

## dash bot

The dash bot is a one-stop resource for all your dash questions.

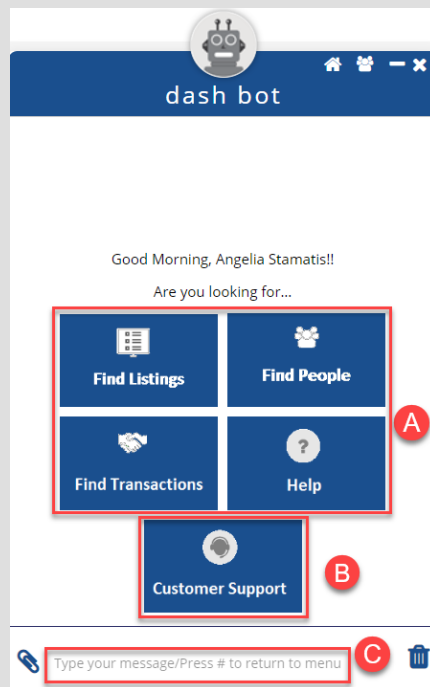
- Click the dash bot icon



From the dash bot window, you can do a search, contact customer support and ask a question.

To learn more about each, click the link below:

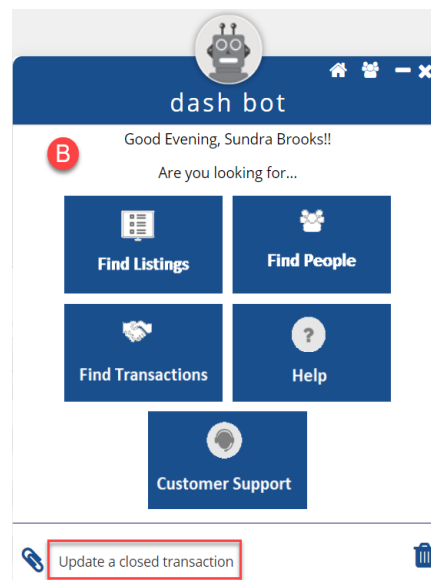
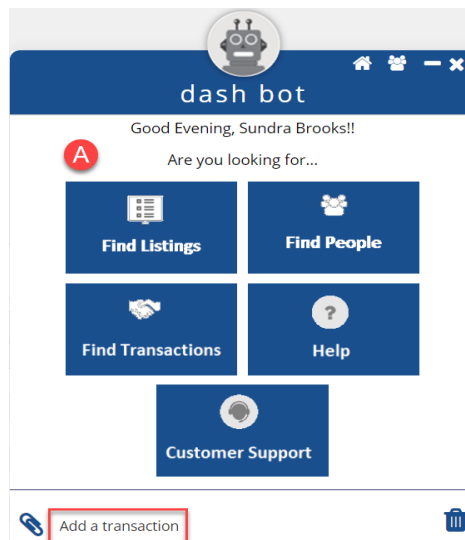
- A. [Search for listings, people, or transactions](#)
- B. [Contact Customer Support](#)
- C. [Ask a question](#)



### Ask a Question

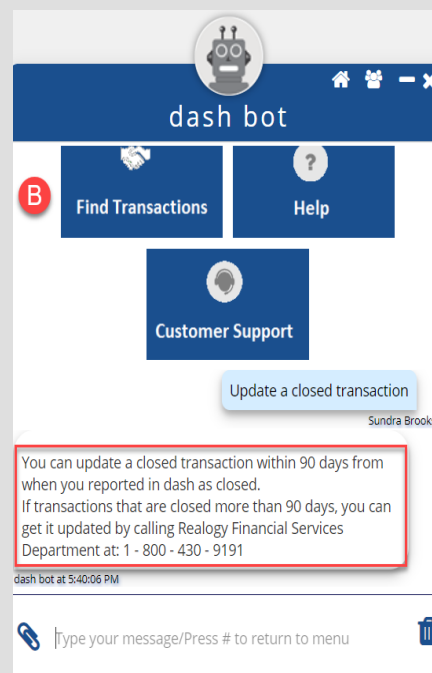
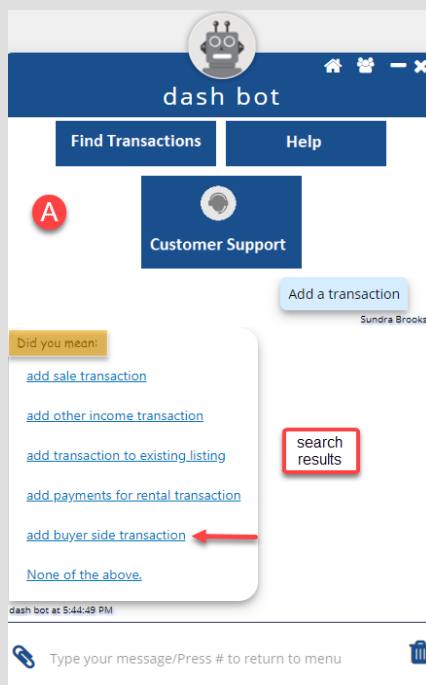
You can use the dash bot to quickly get answers to your dash questions.

- Type your question in the box
- Press Enter

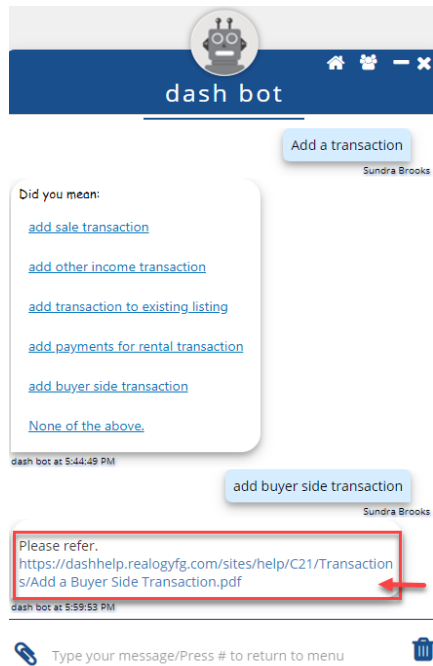


The dash bot will display any resources, business rules or contact information that may be related to your question.

- In the search results, click on the hyperlink that best matches what you're looking for

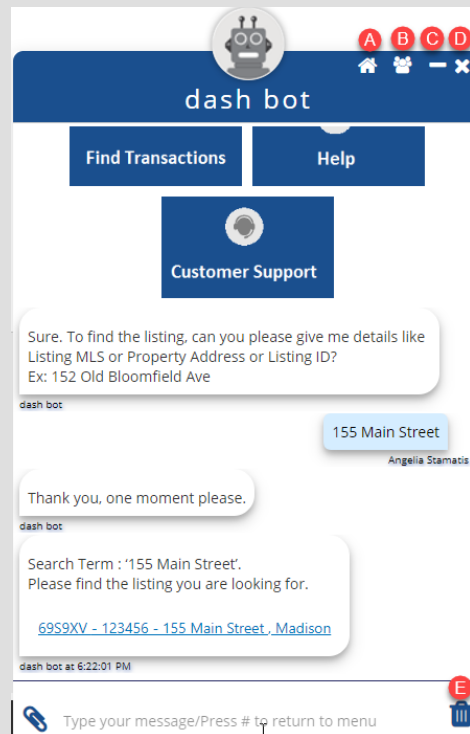


- Click the link to open the resource



From the dash bot you can do the following:

- A. Go back to the Menu
- B. Connect to the Help Desk or End Conversation
- C. Minimize the window
- D. Close the window
- E. Clear conversation



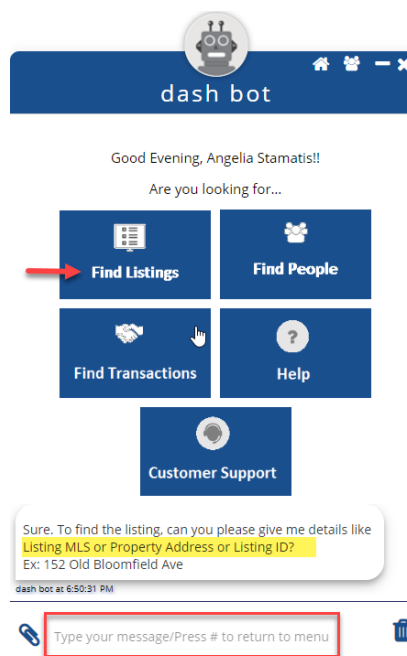
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## Find Feature

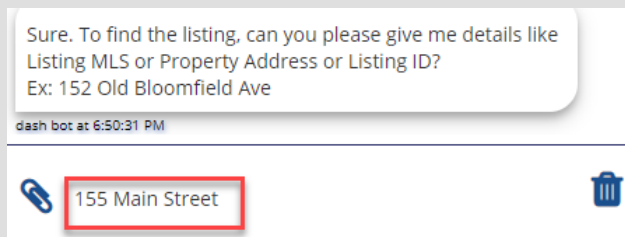
In addition to the Quick and Advanced Search feature in dash, the dash bot provides you with another option when it comes to searching for listings, people or transactions.

The dash bot streamlines your search by searching for a record irrespective of its status, for example, it will search records with active, inactive, pending, and closed statuses to help you locate the record you're looking for.

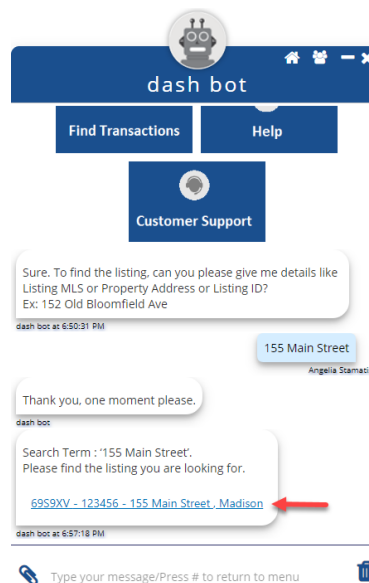
- Click on the record type to begin your search
- The dash bot will ask you for details about what you're looking for



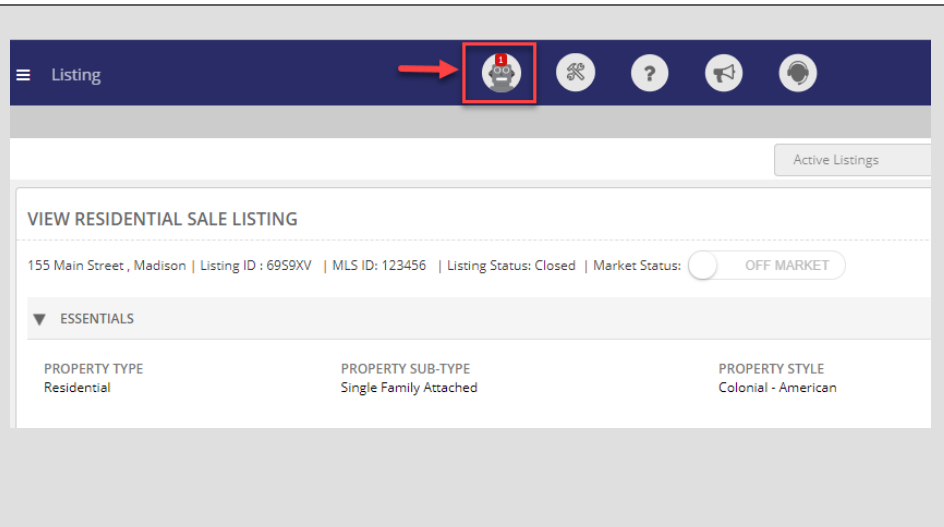
- Type the details in the box
- Press Enter



- The dash bot will display any records that match your criteria
- To view the record, click on it

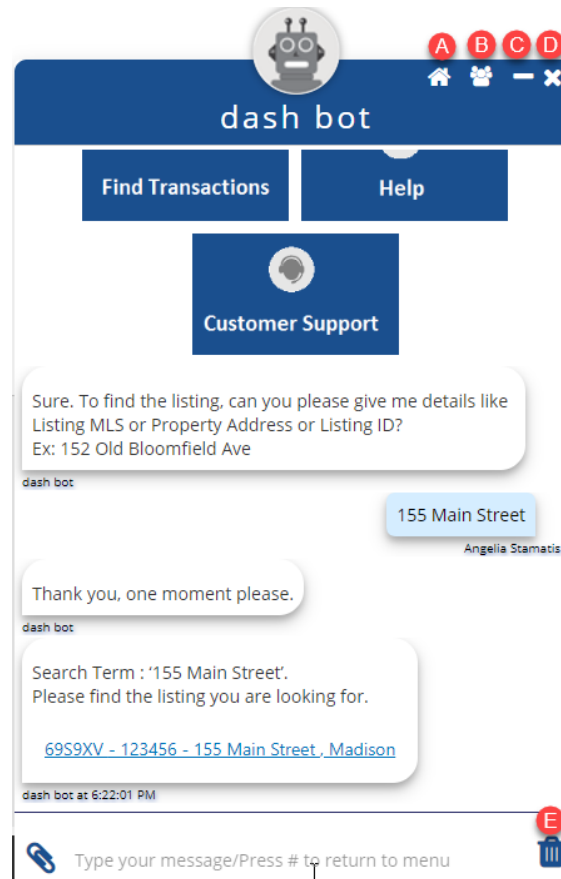


- To return to the dash bot, click the icon at the top of the screen



From the dash bot you can do the following:

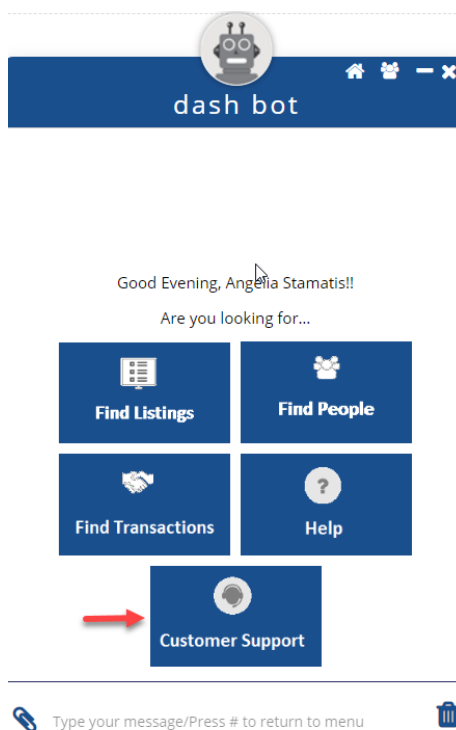
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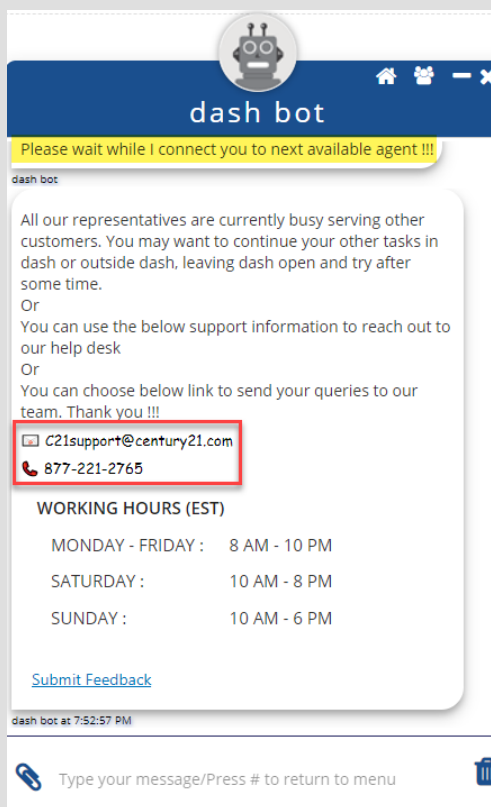
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## Customer Support

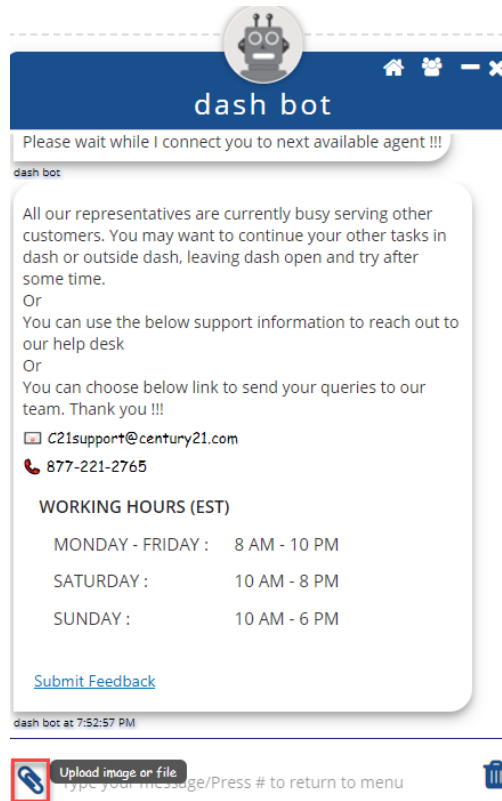
- If the dash bot did not answer your question or if you need additional help, click Customer Support



- The dash bot will connect you to the next available agent
- If a Customer Support Agent is not available, you can contact the help desk by email or telephone

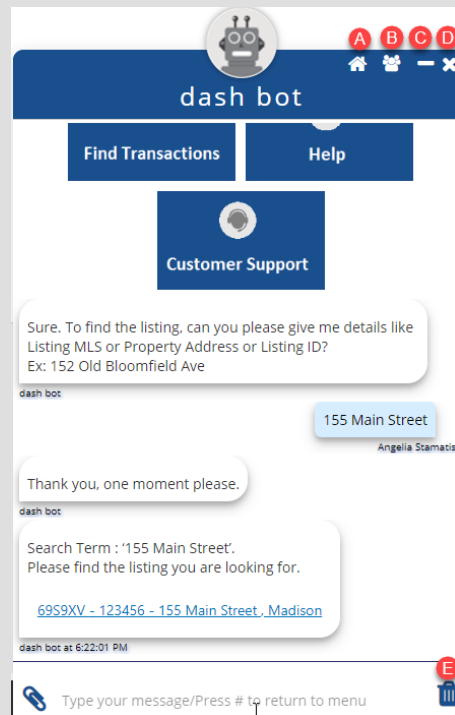


- Click on the paperclip to share documents with the help desk



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