ITD Virtual Agent User Guide

March 2025

Accessing the Information Technology Division (ITD) Virtual Agent through ServiceNow

1) Navigate to the ServiceNow Portal. https://govskprod.service-now.com/sp

2) Click on the chat bubble near the bottom right corner.

3) You will be greeted and are now ready to use the ITD Virtual Agent!
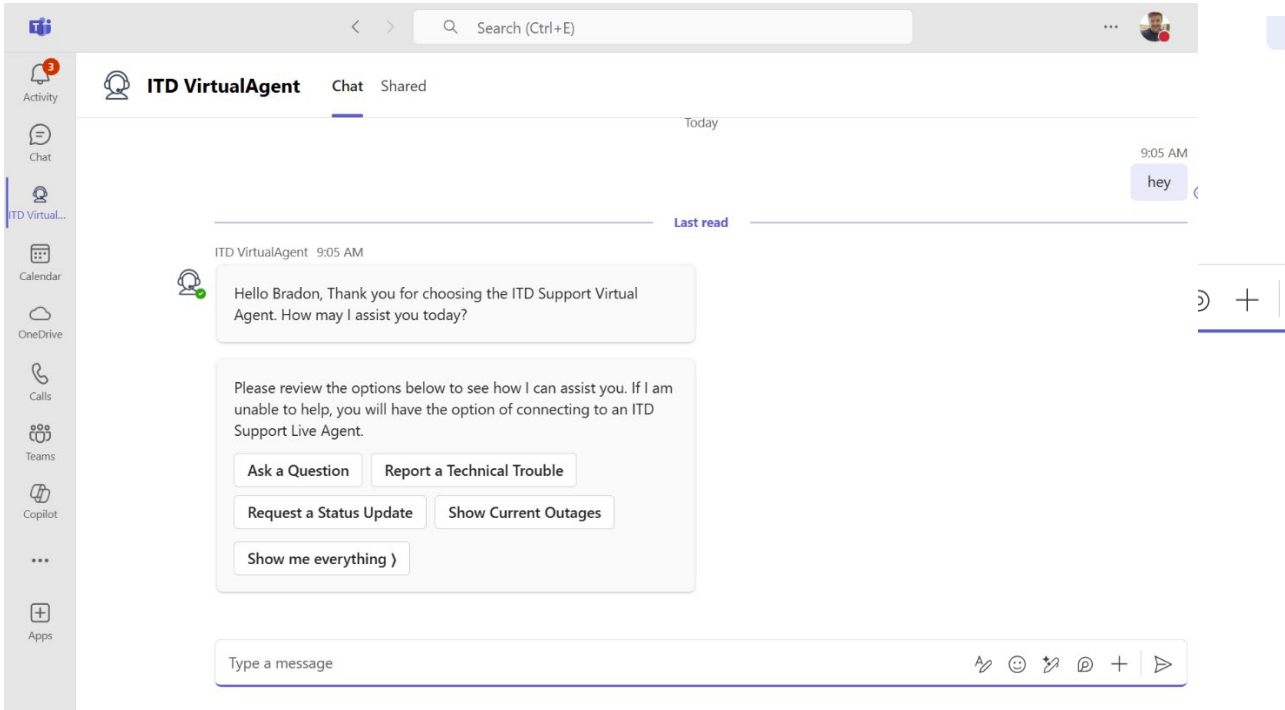

Accessing the ITD Virtual Agent through Teams

1) You can access it on the left-hand bar within teams.

Saskatchewan
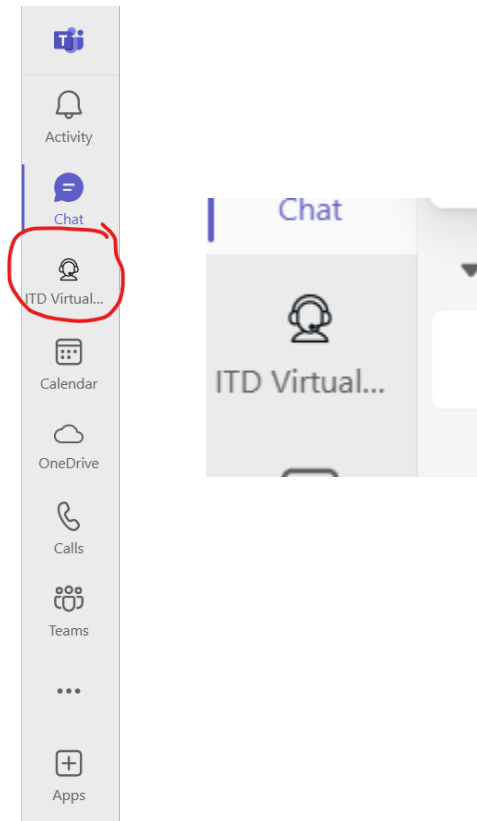
ITD Virtual Agent User Guide

March 2025

2) Type a message and engage the ITD Virtual Agent, it will then appear on your conversation window as a chat.

3) If the ITD Virtual Agent has not yet appeared on your left-hand bar, you may need to sign out and back in.

You can sign out of Teams by clicking the top circle icon, and you will be presented with a sign out option in the top right.
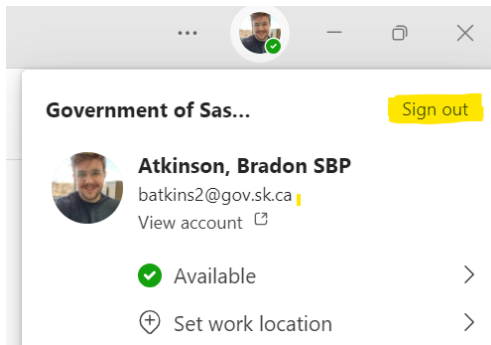
ITD Virtual Agent User Guide

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Using the ITD Virtual Agent

Please note – This ITD Virtual Agent will engage ITD in some options and will open a support ticket the same way as a call or email.

You will have 4 main options

Ask a question: This is where you can ask your question, like how do I set up mail on my phone, or how do I set up a Teams meeting. If you can't find what you're looking for, it will log a support record, and an IT Service Desk Agent will contact you.

Report a Technical Trouble: Here, you can report a technical problem for yourself, or on behalf of someone else. You will be given basic troubleshooting tips to try to fix it yourself, or you will have the option of logging an incident and an IT Service Desk Agent will contact you.

Show Current Outages: This option will show you a list of known outages, the affected application, the status and the date it was first reported.

Request a Status Update: You can request or leave a status update for any open incident or request associated with your name and a technician will contact you to provide the update.

Worded commands

Bye – This will prompt an end to the support.

Restart – This will restart your support topic.

Hi – This greeting will engage the agent with a neutral beginning.

Portal Only controls – You can click the top end conversation.