CHIME

Instant Chime for
THE WISE ENTERPRISE
REVIEWER GUIDE

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Reviewer Overview

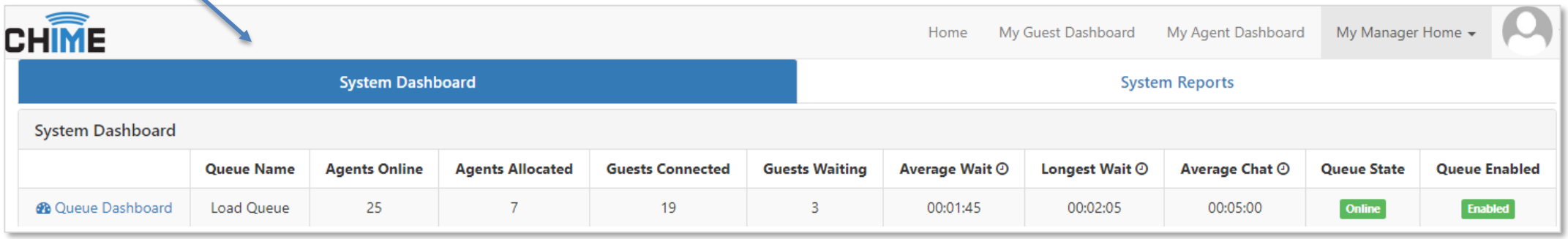
Reviewers have access to the following:

- My Manager Home (including System Dashboard, and System Reports).
- Queue Dashboard
  - Dashboard, Monitor, Details, Charts & Metrics, Agents, Session History, Suggestions & Replies, Alerts, and Outages.

My Manager Home

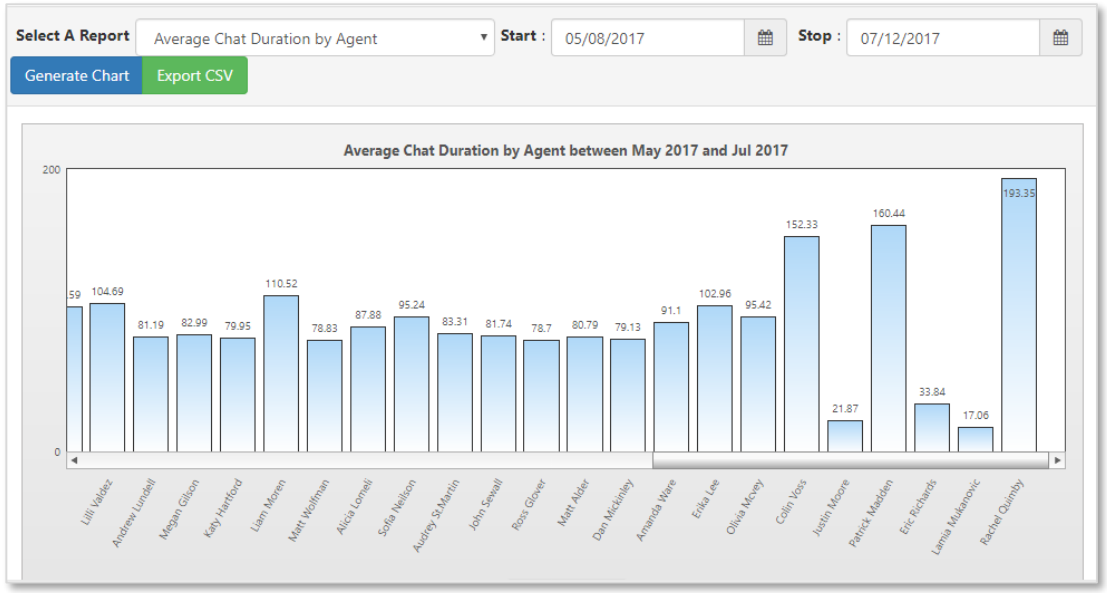
My Manager Home page is where you can monitor, and view reports for queues within Chime

- **System Reports-** Reviewers are able to look at the charts and metrics for all of the Queues they have rights to.
- **System Dashboard-** view information on all of the queues at once, such as the number of agents online, average wait time for a guest, or the queue states.



Useful Charts & Metrics for Reviewers

Reviewers use chats and metrics for training and feedback purposes.

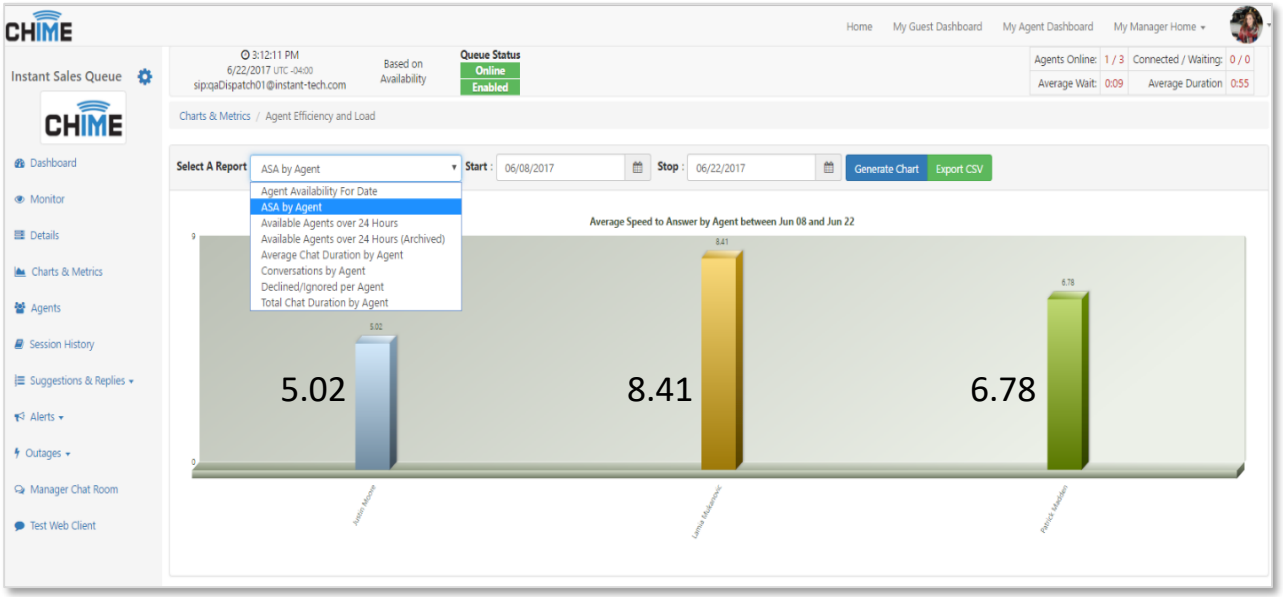


Average Chat Duration by Agent

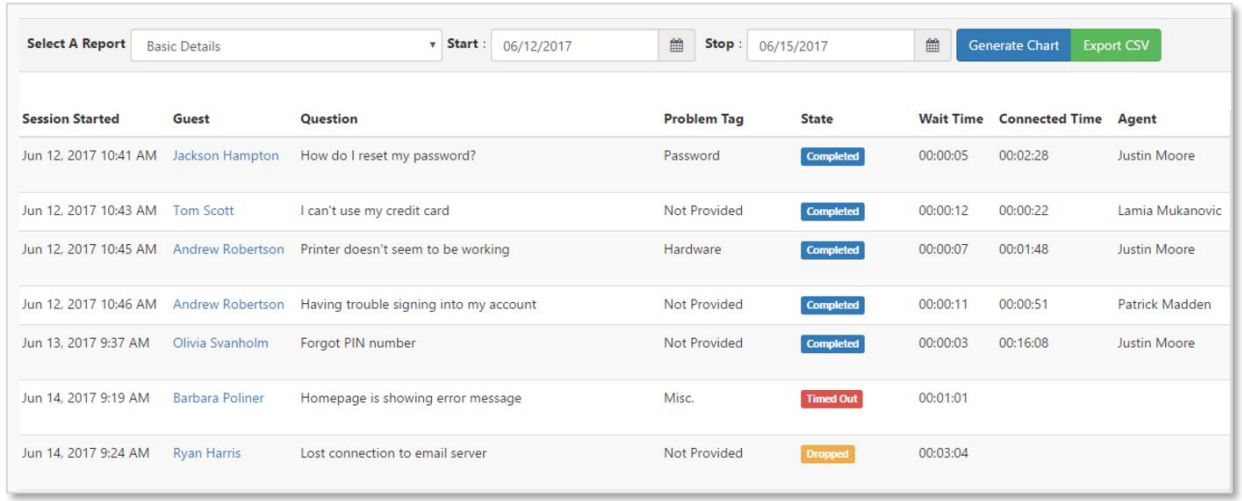
Conversations by Agent

Queue Dashboard-Charts & Metrics

Shows Reviewers statistics and graphs for a specific queue, which is customizable by length of time.
In addition, all of the graphs can be exported as CSV (Comma- separated Values).



Average Speed to Answer by Agent Chart

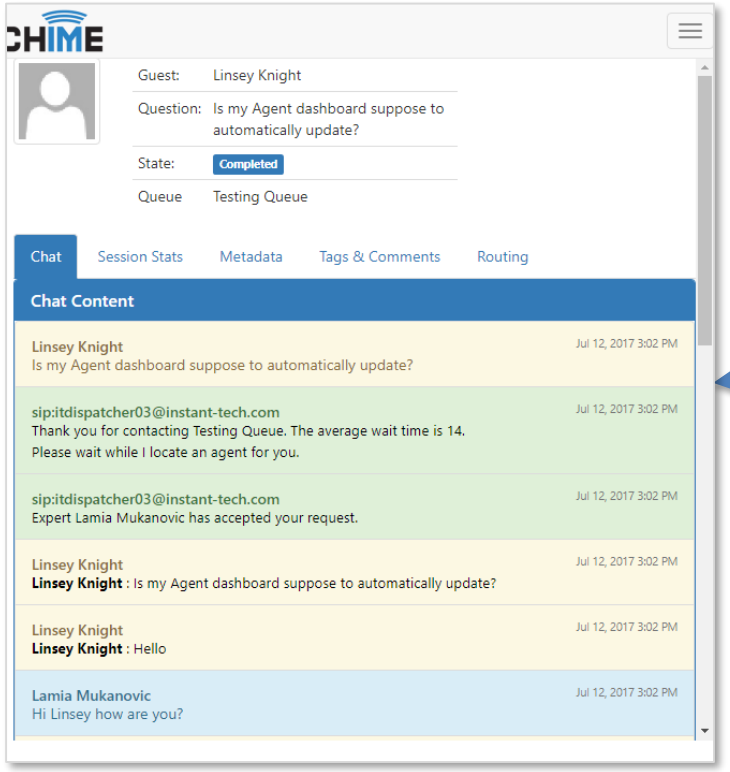


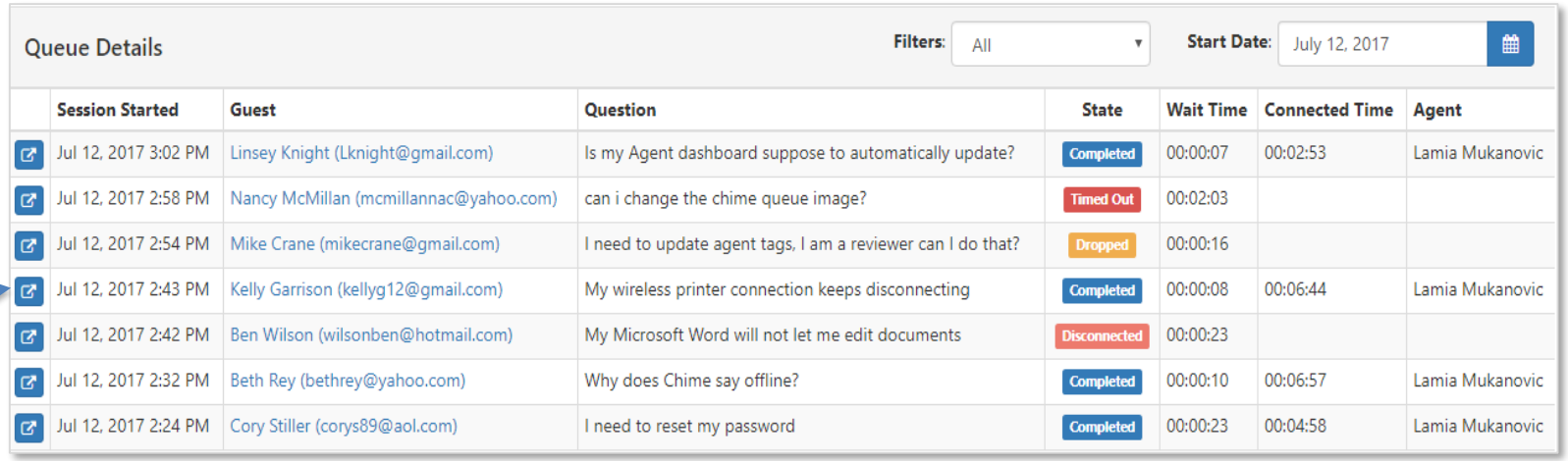
Session Started	Guest	Question	Problem Tag	State	Wait Time	Connected Time	Agent
Jun 12, 2017 10:41 AM	Jackson Hampton	How do I reset my password?	Password	Completed	00:00:05	00:02:28	Justin Moore
Jun 12, 2017 10:43 AM	Tom Scott	I can't use my credit card	Not Provided	Completed	00:00:12	00:00:22	Lamia Mukanovic
Jun 12, 2017 10:45 AM	Andrew Robertson	Printer doesn't seem to be working	Hardware	Completed	00:00:07	00:01:48	Justin Moore
Jun 12, 2017 10:46 AM	Andrew Robertson	Having trouble signing into my account	Not Provided	Completed	00:00:11	00:00:51	Patrick Madden
Jun 13, 2017 9:37 AM	Olivia Svanholm	Forgot PIN number	Not Provided	Completed	00:00:03	00:16:08	Justin Moore
Jun 14, 2017 9:19 AM	Barbara Poliner	Homepage is showing error message	Misc.	Timed Out	00:01:01		
Jun 14, 2017 9:24 AM	Ryan Harris	Lost connection to email server	Not Provided	Dropped	00:03:04		

Basic Details that shows the guest name, question, wait time, agent name and more information

Queue Dashboard- Details

The Details section of the Queue Dashboard allows for Reviewers to view all the chats for a specific queue. When the icon is clicked the Reviewer can view the whole conversation plus more information such as session statistics, metadata and more between the guest and agent.





Session Started	Guest	Question	State	Wait Time	Connected Time	Agent
Jul 12, 2017 3:02 PM	Linsey Knight (Lknight@gmail.com)	Is my Agent dashboard suppose to automatically update?	Completed	00:00:07	00:02:53	Lamia Mukanovic
Jul 12, 2017 2:58 PM	Nancy McMillan (mcmillannac@yahoo.com)	can i change the chime queue image?	Timed Out	00:02:03		
Jul 12, 2017 2:54 PM	Mike Crane (mikecrane@gmail.com)	I need to update agent tags, I am a reviewer can I do that?	Dropped	00:00:16		
Jul 12, 2017 2:43 PM	Kelly Garrison (kellyg12@gmail.com)	My wireless printer connection keeps disconnecting	Completed	00:00:08	00:06:44	Lamia Mukanovic
Jul 12, 2017 2:42 PM	Ben Wilson (wilsonben@hotmail.com)	My Microsoft Word will not let me edit documents	Disconnected	00:00:23		
Jul 12, 2017 2:32 PM	Beth Rey (bethrey@yahoo.com)	Why does Chime say offline?	Completed	00:00:10	00:06:57	Lamia Mukanovic
Jul 12, 2017 2:24 PM	Cory Stiller (corys89@aol.com)	I need to reset my password	Completed	00:00:23	00:04:58	Lamia Mukanovic

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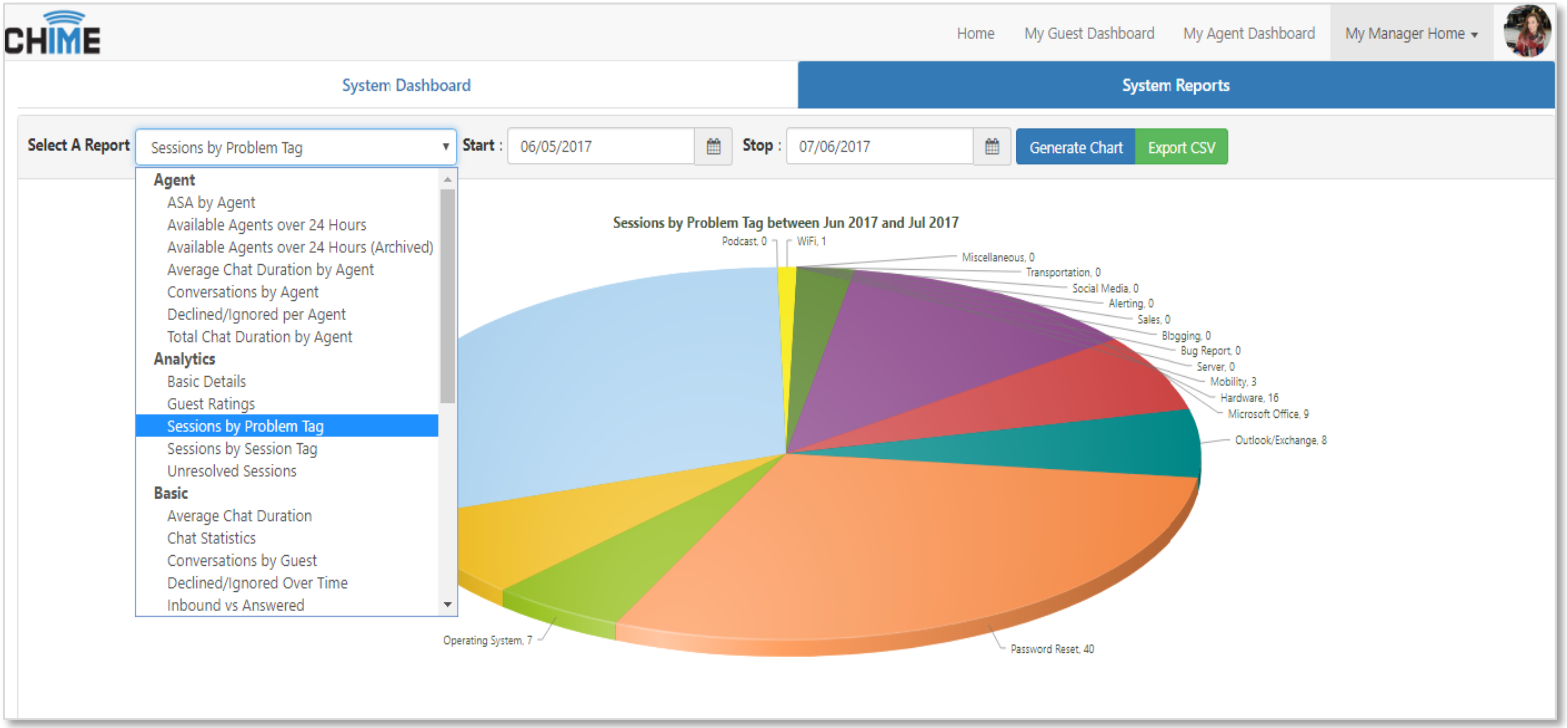
System Reports

System Reports is where a Reviewer can look at the charts and metrics for all of the Queues they are previsioned for. The System Reports section allows a Reviewer to have a comprehensive look at all of the data for the Queues.



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Any Questions?