



DEPLOYMENT ROADMAP

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SUMMARY OF ESTIMATED TIME REQUIREMENTS

Installation	1-2 Days
Configuring Chime	½ Day Per Queue
Deploying Chime	½ Day Per Queue

INFRASTRUCTURE REQUIREMENTS

SERVER

- Windows Server 2008 R2, Windows Server 2012, or Windows Server 2012 R2
Note: Application cannot be installed on the same server hosting Lync
- Microsoft .NET v4.5 Framework installed
- UCMA 4.0 Runtime

ENVIRONMENT

- Active Microsoft Lync® 2013 environment
- Microsoft SQL Server (Including Express Edition)
- Lync-Enabled service accounts
- Account with local Administrator rights and Login as Service enabled
- Account credentials with access to Active Directory
- Account with read/write access to the Chime SQL database
- Account with create access to SQL server (only used when installing/updating)

INSTALLATION OVERVIEW

WHO: SYSTEM ADMIN AND DB ADMIN

ESTIMATED TIME REQUIRED: 1-2 DAYS

What: Install Chime in your environment and configure server and environments to enable Chime.

Steps:

- Enable Role Services in Windows Server
- Configure Active Directory-provide basic information to connect to AD
- Provide access to SQL Database
- Verify Authentication Settings

CONFIGURING CHIME

WHO: CHIME ADMIN AND LINE OF BUSINESS MANAGER

ESTIMATED TIME REQUIRED: ½ DAY PER QUEUE

What: Optimize Chime for your needs and customize settings for personal preferences.

Steps:

- Assign an Administrator
- Allocate Agents
- Create Dispatchers
- Set up Text Resources
- Customize Queue Settings
- Specify Agent Priority and Routing

DEPLOYING CHIME

WHO: WEB DEVELOPER

ESTIMATED TIME REQUIRED: ½ DAY PER QUEUE

What: Stage up a web client on an internal or external portal, enable Agents' Lync Clients to receive chats through Chime.

Steps:

- Set up Web Client
- Stage Links to Portal
- Configure Web Client
- Install Agent Plugin (on each Agent's Lync Client)

MONITORING CHIME USAGE

WHO: CHIME ADMIN AND LINE OF BUSINESS MANAGERS

What: Ongoing process of monitoring Chime usage and agent productivity through dashboards and reports.

Steps:

- Monitor Overall System Usage
- Monitor Queue Level Dashboards
- Monitor Current Sessions
- Review Charts and Reports
- Review Agent Performance (Average Speed to Answer, Concurrent Chats, etc)