



Instant Chime & EML

- Service Desk using Microsoft Teams
- Connect with existing systems
- Work from anywhere



“Chime for Microsoft Teams is definitely a great tool for Service Desk chat integration. We recommend it to any organization looking to add Service Desk chat functionality.”

As a global company working out of a variety of locations, we need our Service Desk solutions to enable all our users to communicate and receive help efficiently and easily. The issue for us has always been ensuring our Service Desk can help everyone, regardless of time zone, location, role or team.

It has been an amazing experience working with the Chime team. They have helped us identify the missing piece within our support system, taught us how to utilise Microsoft Teams and Chime to add an extra layer to our Service Desk, and implemented it all with our company branding. Now, through the power of Chime and Teams, we are able to offer our employees assistance whenever needed, simply by chatting with someone in real-time on their device. With Chime, our staff does not need to step out of meetings or wait for long-delayed email responses to tackle an issue.

The Chime team helped us learn the tool and integrate with Teams, in addition to supporting us during the pandemic to utilise Teams to its fullest while working remotely. Not only does that make our employees happy, our Service Desk team is able to multi-task and gain back time to work on other tasks.



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Key Benefits of Chime

Chime connects employees with Service Desk using Microsoft Teams. Employees and Service Desk teams can work from anywhere, and with Azure language translation, your teams can communicate faultlessly.

Core Technologies Utilised with this Deployment

- Microsoft Azure
- Microsoft Bot Framework
- Microsoft Language Translation and Text Analytics
- Microsoft Teams