Watson Chat

For answers to common questions for selected software titles
Access Watson Chat

Access to Watson Chat is provided through the ITSM Self-service portal
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Access to Watson Chat is provided through the ITSM Self-service portal.
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Select your subject area.

Or, click to chat with a Service Desk Representative.
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Type your question into the area below.
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Type your question into the area below and then hit “Enter”.
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Answer any Watson Chat-generated questions and then hit “Enter”.
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Review the Watson Chat – provided answer.
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If correct, take action suggested by Watson Chat.
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If not correct, give Watson Chat another chance.
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Review Watson Chat's alternative suggestion.
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Provide your feedback on the answer Watson Chat provided.
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Review additional solutions that may assist in resolving your question.
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Ask a follow up or different question if you wish.
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Please note the helpful links to content available for viewing in the right-hand sidebar.
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Return to the ITSM Self-care portal or log off.