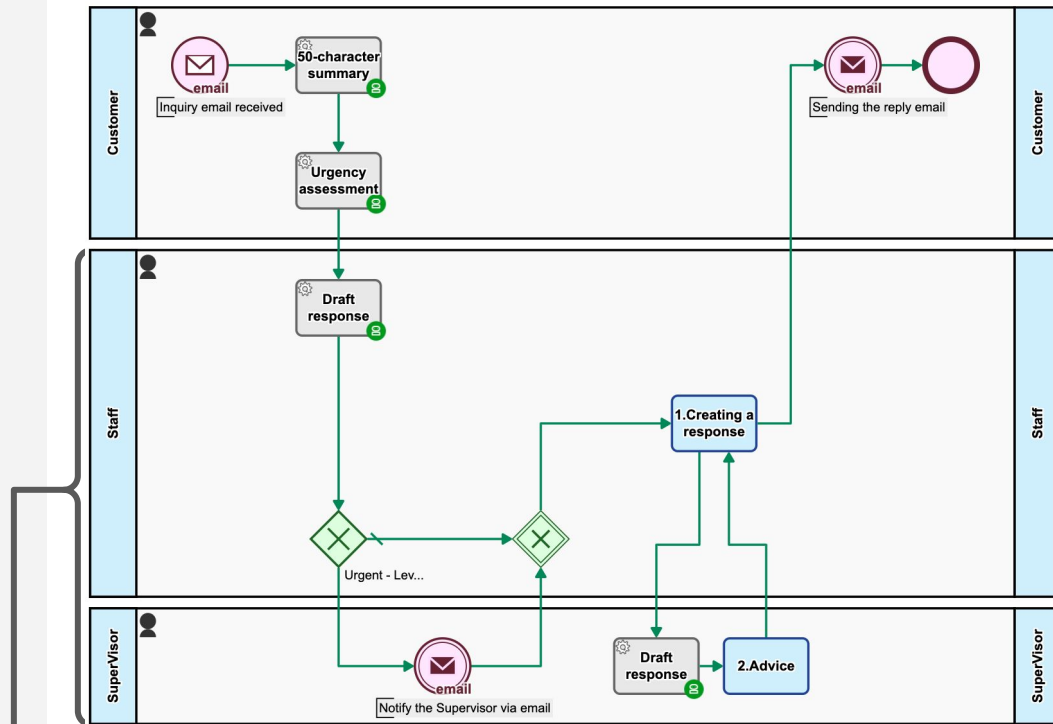


Internal sharing of inquiry information for knowledge consolidation

-Inquiry Handling Process-

Before

Issue The response knowledge is not being leveraged

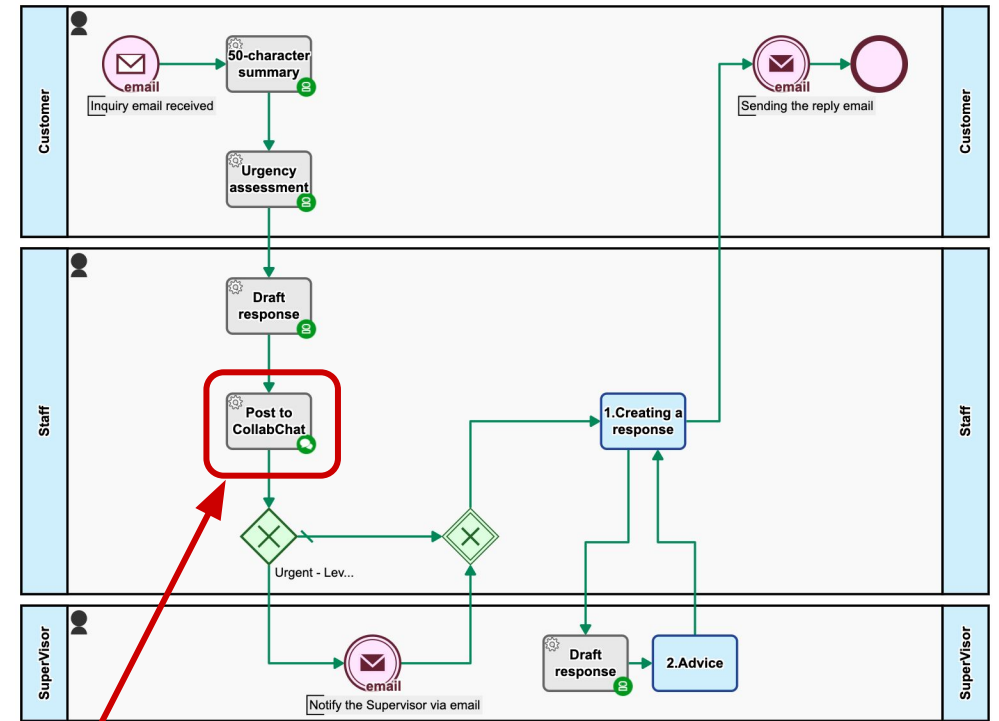


Only the representative and the supervisor are handling it.



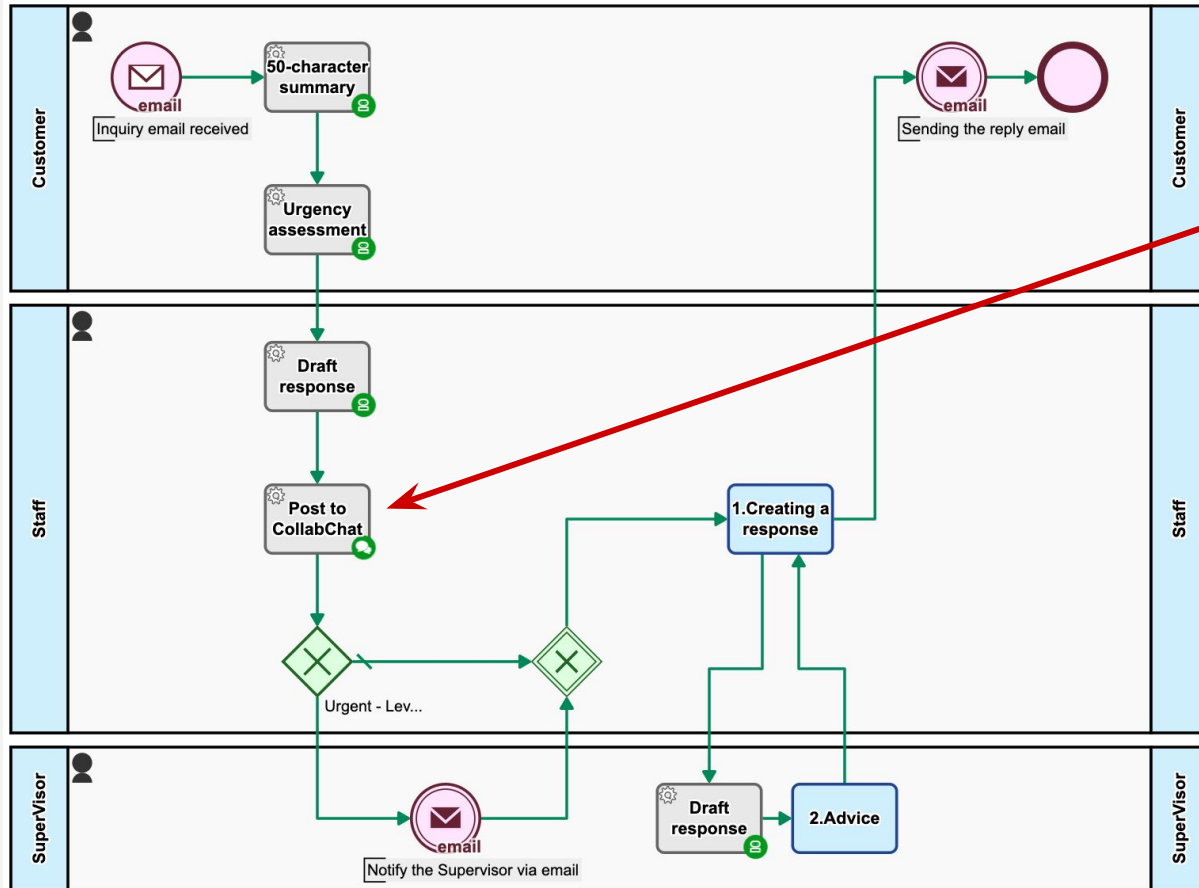
After

Solution Post the inquiry content to the internal chat



Inquiry details are shared on the company-wide chat, leading to various insights and advice.

After



#CollabChat: Post

Post arbitrary text to Collab-Chat (the internal chat on the Questetra workflow platform).

(Add-on automatic process installation is only available in the Professional edition.)

Step Name _____
Post to CollabChat

Definition of service task _____
 open-chat-post-2025.xml (App-shared Add-on)

A1: Set Text to Post _____
 We received the following inquiry.

 Inquiry Summary:
`#{#q_touiwase_youyaku_}`

 Generated AI Reply Draft:
`#{#q_hennshinn_soukou_}`

