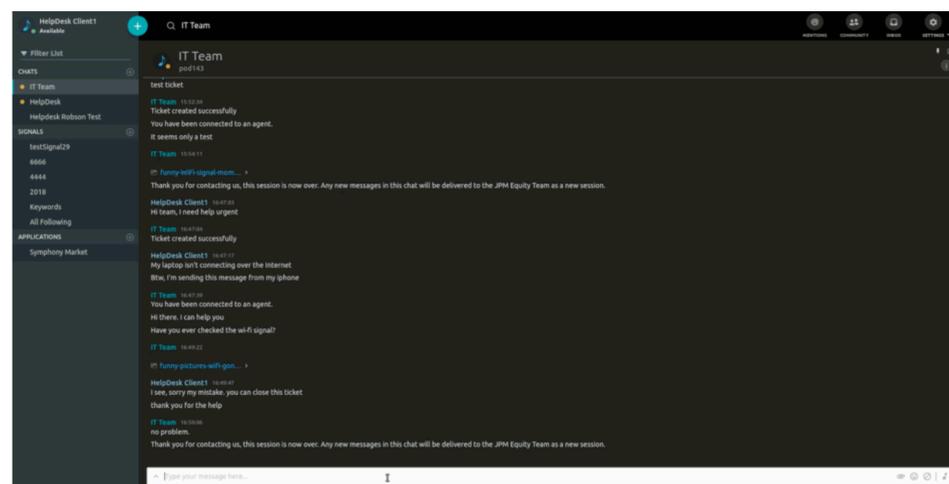


Are you automating workflows with bots? The latest bot leveraged by the community is the Help Desk Bot

Operations & Tech teams have been building new bots to accomplish tasks more efficiently. One of them, a Help Desk Bot, eliminates cumbersome steps in assigning & tracking help desk tickets. Symphony has developed reference code, so your technology teams can easily set up the Help Desk Bot. With this bot, you can:

- Automatically create a ticket and/or chat room for new cases, as opposed to manually copying and pasting
- Assign tickets and settle support cases in one place to avoid duplicative work
- Migrate to secure chatrooms, away from the clutter of a group email inbox, to manage internal and external help desk needs



We've started to publish various bot & integration ideas and reference code in our [App Directory](#). And of course, the Symphony community has been busy building hundreds of other bot use cases!

Is your data secure?

Many data security breaches are caused unintentionally by someone who handles employee or client information. The stolen data is often sold or used to access other personal information. In order to mitigate this risk, you should:

1. **Keep software up-to-date.** Install and use browsers or software with automatic security updates as a first line of defense. Invest in software that prioritize your security and aren't collecting your data for other purposes.
2. **Use single sign-on (SSO).** Easily log into multiple accounts and keep data secure with SSO password security and multi-factor authentication so that your data is only accessible by authorized personnel.
3. **Protect sensitive data with end-to-end encryption.** Always use encryption when storing or sending sensitive data to prevent it from falling into the wrong hands.

Barclays, Bpifrance and CLSA invest in Symphony

We are pleased to announce our latest round of funding. *"Symphony is revolutionizing the way the business world communicates,"* said Paul-Francois Fournier, Executive Director of Innovation, Bpifrance. Read the [full press release](#).