



Electric Real-time Support

Microsoft Teams

Welcome!

Introducing lightning-fast IT support with Electric

Your company has partnered with [Electric](#) to provide you with modern and convenient IT support. Electric provides a wide array of IT services; and at the top of the list is chat-based, lightning-fast IT support via Microsoft Teams (Teams).

How fast? We guarantee an initial response within 10 minutes (or less). As an Electric customer, you have direct access to a team of IT specialists ready to assist you with day-to-day IT hurdles.

Hit us for help with things like:

- “It’s time I get a new keyboard, can you order one for me?”
- “I’m locked out of my email account”
- “My computer is running so slowly. What’s going on?”
- “All my files disappeared! What do I do?!”

And much more. When in doubt, message Electric via Teams and we’ll take care of the rest.

Introduction to Teams

Teams is Microsoft’s messaging and collaboration app designed to help your teams stay organized and communicate—all in one place. Key features include:

- **Teams** - Find channels to belong to or create your own. Inside channels you can hold on-the-spot meetings, have conversations, and share files.

- **Meetings** - See everything you've got lined up for the day or week. Or, schedule a meeting. This calendar syncs with your Outlook calendar.
- **Calls** - In some cases, if your organization has it set up, you can call anyone from Teams, even if they're not using Teams.
- **Activity** - Catch up on all your unread messages, @mentions, replies, and more.

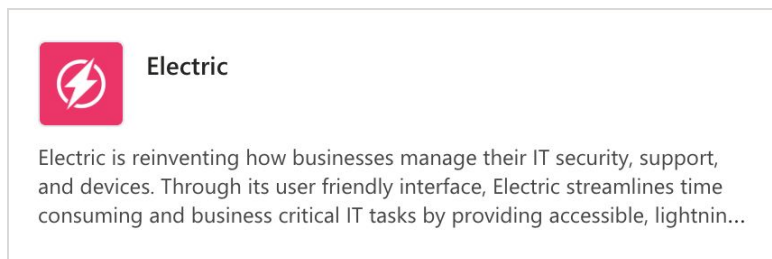
New to Teams? Use [this guide](#) to learn the basics.

Teams + Electric

⚡ Getting Started

Follow the instructions below to access the Electric App within Teams for the first time:

1. Open the Teams App on your desktop (If you do not have it installed, download it [here](#))
2. Within Teams, navigate to the bottom of the left-side panel under 'Apps'
3. In 'Apps,' search for 'Electric' and click to open the Electric App
4. Begin by messaging Electric in the chat



⚡ Best Practices for Better Experiences

We aim to take care of your IT tickets with the least amount of effort from you as possible. Our clients help us accomplish that by applying these best practices when submitting an IT request:

1. **More information means fewer questions** - The more information you can provide Electric with in your original message, the fewer follow-up questions Electric desk agents will have before solving your IT request.

Things like the name of the tool you need help with or a screenshot of the error message go a long way.

2. **Specifics matter (a lot)** - You can never say too much. Specifics like a detailed description of your issue, what you hope to accomplish, duration of the issue, etc.

3. **Resolution times will vary** - While we try to resolve issues at lightning speed, please be advised resolution times will vary on the complexity of the issue.

Important to Note

⚡ Limitations with Teams

While there's a lot you can do in Teams today, there's a few things you can't do just yet:

- **Include Electric in Teams, Channel, and Group Messages**

While you will be able to add the Electric Teams app to channels and groups, we are only currently supporting Direct Messages from yourself as the user to the Electric app.

- **Seeing Message Edits/Deletes**

While Teams gives you the ability to Edit/Delete messages, please be advised that at this time, Electric is not able to see updates made to your messages. We can only see the original message.

- **Extend Electric Support to Guest Users**

Teams does not allow Guest Users to access third-party apps within the Teams' workspace. As a third-party app in Teams, Electric cannot be reached by Guests (e.g. consultants or contractors) that have been or will be added to your Teams workspace.

⚡ We're New Here, Too!

Electric is new to Teams and you are one of our very first clients receiving support via Teams. Electric's Product team is attentively looking out for your feedback should things not turn as they should.

We encourage you to send feedback our way at any time by emailing feedback@electric.ai.

Have questions? We're here to help. Message Electric via Teams or contact your Customer Success Manager for more information.