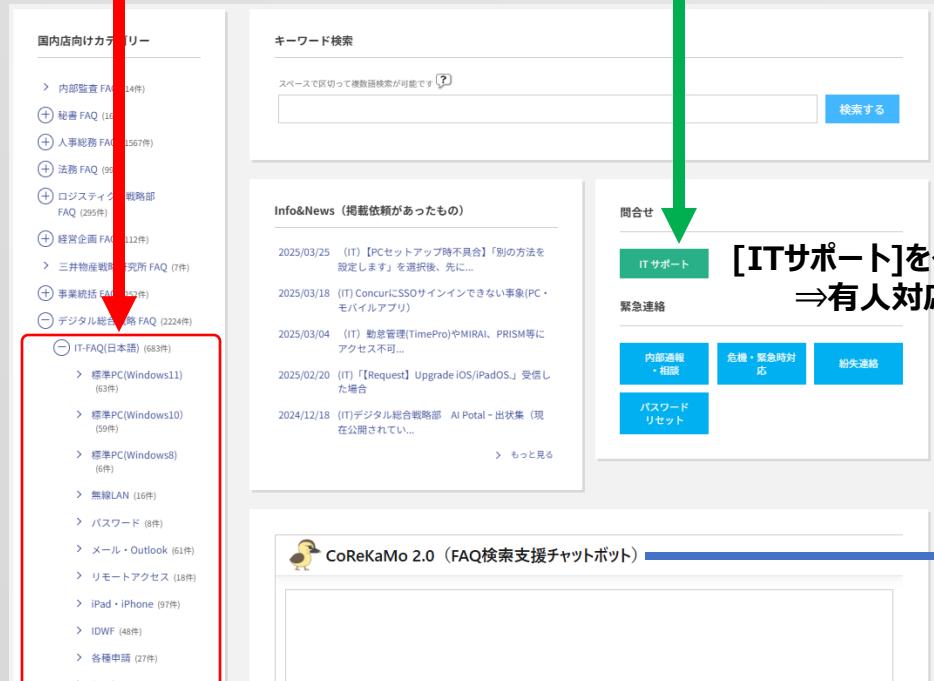


従業員サポート関連

従業員のIT関連の「迅速なお困りごと解決」に向けた取り組み

お問合せ関連を纏めたUI

◆ IT-FAQ（自己解決） ◆ ITサポート（有人対応）



The screenshot shows two main sections:

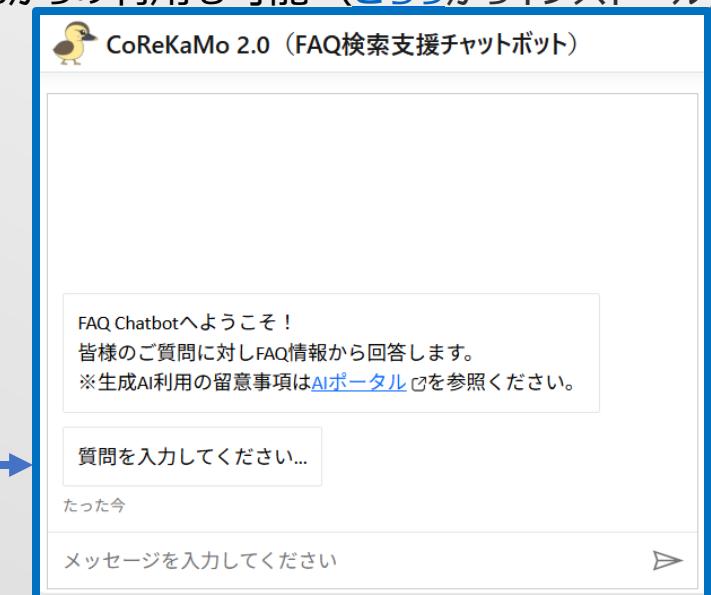
- FAQ Section (Left):** A sidebar with a red arrow pointing to the "IT-FAQ (日本語)" category. This category is highlighted with a red border and contains links for various IT topics like Windows, LAN, and mobile devices.
- IT Support Page (Right):** A search bar at the top. Below it, a green arrow points to the "ITサポート" button in the "問合せ" (Contact) section. The page also includes news items and quick links for internal reports, emergency response, and password reset.

[ITサポート]をクリック
⇒有人対応の問合せ画面に遷移します

- ◆ 「[CoReKaMo2.0](#)」社内FAQ検索支援チャットボット
- ・初代（1.0）から検索精度が向上
- ・自然文で質問、聞き直しで絞り込み可能
- ・Teamsからの利用も可能（[こちら](#)からインストール）



This is a screenshot of the "ITサポート: お問合せ画面" (IT Support: Contact Page). It features a large input field for "問合せをする" (Ask a question) and a sub-instruction "問合せの内容を記入してください。" (Please enter the details of your inquiry).



This is a screenshot of the CoReKaMo 2.0 interface. It includes a welcome message, a FAQ section, and a chat input field with placeholder text "質問を入力してください..." (Please enter your question...).