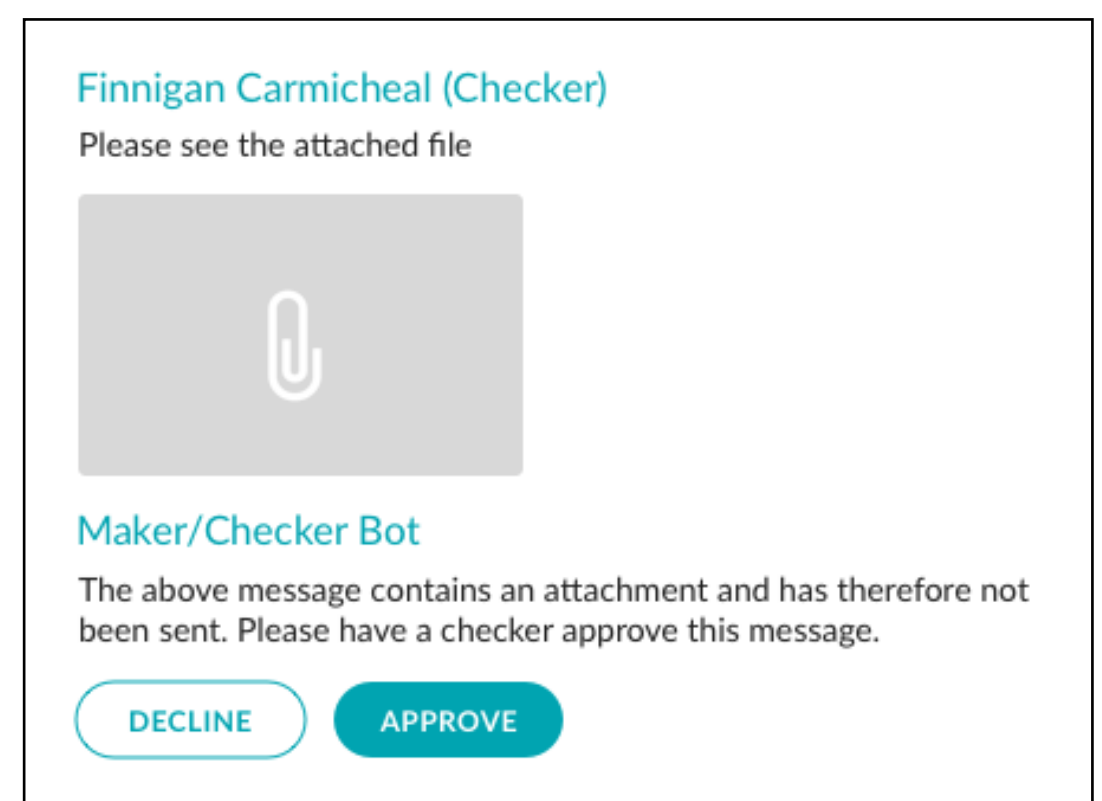# Easier Ticket Resolution and Approvals with a Bot for Operations Teams

Some Operations teams may experience a long and fragmented process to get requests approved. Tracking down counterparties, summarizing the data, and getting approvals create additional layers of complexity for this process. Operations teams can now streamline this process using the Maker/Checker bot which can:

- Listen to a chat room between clients and Operations teams to automatically create a new ticket when a request is made

- Efficiently route the new ticket to a coverage room and bring in the right approver at the right time

- Leverage GroupID, which associates an individual user to a group, to anonymously send confirmation back to the original requestor

Finnigan Carmicheal (Checker)
Please see the attached file

Maker/Checker Bot
The above message contains an attachment and has therefore not been sent. Please have a checker approve this message.

DECLINE   APPROVE

Front Office teams can also benefit from a similar workflow with a Maker/Checker bot to achieve faster client ticket resolutions.

This framework has been used to create a **HelpDesk bot**. Access the **reference code** to implement your Maker/Checker bot today.

Don't Slack on Security

In 2017 alone **2.6 billion records** were stolen, lost, or exposed. Human error was the cause of over half of these data breaches. Earlier this month, Slack's CSO made **public comments** stating that its customers aren't interested in end-to-end encryption, so it's not a priority for the company. For a company which claims to be the platform "where work happens," this decision to dismiss such a powerful tool to protect their customer data is concerning.

Slack Says You Don't Need End-to-End Encryption.

We Say You Do.

SYMPHONY

We disagree. Employees are often targeted in data breaches and are seen as the weakest security link within a firm. Employees who are educated about security can make better recommendations for their clients and informed decisions for their teams. Symphony offers enterprise-grade end-to-end encryption to protect your messages, your personal data, and your clients. Read more in our **latest blog post** by Lawrence Miller, Symphony CSO.

Coming Next: A Client Onboarding Bot and new Symphony product features