



IT

Example Workflow: IT Helpdesk Knowledge Base with NLU

workato

Flip over 

Retrieve information from a centralized knowledge base using NLU

knowledge-base

ryankoh 5:55 PM
hi

wittybot APP 5:55 PM
Greetings! How can I help you today?

ryankoh 5:55 PM
salesforce

wittybot APP 5:55 PM
Ahh.. Salesforce... my favourite application! What would you like to do?

ryankoh 5:55 PM
hr articles

wittybot APP 5:55 PM
Got it, you want a Knowledgebase search in Salesforce. You got it. First, I will need additional information: [Leave](#), [Payroll](#), [Benefits](#), or [Other Categories](#)

ryankoh 5:55 PM
payroll

wittybot APP 5:55 PM
This should fall under the category of Payroll, proceed?

ryankoh 5:55 PM
yes

wittybot APP 5:55 PM
Found some matching articles in Salesforce!

Thread

wittybot
Direct message
Found some matching articles from ServiceNow and Salesforce.
2 replies

wittybot APP 1 month ago
KB00000064 - Non-HR Related Requests - Contact List
NON-HR RELATED REQUESTS - CONTACT LIST
Show more...

wittybot APP 1 month ago
000001003 - Payroll Execution
Time needed to process a payroll:
If you're paying your employees through direct deposit, you'll want to run your payroll 4 business days (excluding weekends and bank holidays) prior to your employee's payday due to the standard Automated Clearing House processing time. This will ensure that your employees will get their money on time.
Example timeline if your employees are paid on Friday: [Show more](#)

ryankoh 6:07 PM
this did not help

wittybot APP 6:07 PM
@ssmith is here to save the day! Chat with him in the Payroll_KB_Issue channel.

More @workbot.com

OTHER POSSIBLE IT WORKFLOWS

Automated IT Ops follow-up

Automatically assign a Jira or Github issue to someone when critical issues arise from a monitoring tool (eg: Splunk). When the issue is updated, everyone gets notified in Slack too.