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NetSuite Support Assistant SuiteApp Is Now Available

2021-04-21 - Fahtia Nurmalinda - Comments (0) - ARTICLES

Netsuite has released Support Assistant SuiteApp that works as a Customer Support chatbot service which is accessible on the Home dashboard once installed and setup.

NetSuite Support Assistant	C	:
By using the NetSuite Support Assistant, you understand and agree that you will not disclose any sensitive personal information in the chat. Additional details regarding Oracle's collection and use of your personal information, including information about access, retention, rectification, deletion, security, cross- border transfers and other topics, is available in the Oracle Privacy Policy. You understand and agree that the server logs will be saved for 180 days .		
Hello T Wolfe, I'm your Oracle NetSuite Chatbot. Go ahead ask me a question.		
Chat here	0	

Benefits of using the NetSuite Support Assistant:

- Improved self-service for your support queries through interactive Q&A tool with no wait time
- Access to dynamic step-by-step solutions only available in the Support Assistant
- Fast and easy access to multiple support knowledge repositories including SuiteAnswers and the NetSuite Support Community

- Accessible to all NetSuite users to help reduce Administrator workload
- Coming Soon: Integrated online case submission for unresolved questions