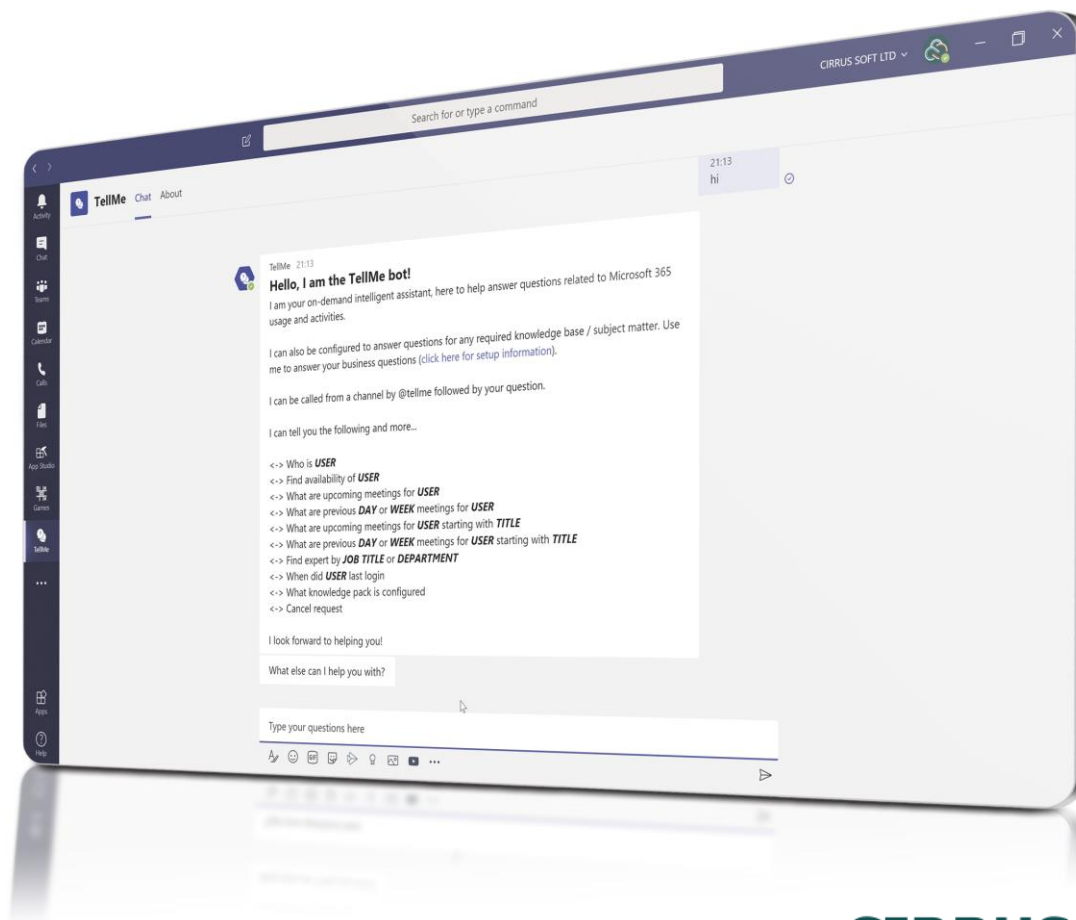


INSTALLATION AND CONFIGURATION USER GUIDE



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Version History

Change Record

Date	Author	Version	Change reference
2020, May	TELLME 365	1.0.0.0	Initial Release for TELLME 365.

Current Version for Teams

Name	Version Approved	Compatibility	Date
TELLME	1.0.0.0	Microsoft Teams	2020, May

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Introduction

TELLME 365 is a chat bot (@TellMe) that helps the users of an organization to get various Microsoft 365 insights such as user information, last login information, manager information, upcoming meetings and many more. TELLME can also be configured to answer questions for any required knowledge base / subject matter with a paid subscription.

Currently supported Platform: Microsoft Teams.

How does TELLME 365 Work?

TELLME 365 uses Microsoft Bot framework, Microsoft Graph API and various Microsoft Cognitive services. TELLME 365 uses LUIS as the NLP engine and process each request received. When configured the @TellMe BOT can respond to requests from your organizations own custom knowledge base.

TELLME 365 Features and Benefits

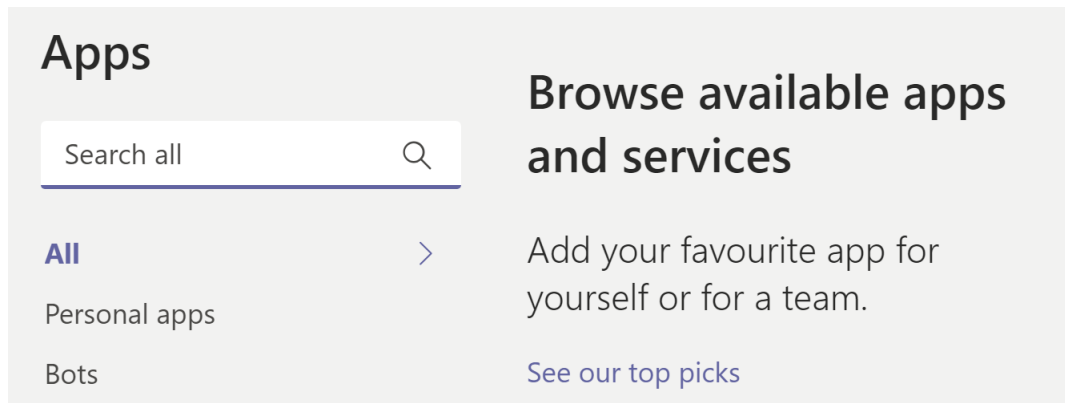
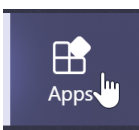
- Microsoft 365- Request information regarding user interaction and actions, within Microsoft 365 products.
- Broad Language- Intelligently trained to understand a broad scope of language constructs.
- Your Own Custom Knowledge Bases- Hassle free set up to any information source for quick answers to business questions.
- On-Demand User Information- Get easy access to all user related information, from availability to finding an expert.
- Simple. Fast. Intelligent. Powerful. Accessible.
- Just ask @TellMe and get instant access to all the must-have information for your company.
- Bot Framework- @TELLME 365 is built using the Microsoft bot framework.
- User Friendly- Simple and Intuitive with no training required for easy adoption.
- Powerful Insights- Powerful Insights about usage such as last login with location map.
- Mobile Accessible - Ask @TELLME 365 requests from the Microsoft Teams Mobile App.
- Eliminate Wasted Resources And Boost Productivity.
- Simple To Install, No Training Required.
- Save Time And Money In BOT Development Costs.

TellMe Installation

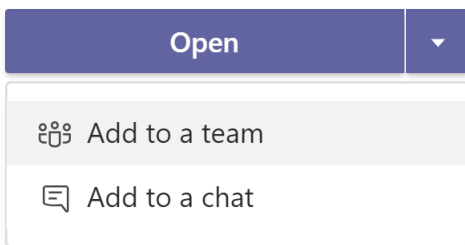
How to Install from Teams Store

The TELLME BOT can be installed via the Microsoft Teams App store. Go to Teams store and search for the TELLME.

If the user is not allowed to install the app from teams store, then they should contact the Teams administrator/Global Tenant administrator.



You can install TellMe to a Team and stand alone App.



When installed into a Team / Channel you can call @TellMe to initiate your request.

Type of licenses

TELLME is licensed based on the amount of requests to the BOT per month. It is not based on Users. Please visit <https://tellme365.com/> for all license options.

We offer a Free Trial for 1 month / 100 Requests per Organization / Tenant.

*A license is required to use a custom Knowledge Base (powered by QnA maker services).

The available commands for the Trial and other licenses

- <-> Who is USER
- <-> Find availability of USER (and schedule meetings)
- <-> What are upcoming meetings for USER
- <-> What are previous DAY or WEEK meetings for USER
- <-> What are upcoming meetings for USER starting with TITLE
- <-> What are previous DAY or WEEK meetings for USER starting with TITLE
- <-> Find expert by JOB TITLE or DEPARTMENT
- <-> When did USER last login
- <-> What knowledge pack is configured
- <-> Cancel request

Limitations of Trial license

1. 100 Request for 30 days. (Per Tenant).
2. No Custom Knowledge Base.

Available Commands

Pre-requisites for using @TellMe

The @TellMe BOT needs to be authorised by a Tenant Admin to use the Microsoft Graph API. This is required only on first installation. https://tellme365.com/TELLME365_ADMIN_USERGUIDE.pdf

Authorization Required.

Hello, I am the TellMe bot! In order for me to answer your requests I require an administrator with Tenant level admin rights to authorize access. This will allow me to work with your Microsoft 365 information. Authorization is only required once and rest assured that I will never store any of your information (view our [Privacy Policy](#)). Please click below and enter the admin user credentials.

[Click here to Authorize](#)

To access user login information you will need to be added to a specific group and your organisation must have an Active Directory subscription for users. Ask your Admin, they can follow the simple instructions from the ADMIN USER GUIDE .

GREETINGS

@TellMe will greet the user when the user writes 'Hi'. @TellMe will show the list of available commands to the user.

Who is

Users with trial license also have the ability to find details of any users in their tenant. This command will give you the details of a user as shown in below image.

User can click on various options like Chat, send mail, organization chart, manager, works with and peers.

The available commands are:

- Who is peter

- Who is peter@cirrussoft.com

Manager

The users can find the details of manager of a person. If any user required to contact manager of a person, than by using this command this will populate the manager information just same as who command.

The available commands are:

- Who is the manager of Victoria
- Manager of Peter

Works With (Team)

The users can also find the people who usually works with a person. Example: I can get my frequently working people or any user can find the details of a person who is working usually with him/her. This will show the card as shown below.

On click of each person , it will open the person details card just as who.

The available commands are:

- Who works with Peter
- Who are the people working with peter
- People working with [peter@email.com](#)

Peers (same manager)

The user can also find the people who reports to the same manager. Example: if any user want to find out the people who have the same reporting person, at that time they can use this command. This will populate the card as shown below image.

User can also click on each person to get more details. This will open the card just same as who card.

The available commands are:

- Peers of peter
- Peers for peter@cirrussoft.com

Login Status

Only the admin users can use this functionality. If you want to be part of the admin users group for TELLME 365 then please contact your teams admin/global admin.

This functionality will give the last login information of a current user as shown in below. This gives details like last login date, time, IP Location and Map.

The available commands are:

- Last login status for me
- Last login status for peter
- Login information for peter@email.com
- Login status
- My last login
- My last login status
- TELLME last login
- What is the last time peter logged in
- When did i last login

Upcoming Events

This will give the information about the upcoming events of a user. A user can find the various details of their events as shown in below image. User can also filter the events based on date, week, person etc. User can also filter the data based on the starting of the subject. Eg.. **Events starts with business**. User can also export the file in the text format by clicking on the export icon in the calendar card.

The available commands are:

- Upcoming meetings of peter
- Upcoming meetings of peter tomorrow
- Upcoming meetings of peter next week
- My upcoming meetings
- My meetings this week
- My meetings starting with business

Availability

This use case finds the availability of the users mentioned in the query. This is helpful when the user want to find the availability of a person, group, meeting room for specific period of time and for duration. The availability of the user can be find for all of the users based on the currently logged in users working hours. We can also find the all timing (24 hour) availability of the users.

Example: Find availability of peter

User: tomorrow

User: 30 minutes

On clicking of the time button, it will redirect to the Microsoft Team Calendar with pre-defined values of subject, timing, and description.

User can also ask questions in following manner.

1. To get availability of multiple persons:
Find availability of peter, Victoria, Jay@email.com
2. To get availability of multiple person with datetime and duration
Find availability of peter and Victoria for tomorrow 1 hour
Find availability of peter and Victoria for this week 1 hour
Find availability of peter and Victoria for 4 may 2020 for 1 hour
3. To get availability of person / people from a group:
Find availability of group SharePoint Managers
4. To get availability of a meeting room:
Find availability of meeting room conference room
5. To get all availability of a user:
Find all availability of peter
6. To get availability of a group and a meeting room:
Find availability of group 'SharePoint Group' and meeting room 'conference room'

Find Expert

User can also find the expert people in their organization. User can ask **find SharePoint expert**. And it will show like below. If there multiple person then it will show a list of people. User can click on any person to see the details of the person.

Help

User can ask for help commands any time when they need help for the commands.

The available commands are:

- Help
- Help me

TELLME 365 Support

Thank you for choosing **TELLME 365**.

If you require any further assistance, please visit our online Support Centre or Contact Us.

<http://cirrussoft.support>

<https://www.TELLME365.com>

INSTALLATION AND CONFIGURATION MANUAL

CONTACT US

www.tellme365.com | info@tellme365.com
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