



Chime for Teams Agent Training User Guide

May 2022

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INTRODUCTION

This document is designed to help those who are configured as agents in the process of learning how to use Chime. We will provide information on how to accept chat requests from customers, viewing the agent dashboard and individual chat history, directions on how to install the agent context window, as well as instructions for utilizing the context window and its various functions and features.

HOW DOES CHIME WORK?

Before you can start using Chime, it is good to know a little about how it is set up. The **Admins** and **Managers** are able to create **Queues** where users will come in looking for help. Queues are a collection of all the **Agents** who are able to assist with the **Guests** coming in looking for help. Queues can be split up into different languages, regions, or assistance types, so as an agent you might be assigned to multiple queues at once. Once you are assigned to a queue, you are able to accept chat conversations from guests looking for help. You will be prompted to pick up **Waiting** chats, and once you accept, you will be **Connected** with the user. Once you are connected, you can assist the guest. When you end the chat it will be moved into the **Completed** state.

ACCESSING THE CHIME WEB UI

To perform many of the actions agents have available, you will need to log into the Chime server's Web UI. You will need to be provided a link to the Web UI by your managers, as it is different for all companies. The link may look something like this:

<https://chime.server.com.Chime>

Once you log in through the Microsoft Login page, you will be able to use the Chime Web UI. When you log in initially you will be on the Home page where you can see all the visible queues.

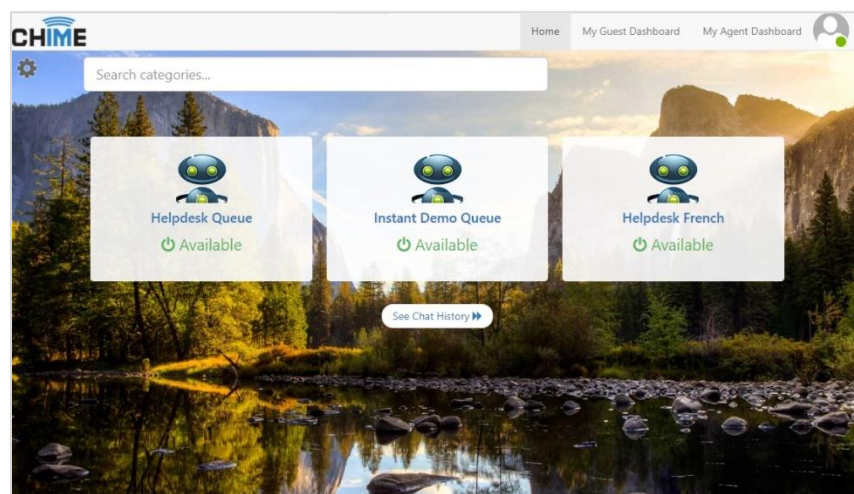


Figure 1: Chime Home

AGENT DASHBOARD

The Agent Dashboard is a tool that gives agents a lot of information about the chats that they have taken and their statistics. On this dashboard you will be able to see any chat session that is routing, and you will also be able to accept any chat session that starts Waiting.

To get to the Agent Dashboard, click the **My Agent Dashboard** link in the header of the Chime Web UI.

The screenshot shows the Chime Agent Dashboard. At the top, there's a header with the Chime logo and navigation links: Home, My Guest Dashboard, and My Agent Dashboard (which is active). A user profile icon is on the right. Below the header, there's a 'Menu' button on the left. The main content area is divided into two sections. The first section, 'Active Chat Sessions', has a 'Refresh' button and displays a chat session for 'Guest: Patrick Madden' at 8:58:09 PM, with the question 'Hi I need some help with a password reset'. Below this, it says 'No Session Selected'. The second section, 'Monitoring Panel', contains a table with columns: Session Started, Queue, Guest, Question, State, Wait Time, Connected Time, Agent, and Pick Chat. The table has one row showing a session started on May 18, 2020 at 8:52 PM, in the Helpdesk Queue, by Jane Doe, with the question 'Hi I need some help with a password reset'. The state is 'Pre-chat Virtual Agent'. There are 'Pick Chat' buttons in the Agent column. At the bottom, there's a status bar showing 'Last updated May 18, 2020 9:21:07 PM. Next update in 8 seconds.' and a toggle for 'End session after closing agent web client' set to 'True'.

Session Started	Queue	Guest	Question	State	Wait Time	Connected Time	Agent	Pick Chat
May 18, 2020 8:52 PM	Helpdesk Queue	Jane Doe	Hi I need some help with a password reset	Pre-chat Virtual Agent				Pick Chat...

Figure 2: Agent Dashboard

When you first navigate to the Agent dashboard, you will see information about any of your **Active Chat Sessions** as well as a **Monitoring Panel** where you can track chat sessions that are **Waiting** or **Connected**. To get information about a specific queue you are in, simply click the **Menu** button on the left, then **View Dashboard** link for the queue you would like to see.

ACCEPTING A CHAT REQUEST

As an agent who will be helping customers or guests in Chime, you will have two different ways of accepting chat conversations – either by using Microsoft Teams or the Chime Web UI. Below, we will cover both sections individually and will talk about the features supported by each.

ACCEPTING CHATS IN TEAMS

As an agent using the Teams client, you will be added to the Team and channel for any of the queues that you are in. If you go the Teams section on the left side of the Teams client, you can navigate to the teams that you are in. Then go to the channel of the queue that you are in.

Once you are in the channel for the queue, you can wait until you see cards pop up with chats that are waiting.

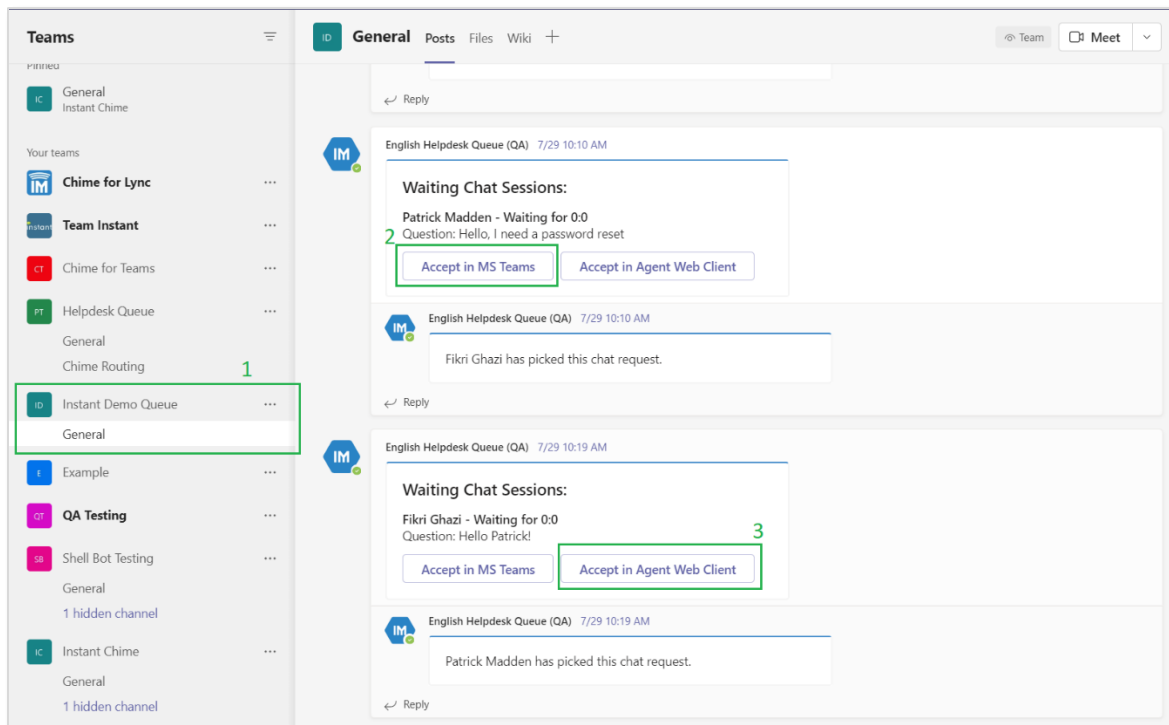


Figure 3: Teams Routing Channel

These cards will be sent out and you have the option to either accept it in the Teams client by clicking the Teams icon in the card, or by accepting in the Chime Web UI by clicking the icon with the IM logo on it.

After you accept the chat session, you will receive a notification in the chat panel of your Teams client. Navigate to the new chat message and you can begin the chat session with the guest you just accepted.

Once you have opened the chat session from the guest, you will see a few messages that come through informing you that you are connected to user. You can see the question they came in with, view prior conversations, and use the **Chime Tools**.

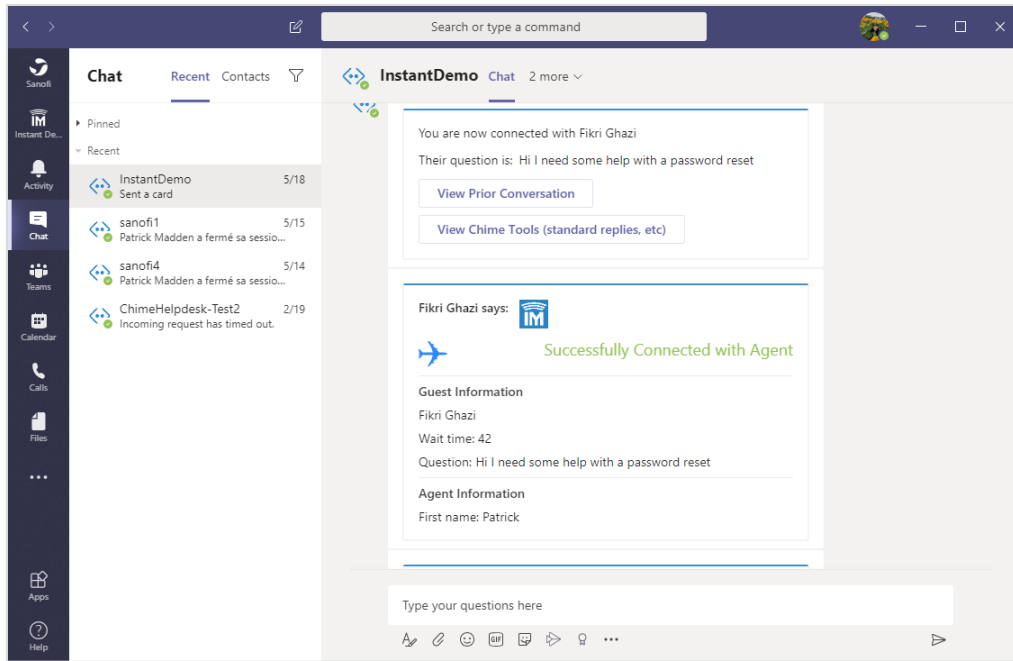


Figure 4: Chat accepted in Teams

The Chime Tools are a set of helpful resources that we pull together to help agents service chats. By clicking the View Chime Tools button you will open up a page in the Chime Web UI that is the Agent Context Window. This gives you useful tools to assist the guest - like seeing past issues they came in with, sending standard replies, and file upload. This will be covered more in depth in the section: **Using the Agent Context Window**.

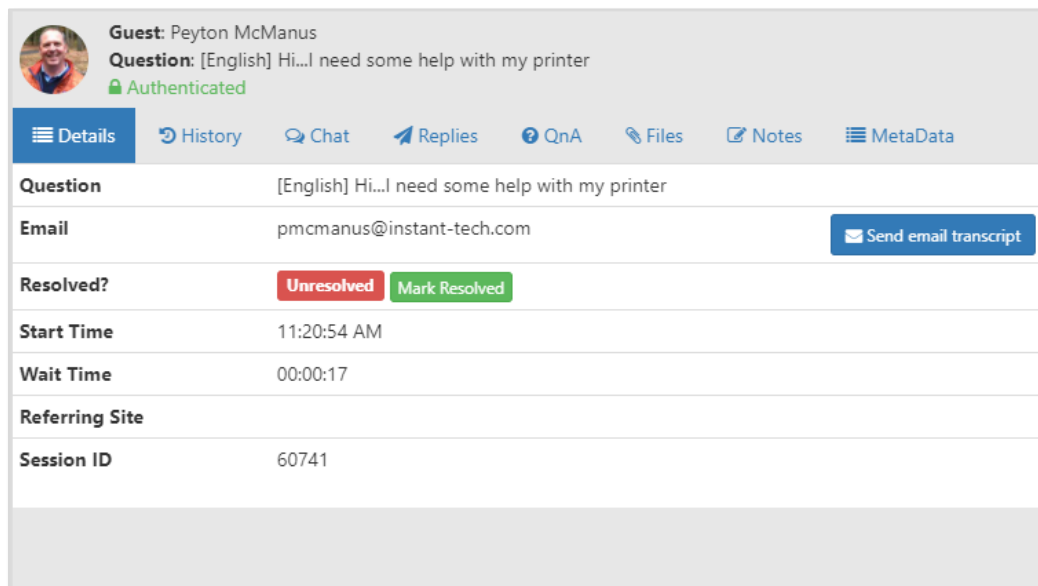


Figure 5: Chime Context Window

To end the chat session, either use the **End Chat** button that is attached to messages, or type in **/end** in the chat session.

USING AGENT TOOLS IN THE TEAMS CLIENT

Once you have accepted a chat session in Teams, you have access to Agent tools that will assist you in helping Guests. These tools provide helpful features that will let you assist Guests within the Microsoft Teams Client. Below are the list of commands that you have available to you once you have accepted a chat session in Teams:

Name	Input	Description
End Chat Session	/end or \end	This command will end the chat session that is taking place and can be used by Agents.
Standard Replies	/sr	This command will open up the list of Standard Replies that the Agent has available so they can send pre-written messages to the Guest
Agent Invite	/invite	This command will send an Adaptive Card that allows the Agent to search for people in their Queue that they can invite into the chat session

ACCEPTING CHATS IN THE CHIME WEB UI

Agents using the Chime Web UI to accept chats will want to monitor the Agent Dashboard to await new chat sessions. There is a monitoring panel on the Agent Dashboard that lets you see any incoming chat sessions and accept them once they move into the Waiting state.

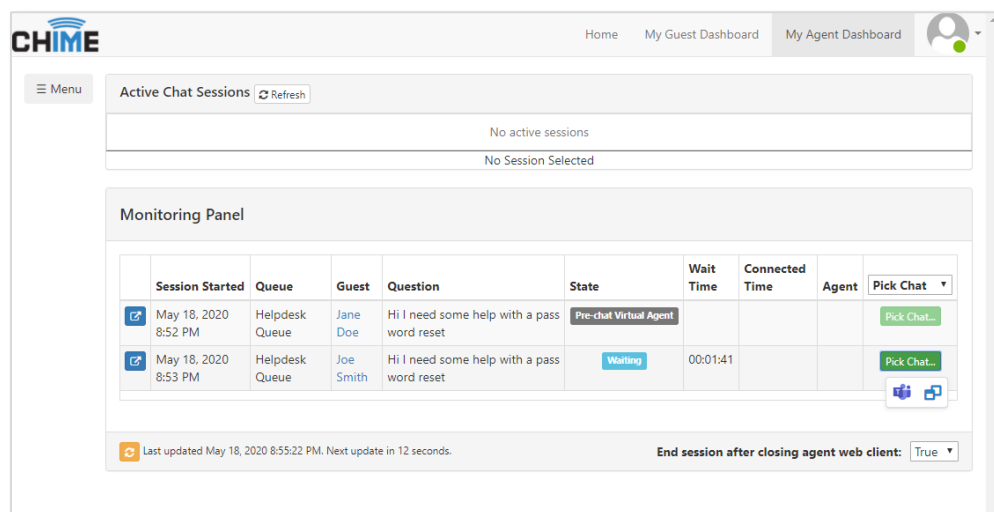


Figure 6: Pick Chat in Chime Web UI

As an agent waiting on the Agent Dashboard, there will be chats that might already be in the **Waiting** state. To accept these chats, click the **Pick Chat** button on the right side of the Monitoring Panel table for the chat session.

If a chat session routes to you, a notification will pop up on your screen showing the user coming in for help, as well as the wait time, their question and buttons to accept the chat session. You can choose to either accept the chat in the Teams Client (in that case you will need to open the chat conversation that is set up there) or you can accept the chat using the Web Client.

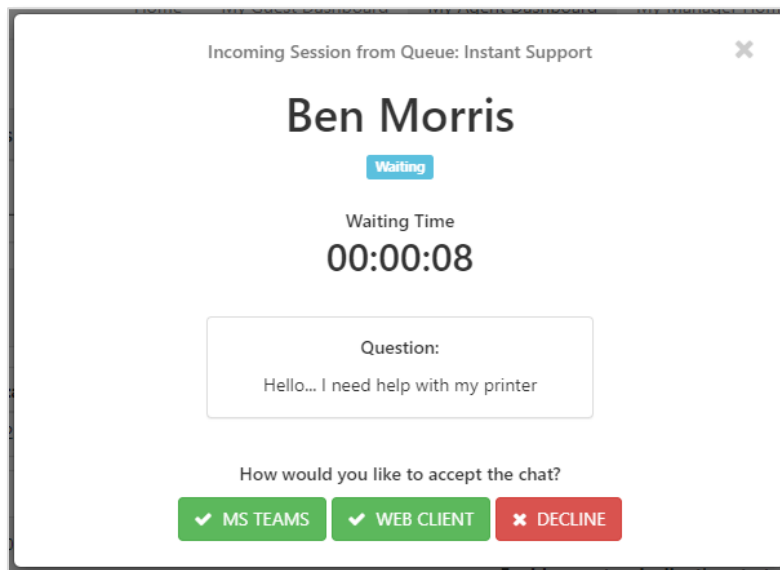


Figure 7: New Chat Notification

Note: When accepting the chat session through the web client you must make sure that you are also logged into your Teams client and have the same account logged into Chime and Teams. All chats opened in the Chime Web UI are also opened in Teams - and the accounts must match for this to work.

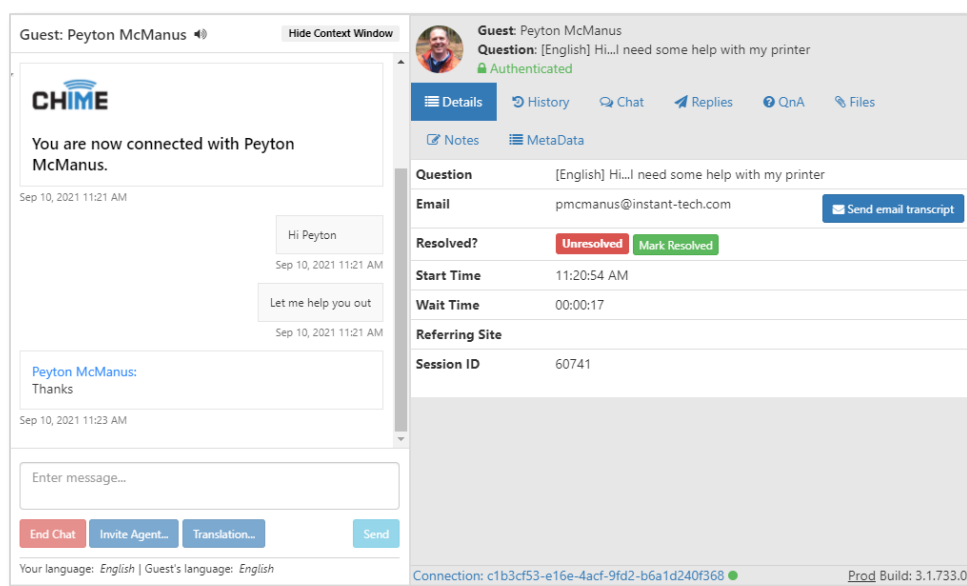


Figure 8: Open Chat in Agent Web Client

Once you have accepted the chat request in the Chime Web UI, a new window will open in your browser with an IM chat section on the left and the Agent Context Window to the right. You are now connected to the guest and can begin helping them.

HOW TO GET TO THE AGENT CONTEXT WINDOW

The **Agent Context Window** (ACW) can be navigated to in a variety of ways. One of the easiest is to navigate to your Agent Dashboard. If you are connected to a chat, the **Active Chat Sessions** panel will have an entry for the chat. Click on the active session, and it will open up the ACW for you to use.

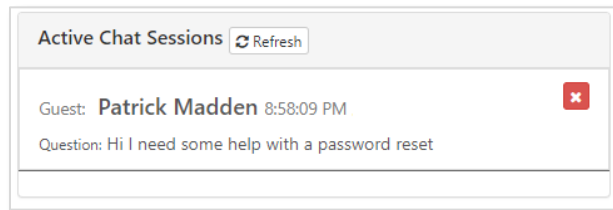


Figure 9: Agent Active Chat Sessions

The ACW can be accessed from the Teams UI right after accepting a chat session. If you click the **View Chime Tools** button, it will open up the ACW for the session you are connected to.

When using the Chime Web UI for a chat session, the ACW will be attached to the chat window. If you do not see it, simply click the **Show Context Window** button on the top right of the chat UI.

USING THE AGENT CONTEXT WINDOW

There are eight tabs in the agent context window: Details, History, Chat, Standard Replies, QnA, Files, Notes & Tags, and MetaData. This section will go over each tab and all of the features and functions available to agents in the context window.

DETAILS

The **Details** tab is the first tab that an agent sees in the context window when connected with a guest. This window shows details about the guest or customer, such as their full name, question, contact information, and wait time.

The screenshot shows the 'Details' tab selected. At the top, there is a guest profile for Peyton McManus with a question in English: 'Hi...I need some help with my printer'. Below this, a navigation bar contains tabs for Details, History, Chat, Replies, QnA, Files, Notes, and MetaData. The main content area displays the following information:

Question	[English] Hi...I need some help with my printer	
Email	pmcmanus@instant-tech.com	Send email transcript
Resolved?	Unresolved Mark Resolved	
Start Time	11:20:54 AM	
Wait Time	00:00:17	
Referring Site		
Session ID	60741	

Figure 10: Details Panel

HISTORY

The History tab shows the previous questions that the guest may have had. You will need to click the **Load History** button to see the history of the user, then click on the **View** button to view previous chats that the guest has had.

The screenshot shows the 'History' tab selected. It displays a table of the guest's previous interactions. The table has columns for Date, Question, Agent, Session, and a View button.

Date	Question	Agent	Session	View
Sep 10, 2021 11:42 AM	Issue with my monitor	Patrick Madden	60743	View
Sep 10, 2021 11:39 AM	Can you provide some help with my printer	Patrick Madden	60742	View
Sep 10, 2021 11:18 AM	Password reset please	Patrick Madden	60740	View
Sep 9, 2021 4:04 PM		No expert assigned	60736	View
Sep 9, 2021 3:48 PM	Password reset please	No expert assigned	60735	View
Sep 9, 2021 11:59 AM	Need help with password	No expert assigned	60732	View
Sep 9, 2021 11:55 AM	Peyton and I need password reset	No expert assigned	60731	View

Figure 11: History Panel

CHAT

The Chat tab allows you to see the chat history of the current chat session. Sometimes Queues will have a pre-chat workflow set up so that you can get additional information from the Guest coming in, in this tab you would be able to review anything that happened in the pre-chat that might be helpful for you to resolve the Guest's issue.

The screenshot displays the CHIME chat interface. At the top, a header bar shows the guest's profile (Peyton McManus), their question in English ("Hi...I need some help with my printer"), and their authenticated status. Below this is a navigation menu with tabs for Details, History, Chat (selected), Replies, QnA, Files, Notes, and MetaData. The main chat area is titled "Instant Chat (Prod)" and shows a pre-chat workflow. It starts with the CHIME logo, followed by a "Your name:" field containing "Peyton". Below this is a text area for "Please provide additional details about your request while I locate an expert for you:" containing "Hi...I need some help with my printer". A "Continue" button is visible. The chat history shows a message from Peyton McManus at 11:21 AM. Below this, another "Instant Chat (Prod)" section shows a question: "Would you like to talk to an agent, or Self Service?" with two radio button options: "1.) Talk to Live Agent" and "2.) Try our new Q&A Help Bot". The bottom of the interface shows a connection ID and a build version.

Guest: Peyton McManus
Question: [English] Hi...I need some help with my printer
Authenticated

Details History Chat Replies QnA Files Notes MetaData

Instant Chat (Prod) Sep 10, 2021 11:20 AM

CHIME

Your name:
Peyton

Please provide additional details about your request while I locate an expert for you:
Hi...I need some help with my printer

Continue

Peyton McManus Sep 10, 2021 11:21 AM
Peyton

Instant Chat (Prod) Sep 10, 2021 11:21 AM


Would you like to talk to an agent, or Self Service?

☐ 1.) Talk to Live Agent
☐ 2.) Try our new Q&A Help Bot

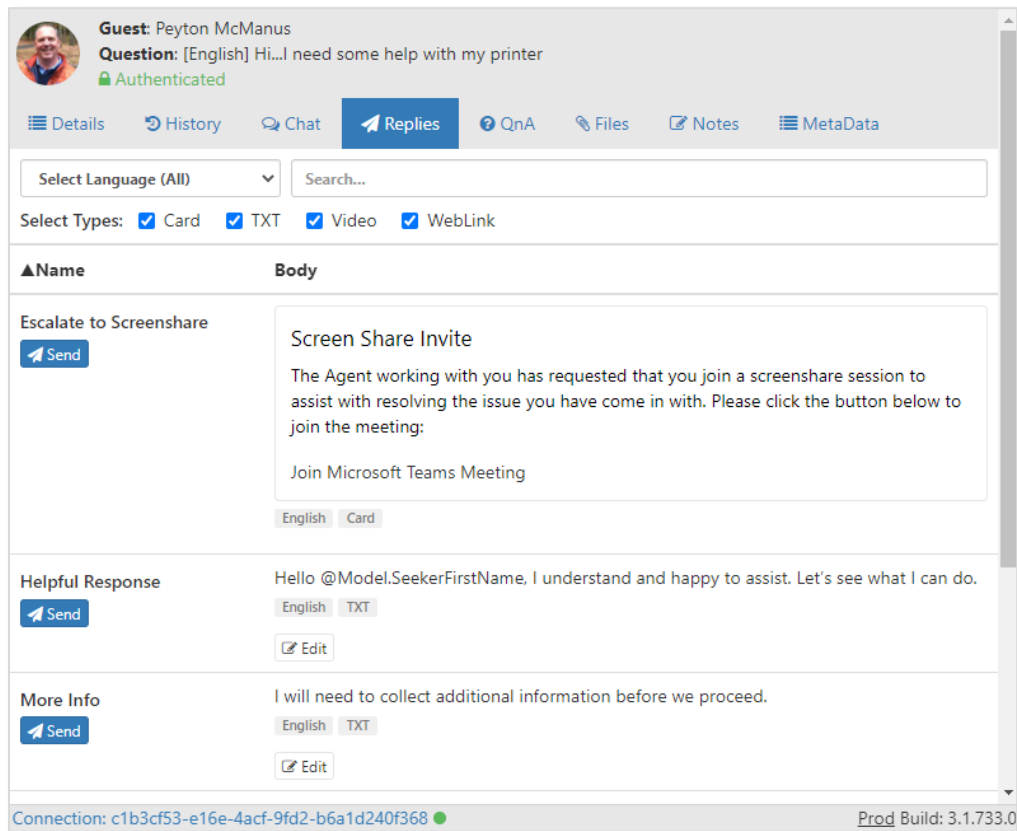
Connection: c1b3cf53-e16e-4acf-9fd2-b6a1d240f368 ● Prod Build: 3.1.733.0

Figure 12: Chat History Before the Agent Accepted






REPLIES

In the **Standard Replies** tab, Agents have access to pre-made standard messages that have been added to the Queue in which they are in. Click on the  button to send a Standard Reply message to a customer. Additionally, you can click on the **Edit** button to edit the Standard Reply before you send it.

Note: Standard Replies must be added to Queue Settings by a Manager or Administrator.



The screenshot shows the 'Replies' tab in a customer service interface. At the top, a guest profile for 'Peyton McManus' is shown with a question: '[English] Hi...I need some help with my printer'. Below this is a navigation bar with tabs: Details, History, Chat, Replies (selected), QnA, Files, Notes, and MetaData. A search bar and a language selector are also present. Under 'Select Types', checkboxes for Card, TXT, Video, and WebLink are shown, all of which are checked. The main area displays three standard reply templates, each with a 'Send' button and an 'Edit' button. The first template is 'Escalate to Screenshare' with a 'Screen Share Invite' body text. The second is 'Helpful Response' with a greeting. The third is 'More Info' with a statement about needing more information. At the bottom, a connection ID and build version are displayed.

Name	Body
Escalate to Screenshare 	Screen Share Invite The Agent working with you has requested that you join a screenshare session to assist with resolving the issue you have come in with. Please click the button below to join the meeting: Join Microsoft Teams Meeting English Card
Helpful Response 	Hello @Model.SeekerFirstName, I understand and happy to assist. Let's see what I can do. English TXT 
More Info 	I will need to collect additional information before we proceed. English TXT 

Connection: c1b3cf53-e16e-4acf-9fd2-b6a1d240f368 ● Prod Build: 3.1.733.0

Figure 13: Standard Replies Panel

QNA

The QnA tab allows you to access additional knowledgebase information that your service desk team may have set up for your Queue. This could help to answer questions you may not be familiar with or you can use it to send over a guide to the Guest on how to perform some fix for their issue.

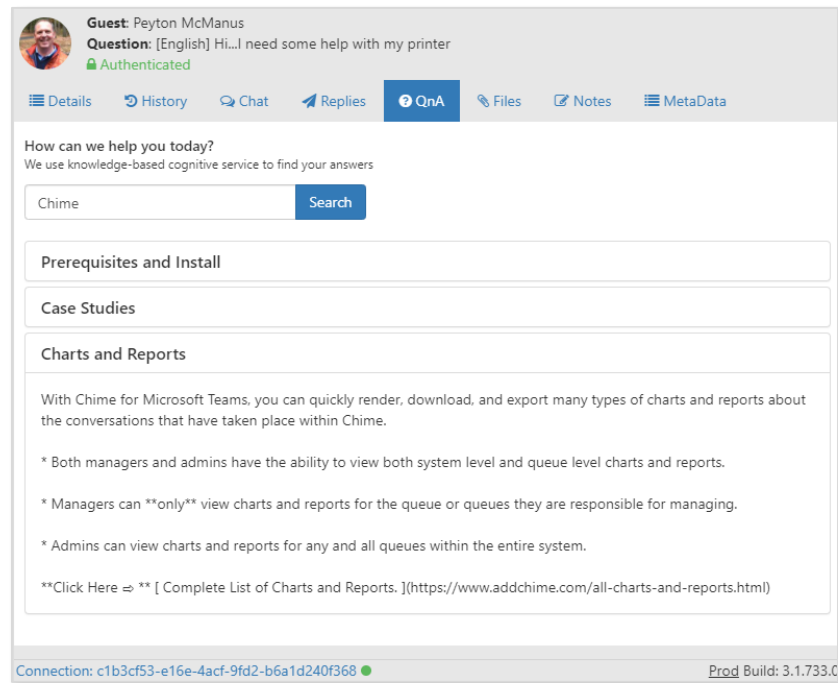


Figure 14: QnA Tab

FILES

Any files that have been uploaded in the chat will be located in the **Files** tab. Agents have the ability to send documents and pictures to customers, and customers can send files to agents as well. Click on the **Browse** button to search for the file you want to send, then click the **Upload** button to send the file to a guest. Click on the 'Refresh' button to reload the list of files, if any have been uploaded.

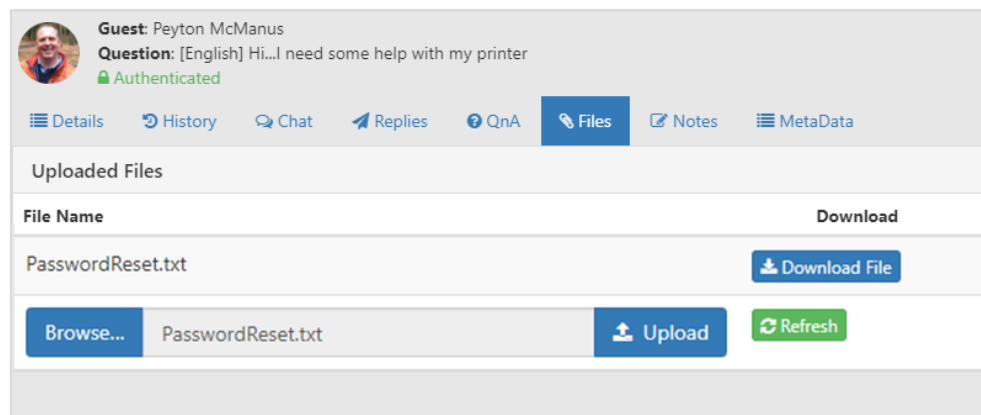


Figure 15: Files Panel

NOTES

In the **Notes** section, agents can attach session tags to the session as well as add comments that will show up in chat history. If your team is using session tags, they are useful to categorize how the chat went. Some examples could be “Resolved issue” or “Added ticket” for example. To add a tag to the session, click on the **Session Tags** drop-down menu and pick a tag that fits the nature of the chat session. Then click the + button to attach the tag with the session.

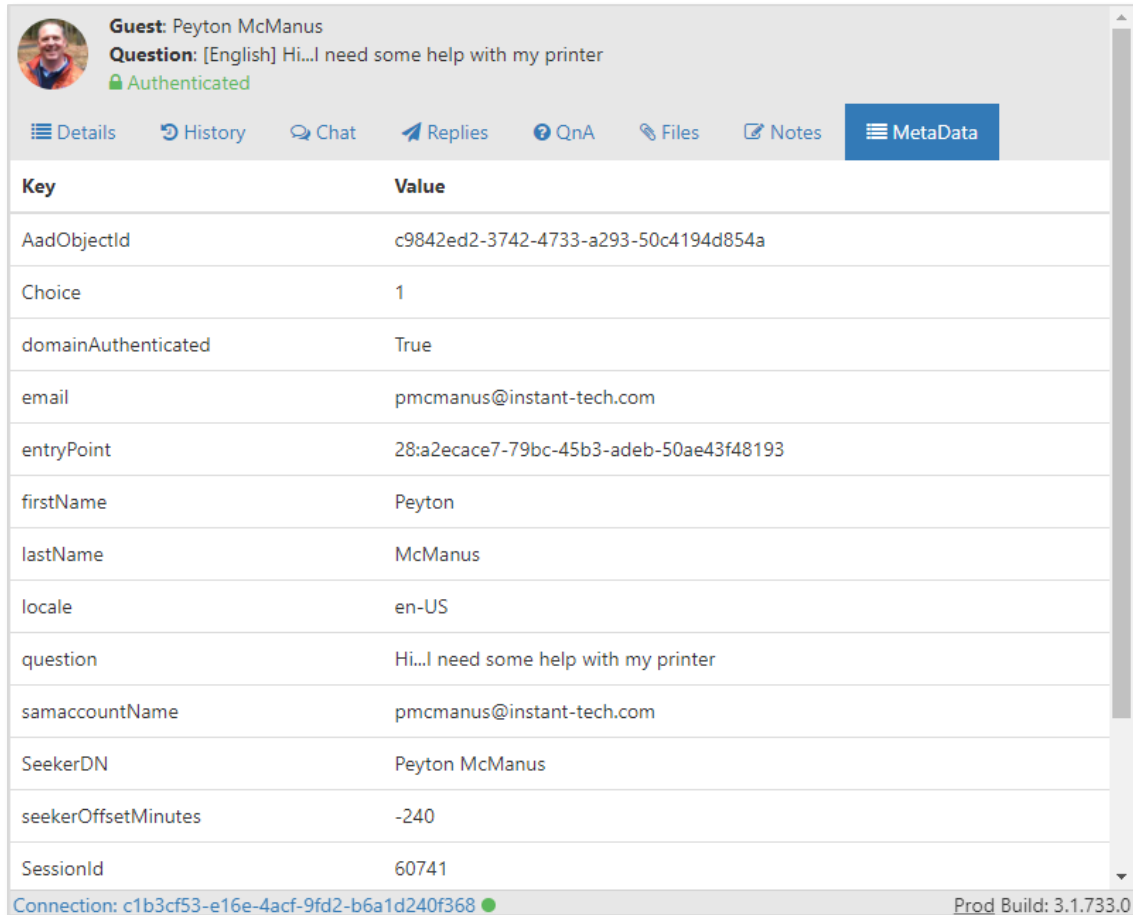
The screenshot shows a chat interface with a header bar containing navigation tabs: Details, History, Chat, Replies, QnA, Files, Notes (highlighted), and MetaData. Below the header, the 'Notes Panel' is visible. It has a 'Session Tags' section with a dropdown menu showing 'Resolved' and a blue '+' button. Below that is a 'Session Comments' section with a text input field labeled 'Enter comment...' and an 'Add Comment' button. At the bottom, there is a comment from 'Patrick Madden' dated 'Sep 13, 2021 9:58 AM' with the text: 'I was able to resolve this ticket by passing them the documentation on printers we have and walked through the steps to fix'.

Figure 16: Notes Panel

Add Comment describes what actions you took, or additional issues that the guest had. Ex: *I gave him a password reset and he is all set now, I gave her a license key for Microsoft Office...*

META DATA

The **MetaData** tab allows you to see additional information about the chat that might help such as the entry point, referrerURL, or any skill tags that might be on the session. This tab is generally only used in very specific scenarios where it is necessary and more useful for Managers and Reviewers to check after the chat session.



Key	Value
AadObjectId	c9842ed2-3742-4733-a293-50c4194d854a
Choice	1
domainAuthenticated	True
email	pmcmanus@instant-tech.com
entryPoint	28:a2ecace7-79bc-45b3-adeb-50ae43f48193
firstName	Peyton
lastName	McManus
locale	en-US
question	Hi...I need some help with my printer
samaccountName	pmcmanus@instant-tech.com
SeekerDN	Peyton McManus
seekerOffsetMinutes	-240
SessionId	60741

Connection: c1b3cf53-e16e-4acf-9fd2-b6a1d240f368 ● Prod Build: 3.1.733.0

Figure 17: MetaData Panel

CONCURRENT CHATS

Agents can receive multiple chats at once. The concurrent chat property is defined at an admin level, and the maximum number of concurrent chats an agent can have is ten. Once an agent's maximum concurrent chat number is reached, they will no longer receive any chats until they close out of one or more of their existing concurrent chats. For example, if an agent's concurrent chat setting is two, and they accept two chats, any additional chats will be routed to other agents who have not fulfilled their maximum concurrent or max per day number.

INVITE ADDITIONAL AGENTS INTO CHAT SESSIONS

Often times, you will need assistance from another Agent or a manager to help the guest you are connected with. If that situation comes up, you can use the Agent Invite feature to request another Agent to join the chat session.

INVITING AN ADDITIONAL AGENT(S) IN TEAMS

Follow these steps to invite an Agent into your chat session using the Microsoft Teams Client:

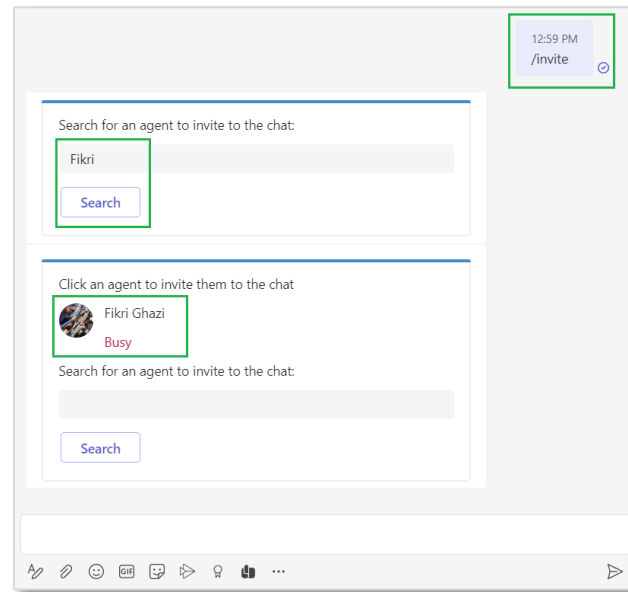


Figure 18: Invite Agent Web

1. Accept a chat session using the Teams Client
2. Open up the chat window where the chat takes place
3. In the chat window type in /invite
4. An Adaptive Card will display that allows you to invite another Agent
5. Use the Card to search for another Agent
6. Click the icon of the user you searched for. This will send them a prompt to join the chat session

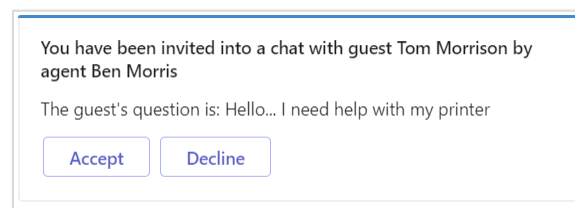


Figure 19: Agent Invited to Chat Session

7. Wait for the Agent to join the chat session. You will get a notification message if they accept, decline, or ignore the invitation.
8. Proceed with the chat if the Agent has joined the chat session

INVITING AN ADDITIONAL AGENT(S) IN WEB UI

Follow these steps to invite an Agent into your chat session while using the Agent Web UI:

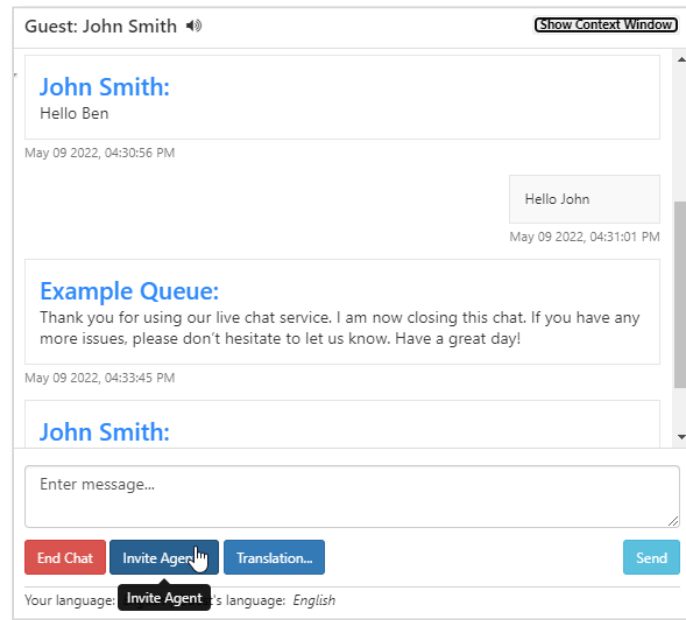


Figure 20: Invite Agent Web

1. Accept a chat request through the Agent Dashboard
2. Open up the Agent Chat window
3. Click the button labeled "Invite Agent..."
4. Search for the name of the Agent you want to invite
5. Click Search
6. Click the "+" button to send the invite to the Agent. This will send them a prompt to join the chat session
7. Wait for the Agent to join the chat session. You will get a notification message if they accept, decline, or ignore the invitation.
8. Proceed with the chat if the Agent has joined the chat session

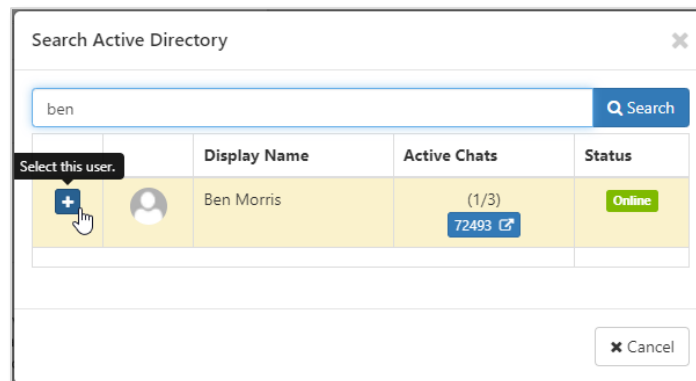


Figure 21: Invite Agent Web

USING THE AGENT TRANSLATION FEATURE

If your service desk plans to support multiple languages, Chime allows you to do live translation in the chat session. **Note:** this live translation is currently only available on the Chime Web UI, so using the Teams client will not allow you to use this feature.

If a guest comes into your chat session and is speaking a language you are not familiar with, Azure Translation Services will give Chime information on what language they came in on and also allow you to automatically translate your messages into their language.

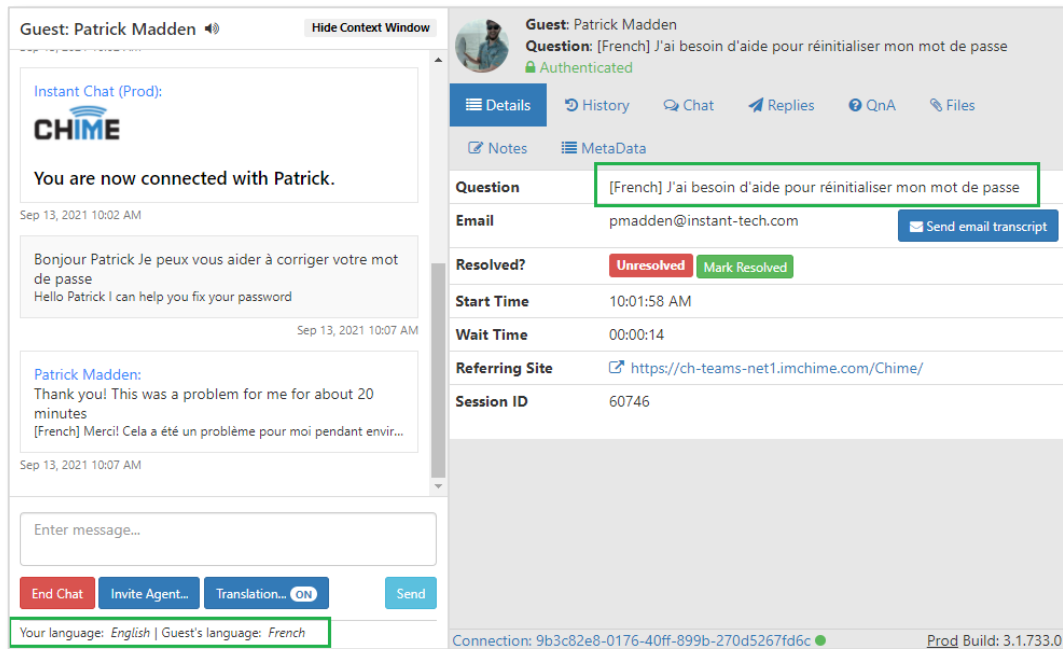


Figure 22: Set Guest and Agent Languages

If you want to customize the Translation a bit more, click on the **Translation** button right below the chat message bow. A window will open and allow you to choose if you want to use auto-language-detection, what languages you want the guest to be translated to, and what language you want to be translated.

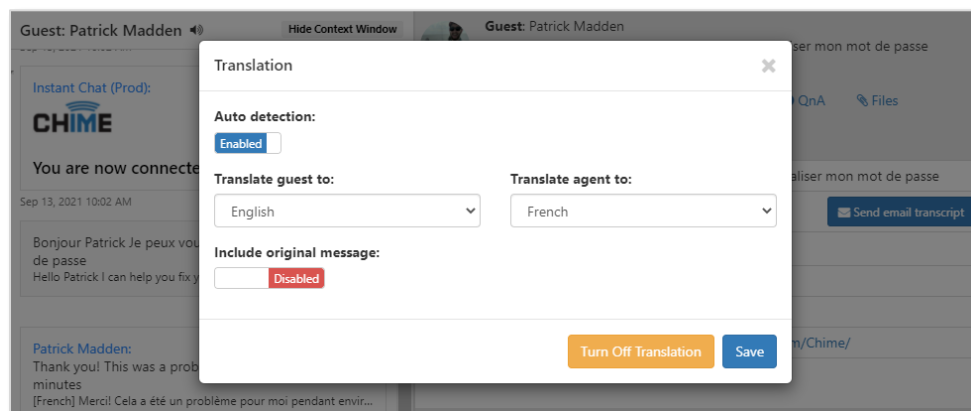


Figure 23: Guest Joins Chat Speaking French

There is also an option to choose if you want the guest to see that you are using translation by including the original message you typed along with the translated message. **Note:** by default, Chime will send both the message you enter and the translated message to the guest.

The image below shows what the messages will look like for the guest when the translation and original messages are included, and then when only the translated version is sent.

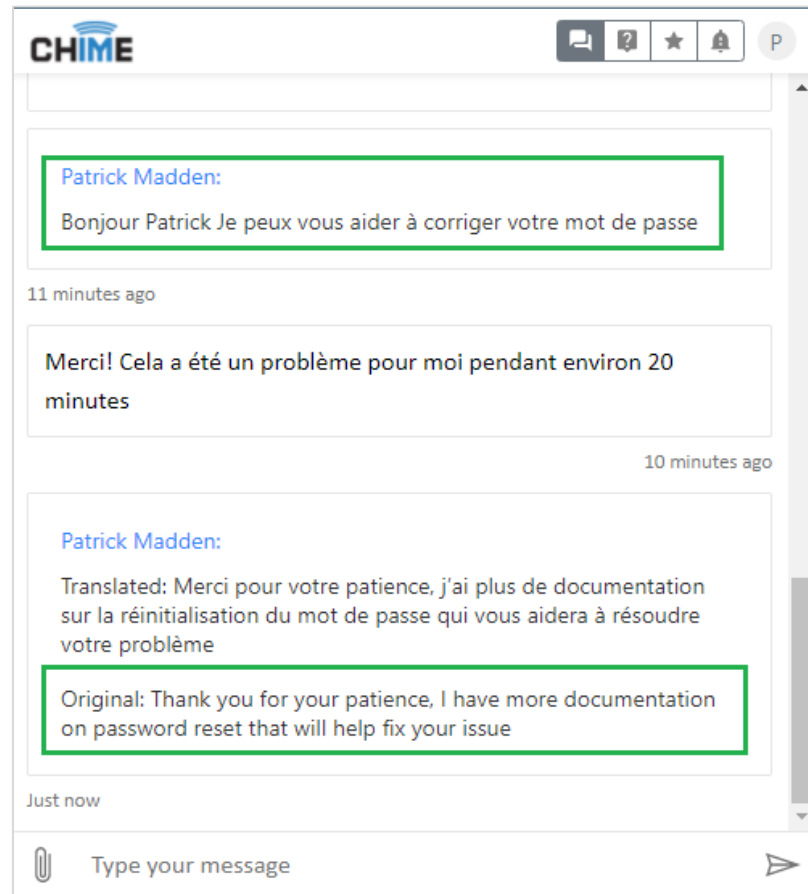


Figure 24: Translated Messages Sent

If you would like to remove translation at some point during the chat session, click on the **Translation** button, then click **Turn Off Translation** in the translation settings window.

ENABLING/DISABLING YOURSELF IN QUEUES

Some queues will allow Agents to set their Chime status on the Queue Dashboard. In the image below, you can see that the Helpdesk Queue has a **My Status** option underneath the **View Dashboard** link and the Instant Demo Queue does not have the My Status option underneath it. Some queues will support this feature, and some will not. Using the **My Status** feature allows you to set your status for the Queue as **Enabled** or **Disabled**. This feature is mainly used if you are going on break or need to be away from your desk for an extended period of time.

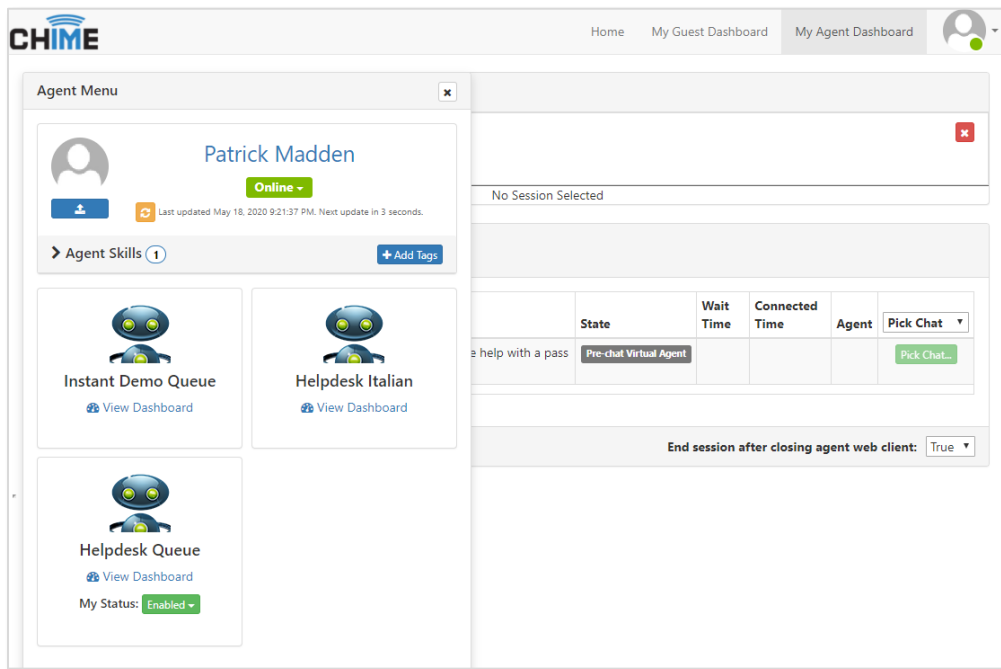


Figure 25: Enable/Disable Status

To set your Enabled/Disabled status, first click the **Menu** button on the left side of the Agent Dashboard. Next, select the Status you want to change in the dropdown picker.

The **Enabled** Status is what an Agent should be in most of the time. When in an enabled state, the Agent can receive chats, and will actively be getting new chats after they end an existing chat.

Changing your status to **Disabled** in Chime does two things- it removes you from the pool of Active agents who can receive chats and allows you to start a chat with the queue. This is mainly used if an agent is away from their desk or needs to message their own queue for testing purposes.

OPTIONAL FEATURES THAT MAY BE ENABLED

There are many optional features that you may see while working as an Agent that the previous sections have not covered yet. In this section we will go over many of the optional features Chime has available so that you can utilize them to assist you in chat sessions or when picking chat sessions.

SETTINGS DROPDOWN

In the top right of your Chime Web UI there is a side menu that you can click on to get additional options.

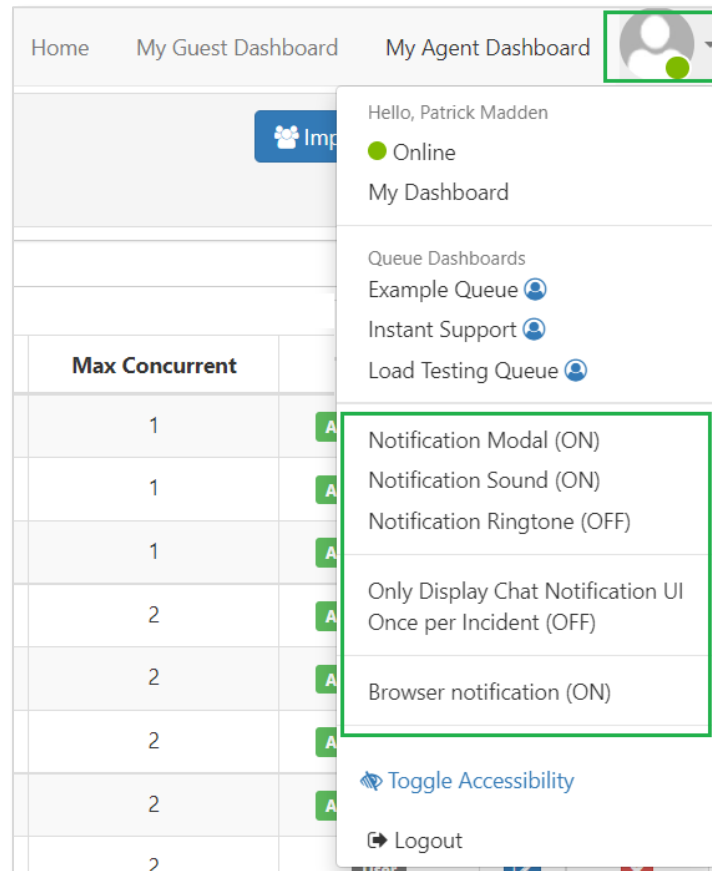


Figure 26: Settings Dropdown Features

NOTIFICATION MODAL

Enabling the Notification Modal will allow Chime to pop up a notification in your Chime Web UI alerting you that there is an incoming chat for a waiting Guest

NOTIFICATION SOUND

Enabling the Notification Sound setting will play a notification sound whenever you are getting prompted to accept a chat session so that if you have your Chime Web UI minimized or are in a chat session you can know that you have a chat prompt in Chime

NOTIFICATION RINGTONE

Enabling Notification Ringtone will have Chime play a ringtone whenever a new chat session is prompting you in Chime. It will play from the web browser and let you know there is a chat you are prompted for.

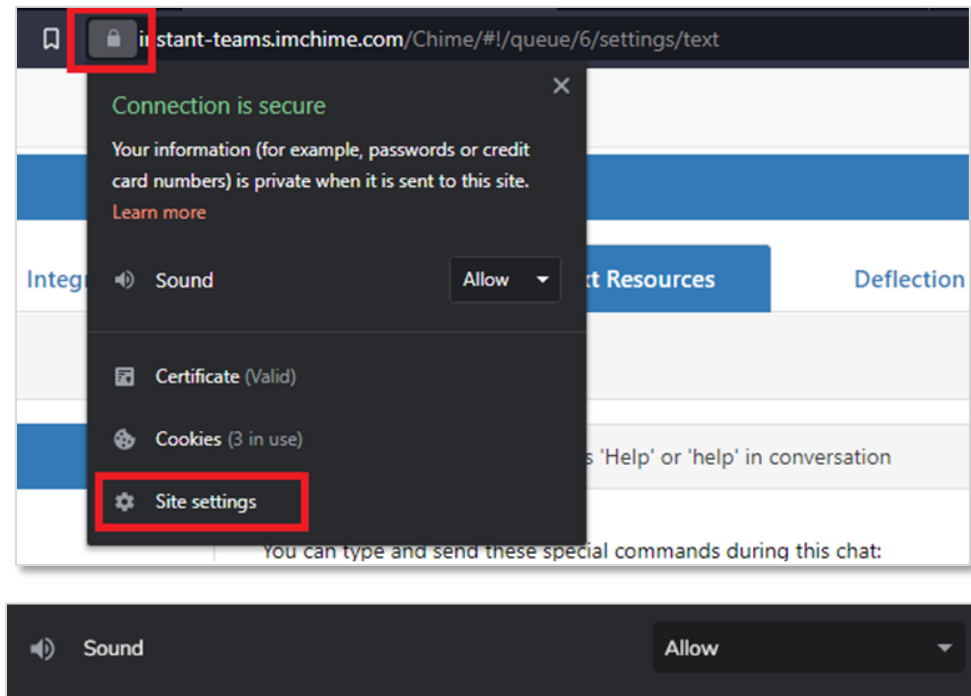


Figure 27: Browser Settings for Sound Notifications

ONLY DISPLAY CHAT NOTIFICATION UI ONCE PER INCIDENT

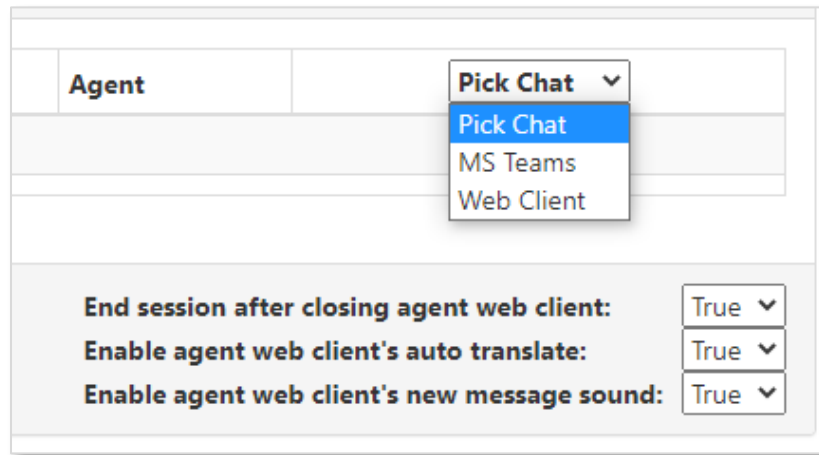
Enabling this setting will only display chat notification UI once per incident. If you miss the notification, you will still be able to accept the chat session through the Agent Dashboard if it has not timed out.

BROWSER NOTIFICATION

Enabling this feature will allow you to receive desktop notifications from the browser when you are receiving a new chat request. This is useful if you want to have a visual notification rather than an audio notification with the ringtone and message sounds.

AGENT DASHBOARD OPTIONS

Below are the options you have for additional settings in the Agent Dashboard:



Agent	Pick Chat
	Pick Chat
	MS Teams
	Web Client

End session after closing agent web client:	True
Enable agent web client's auto translate:	True
Enable agent web client's new message sound:	True

Figure 28: Agent Dashboard Options

END SESSION AFTER CLOSING AGENT WEB CLIENT

Setting this option to “True” will cause chat sessions to end after closing the Web Client window. If you have this setting set to “False”, chat sessions will continue after you close the chat window and will have to be manually ended either by clicking the End Chat button or typing in /end.

ENABLE AGENT WEB CLIENT'S AUTO TRANSLATE

Setting this option to “True” while using the translation feature will have Chime use Azure Translation to auto-detect the language of the first message the user sends and set that as the language you are translating into. Setting this option to “False” will cause the translation to not be set when you start a chat session.

ENABLE AGENT WEB CLIENT'S NEW MESSAGE SOUND

Setting this option to “True” will allow your web browser to send you sound notifications when you receive a new message in the Agent Web Client. Setting this option to “False” will send no sound notifications when new messages are received. Similar to the Notification Ringtone setting seen above, you may need to update the browser sound permissions. This setting can be toggled on and off while in the chat session as can be seen here:

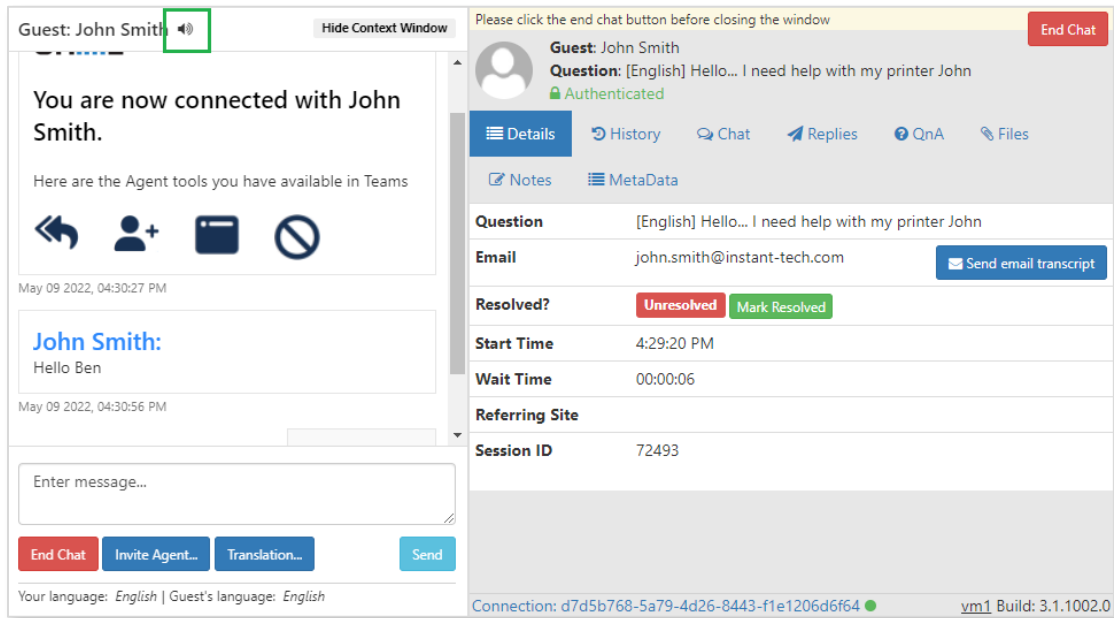


Figure 29: Agent Web Client Toggle Sound

PICK CHAT OPTIONS

In the Monitoring Panel there is a “Pick Chat” dropdown menu that you are able to modify to make it easier to pick chat sessions. You have three different options on how you have this set up:

Pick Chat: This option will allow you to choose how you want to pick every chat session. On the Monitoring Panel you will get an option to pick the chat and it will give you the option to choose the Teams icon which will pick the chat in Teams, or the Web icon which will pick the chat session in the Web Client.

MS Teams: Choosing this option will change the Pick Chat button to accept all chat sessions through the Teams Client.

Web Client: Choosing this option will change the Pick Chat button to accept all chat sessions through the Agent Web Client.

MS TEAMS PICK OPTION DISABLED

Some Chime Queues will want their Agents to use the Chime Web UI rather than accept the chat session using MS Teams. In that case, your chat modal will look like the following one below:

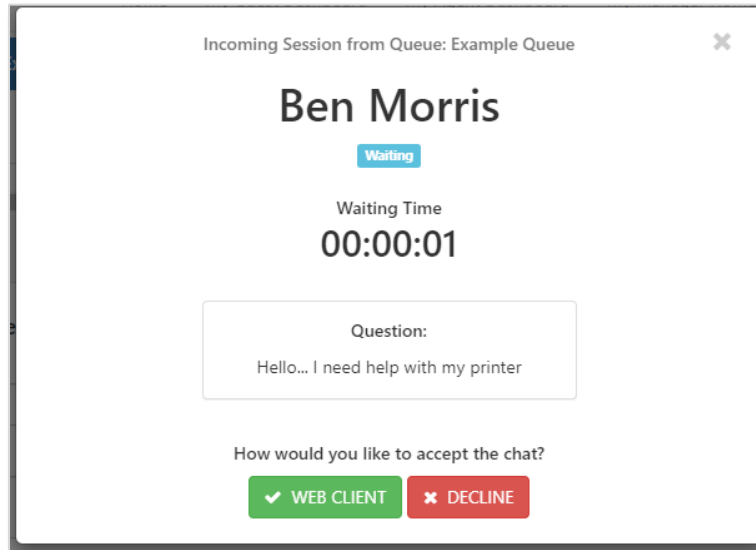


Figure 30: Accept Chat Only In Web Client

QUEUE-SPECIFIC DASHBOARDS

If you want more info on the chats you have with a specific queue, you can use the dashboard for a specific queue. To do this, click the **Menu** button on the left side of the Agent Dashboard, then click **View Dashboard** for the queue that you want the additional information. On the **Dashboard**, you will see five tabs: **Active**, **Monitoring Panel**, **Agents Online**, **View History**, and **Legacy Dashboard**.

ACTIVE:

The **Active** tab shows information about the active chats you currently have. In this section you will be able to look at the context window for any of the current chats you are in and use any of the features it provides.

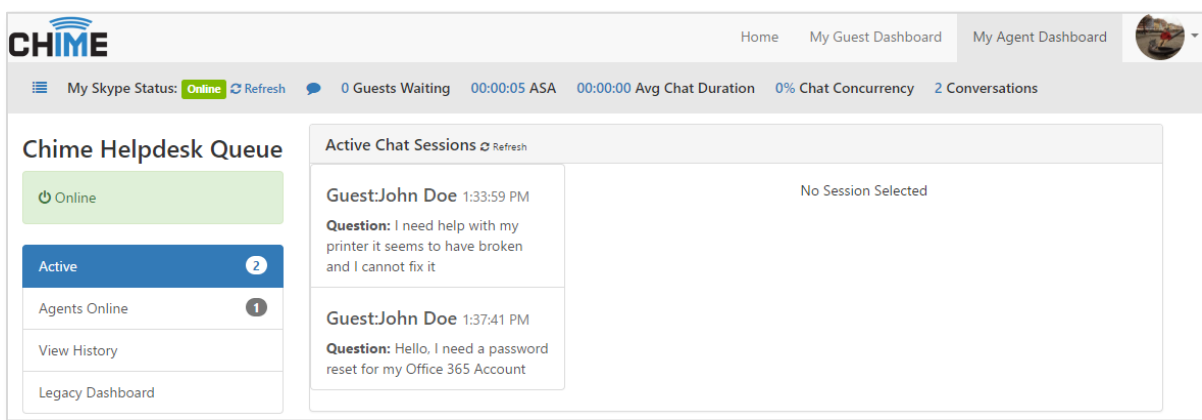


Figure 31: Active Sessions

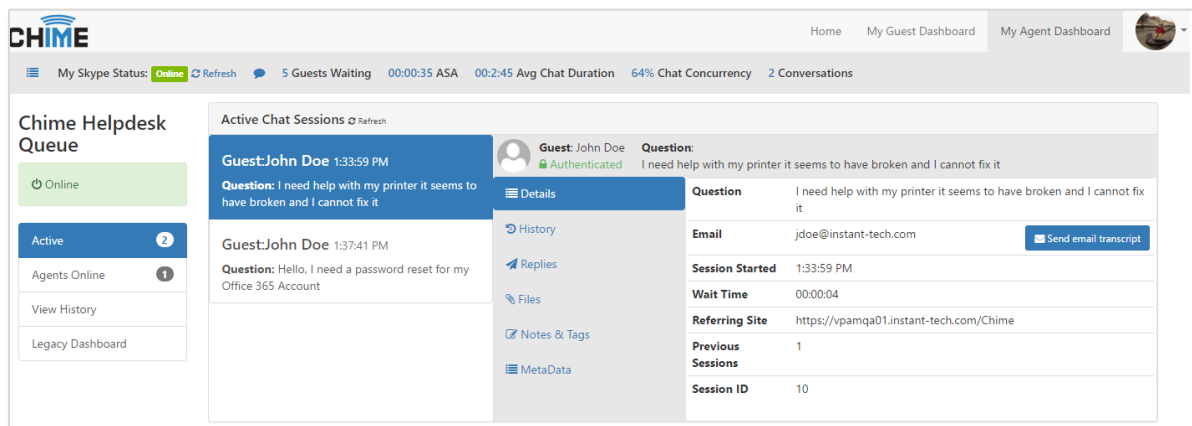


Figure 32: Active Sessions Drilldown

MONITORING PANEL

The monitoring panel is very similar to the one on the Agent Dashboard, however, this one only shows chat sessions from the queue that you are currently in instead of chat sessions from all the queues you are in.

AGENTS ONLINE

The **Agents Online** tab shows you which agents in the queue are Available to take chats and which ones are Unavailable. This is helpful for agents to gauge how many chats they will be getting based on the number of waiting guests and the number of other agents online in the queue.

CHIME

Home My Guest Dashboard My Agent Dashboard

My Skype Status: **Online** Refresh 0 Guests Waiting 00:00:05 ASA 00:15:45 Avg Chat Duration 0% Chat Concurrence 2 Conversations

Chime Helpdesk Queue

Online

Active 0

Agents Online 1

View History

Legacy Dashboard

View Your Online Colleagues

Enter a name...

Patrick Madden Available Currently helping 0 guests

Justin Moore Unavailable Currently helping 0 guests

Lamia Mukanovic Unavailable Currently helping 0 guests

Figure 33: Available Online Agents

VIEW HISTORY

The **View History** tab allows agents to look at previous chat sessions that they had and look at the session details. You are able to add tags, comments and change from resolved/unresolved in this area. To look through the details of a chat, simply click the View Details button on the row the chat is on.

CHIME

Home My Guest Dashboard My Agent Dashboard Admin

My Skype Status: **Online** Refresh 0 Guests Waiting 00:00:05 ASA 00:15:45 Avg Chat Duration 0% Chat Concurrence 2 Conversations

Chime Helpdesk Queue

Online

Active 0

Agents Online 1

View History

Legacy Dashboard

Review History

Select a Date Range

From June 18, 2017 To June 21, 2017 Refresh

Chat History Presence History Charts

Search Chat Results

Search

Guest	Question	Date / Time	Is Resolved?	View Details
Jane doe	Hello, I need a password reset for my Office 365 Account	Jun 21, 2017 1:37 PM	Resolved	View Details
John Doe	I need help with my printer it seems to have broken and I cannot fix it	Jun 21, 2017 1:33 PM	Unresolved	View Details

Figure 34: Chat History