

Instant Case Study

Students can now stay connected with their University all with just a single click!

The Customer: University IT Help Desk

A University has now found a way to easily stay connected with their students. No more running around, no more waiting....now students can get the help they need to avoid any unwanted stress or setbacks.

How: INSTANT CHIME

Results: Saved Time and Money and Improved Search Process

Instant Chime addresses the needs of a well-known University, providing them the power to connect with their students in a more efficient way. Chime has empowered their service desk so that students get the help they need faster, eliminating the frustration of waiting. Universities realize that students do not want to waste time searching for answers to issues that could be addressed in minutes. Instant Chime is a simple click-to-chat help desk resolution tool for the productive student.

The IT Computer Support Coordinator with the University using Chime recently stated, "We have been using Chime to support our student population in the library. Since the library has over 300 computers across three floors and we are located on the first floor, Chime has allowed us to provide click-to-chat support to students at various areas in the library. We use it to answer questions, or dispatch a technician to meet with the student. It allows the student to not have to pack everything up then walk over to see us."

"We plan to roll this support out to the faculty/staff this summer to be able to provide them another avenue to get support. The Chime solution has been well received over this spring semester that it has been implemented. We plan to continue to integrate its capabilities into our service offerings."

Whether you are a university, an insurance company, a bank or a hospital, Instant Chime offers instant connections, resulting in faster solutions for you and your enterprise. Why risk being out of service waiting for answers? Having instant connectivity between users and experts to get problems resolved quickly and get professionals back to work is what Instant is Chime is all about.

