

Instant Chime for The **Wise Enterprise**



Instant Chime is a real-time service desk platform for the enterprise. Instead of building out yet another enterprise IM and chat service, Instant Chime leverages Microsoft Lync (Skype for Business) as the IM and presence layer. Instant Chime then extends Microsoft Lync to provide intelligent routing, a complete metrics and reporting system, integrated web based chat, and a platform for creating and managing service desk teams. Instant Chime allows you to leverage the world's most robust unified communications platform and transform that investment into an enterprise service desk platform.

Why Instant Chime:

ABILITY TO INTEGRATE WITH ADDITIONAL ENTERPRISE SYSTEMS

As a corporate enterprise system, Chime for Lync includes the ability to integrate with other internal, and external, enterprise applications. Typically, Chime is integrated with a corporate Active Directory service, but Chime may also be integrated with other support, CRM, or knowledge base applications. Since Chime runs within an organization's infrastructure, Chime may be extended to handle specific integration scenarios such as:

1. Look up customer information in other internal systems in order to modify the routing sequence, determine customer status, or apply additional information to the session
2. Store Chime conversation sessions, and history, in other systems
3. Provide service desk agents with additional information on external customers: Instant Chime includes the ability to provide service desk agents with additional 'context windows' that might include customer information or information collected from other enterprise systems. This contextual approach pulls together the right information, at the right time, for the service desk agent.

Instant Chime provides a C# based integration and extension layer specifically designed to facilitate enterprise integration and customization. Chime may be extended to integrate with other internal enterprise systems, or Chime may be configured to integrate with other cloud based providers, or both at the same time.

INFORMATION IS STORED LOCALLY UNDER THE COMPANY'S CONTROL

Instant Chime leverages many of the existing enterprise platforms deployed by our customers including Active Directory (AD), Lync, and Microsoft SQL Server. For many of our customers, the ability to manage, secure, and control the information collected by Instant Chime is a great benefit.

ALERTING MODULE

Instant Chime includes an enterprise alerting module that leverages Microsoft Lync (Skype for Business) as an enterprise alerting platform. This provides the ability to dispatch Lync based notifications to both individuals and groups of people.

Some typical scenarios for the alerting module include:

1. Notify all service desk agents of a pending outage
2. Notify all employees within a certain AD group of a certain situation that is time sensitive
3. Send a group IM alert to all managers of a service desk with a request to join a chat room

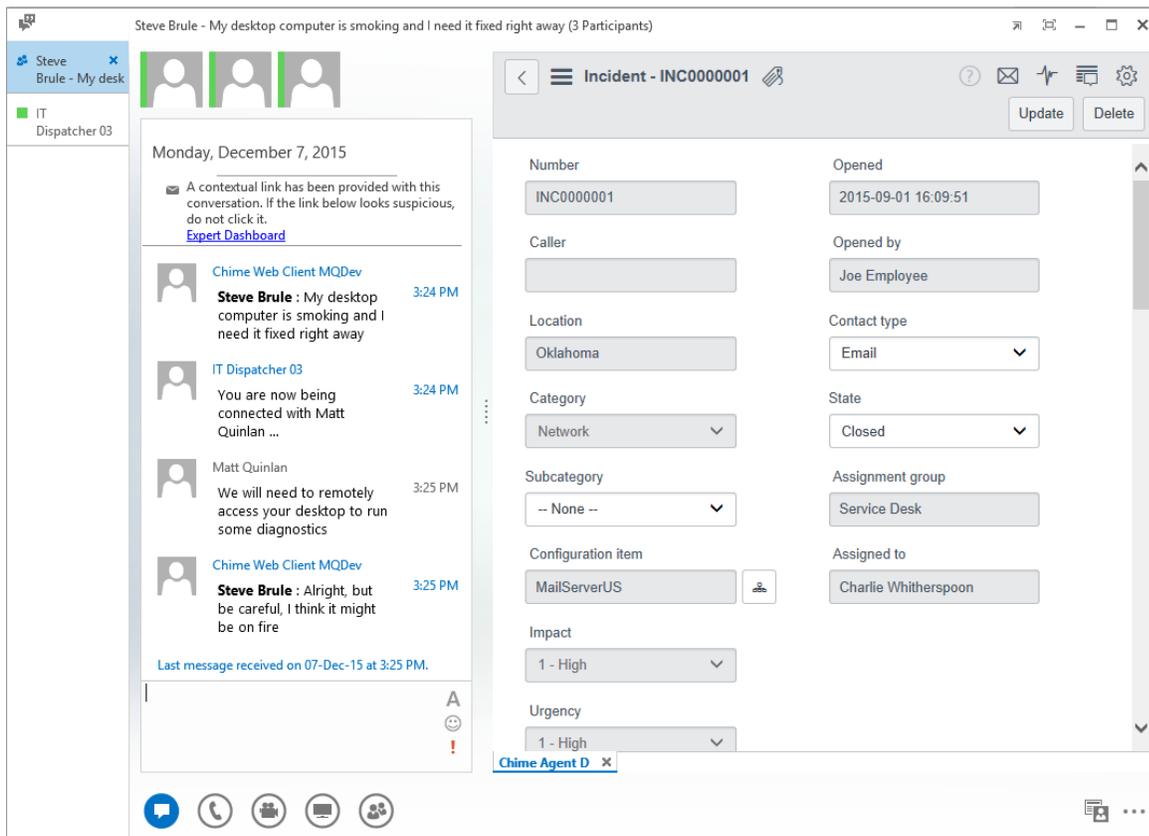
CRM INTEGRATION WITH ON-PREMISE AND CLOUD SERVICES

As part of our goal to provide a real time service desk platform, Instant Chime has the ability to integrate with both on-premise and cloud based CRM systems. This integration is managed by leveraging Instant Chime's virtual agent extension layer. Using this extension platform, each queue may configure extension points to connect with external systems at two defined events:

- When a customer enters the queue, Instant Chime can raise an event and lookup information in an external CRM application
- When the conversation completes, Instant Chime may post information about the conversation to the third party CRM system. This might include the conversation history, metadata about the session, notes and status information from the service desk agent, or other information necessary in tracking customer interactions.

CONTEXT WINDOW INTEGRATION WITH ON-PREMISE AND CLOUD SERVICES

By extending the rich user interface and functionality provided by Microsoft Lync, Instant Chime has the ability to attach additional context windows to the agent's chat experience. The additional context windows will typically contain information about the customer, links to other internal systems (i.e. knowledge base systems), and other information that facilitates a quick and professional interaction with the customer.



ABILITY TO ESCALATE TO ANYONE INTERNALLY WHO IS USING LYNC

Since Instant Chime leverages Microsoft Lync as the 'presence platform' and instant messaging service layer, Chime has the ability to include additional participants in any service desk conversation. This allows a service desk agent to invite additional people into the conversation, and Microsoft Lync manages the multi-party conference just like any other multi person conversation. Of course, service desk agents don't always need to invite additional resources into a customer conversation, however if the agent needs to escalate the request, then the functionality is available. The service desk agent has the ability to invite anyone within the organization into the chat - the additional person does not need to be listed as an agent or manager of the queue.

LYNC FEDERATION

Increasingly, companies are connecting their environments using cross enterprise federation. This is particularly useful in Microsoft Lync and Skype for Business environments. Instant Chime plays nicely with federation and may act as a centralized access point for this federation (i.e. a Lync entity might be named Acme Support and available via federation). Instant Chime may also include federated agents within the queue's structure, so that help desk requests may communicate with federated service desk agents.

DIFFERENT DEPARTMENTS – DIFFERENT QUEUES

Instant Chime provides a service desk platform that is both flexible and easily managed. From the beginning, Instant Chime has been designed with the idea that different departments, organizational units, or teams

may need to create and manage separate queues. Different queues may handle different types of questions, languages, or integrate differently with internal and external systems. Of course, service desk agents may take part in multiple queues, managers may manage multiple queues, and one Instant Chime server may host multiple queues.

AGENTS USE A FAMILIAR TOOL – MICROSOFT LYNC

With Instant's Chime, agents continue to use Microsoft Lync to communicate with service desk requests. In order to increase the agent's overall performance and efficiency, Chime provides the ability to enhance Microsoft Lync via customized context windows, but the overall experience leverages Microsoft Lync as the agent's chat application.