



CHIME

Instant Chime for
THE WISE ENTERPRISE
AGENT GUIDE



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What if Your Agents were Super Heroes?



- ✓ 2x more productive – designed for agents to handle concurrent chats
- ✓ Transfer text, links, files, and images
- ✓ Handling more inquiries
- ✓ Solving more problems
- ✓ Rescuing more employees

Agent Overview

Chat Now!

Agents can perform tasks such as:

- View the Agent dashboard and individual chat history
- Accept chat requests from customers
- Using the context window and its various functions and features.



The Agent Dashboard gives information about chats and statistics. In addition, it provides chime state, Agent Skill Tags, and the queues the Agent is assigned to.

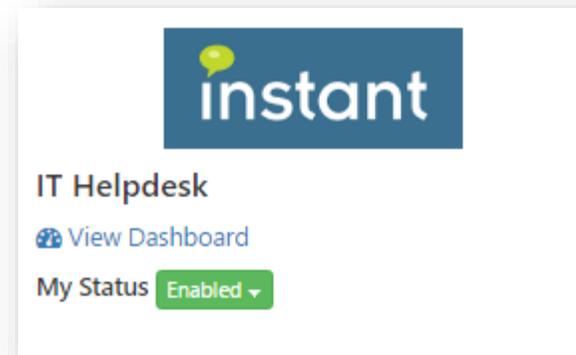
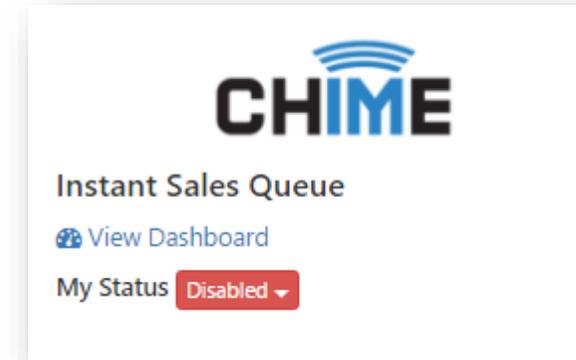
To get information about a specific queue, simply click the **View Dashboard** link for the queue you would like to see

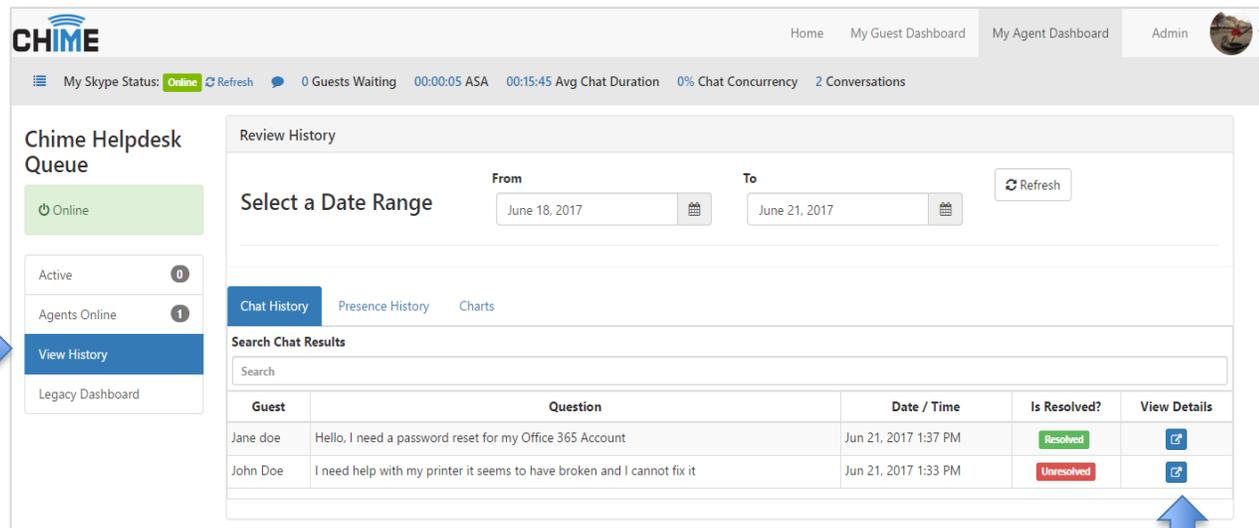


Agent Dashboard

Enabling/Disabling Agents in Queues

- Using the My Status feature allows Agents to set the status for the Queue as **Enabled** or **Disabled**.
- When in an enabled state, the Agent can receive chats, and will actively be getting new chats after they end an existing chat.
- Changing an Agent status to **Disabled** in Chime does two things, removes Agents from the pool of Active agents who can receive chats and allows Agents to start a chat with the queue.
 - Disabled is mainly used if an agent is away from their desk, or needs to message their own queue for testing purposes.





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 Concurrency 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

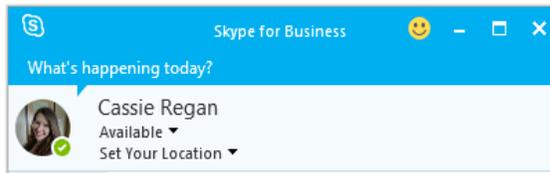
| Guest | Question | Date / Time | Is Resolved? | View Details |
|----------|---|----------------------|--------------|---|
| Jane doe | Hello, I need a password reset for my Office 365 Account | Jun 21, 2017 1:37 PM | Resolved |  |
| John Doe | I need help with my printer it seems to have broken and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

Chat History

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

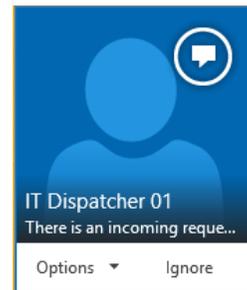
Accepting Chat Request

An agent who will be helping customers or guests in Chime, will be prompted in their Lync client with notifications of requests. To accept requests, you must be signed in to your Lync client and your status must be available.

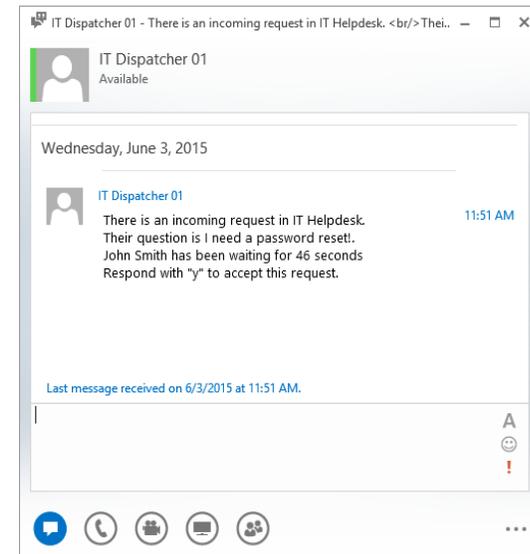


Agent online and available

This screen will open the chat window with the Chime dispatcher



Type 'y' in the new chat window to accept the chat request. **Note: You are not connected with the guest yet, you must type 'y' to accept it first.**



CHIME Context Window vs. My Agent Dashboard

My Agent Dashboard: in addition to the context window, an Agent can view customer information on the Agent Dashboard with an active chat.

Context Window: an Agent has access to Guest information on the context window that appears next to the chat

The screenshot shows the CHIME My Agent Dashboard. At the top, there's a navigation bar with 'Home', 'My Guest Dashboard', 'My Agent Dashboard', and 'My Manager Home'. Below this, a status bar displays 'My Skype Status: Online', '0 Guests Waiting', '00:00:15 ASA', '00:03:24 Avg Chat Duration', '0% Chat Concurrency', and '3 Conversations'. The main area is divided into several sections: 'Instant Sales Queue' with a '1' badge, 'Active Chat Sessions' with a 'Refresh' button, and a detailed view of an active chat with 'Guest: Olivia Bennett'. The chat details include a question, email, session start time, wait time, referring site, previous sessions, and session ID. A sidebar menu offers options like 'Details', 'History', 'Replies', 'Files', 'Notes & Tags', 'MetaData', and 'Virtual Agent Custom Tab'.

The screenshot shows the CHIME Context Window. It features a chat window on the left with a conversation history and a 'CONVERSATION' header. The main area displays the guest's question and a response from the agent. The right side shows a detailed view of the guest's information, including their question, email, session start time, wait time, referring site, previous sessions, and session ID. The interface includes a sidebar menu with options like 'Details', 'Tools', 'History', 'Replies', 'Files', 'Notes & Tags', 'MetaData', and 'Virtual Agent Custom Tab'. The bottom of the window shows contact information and system details.

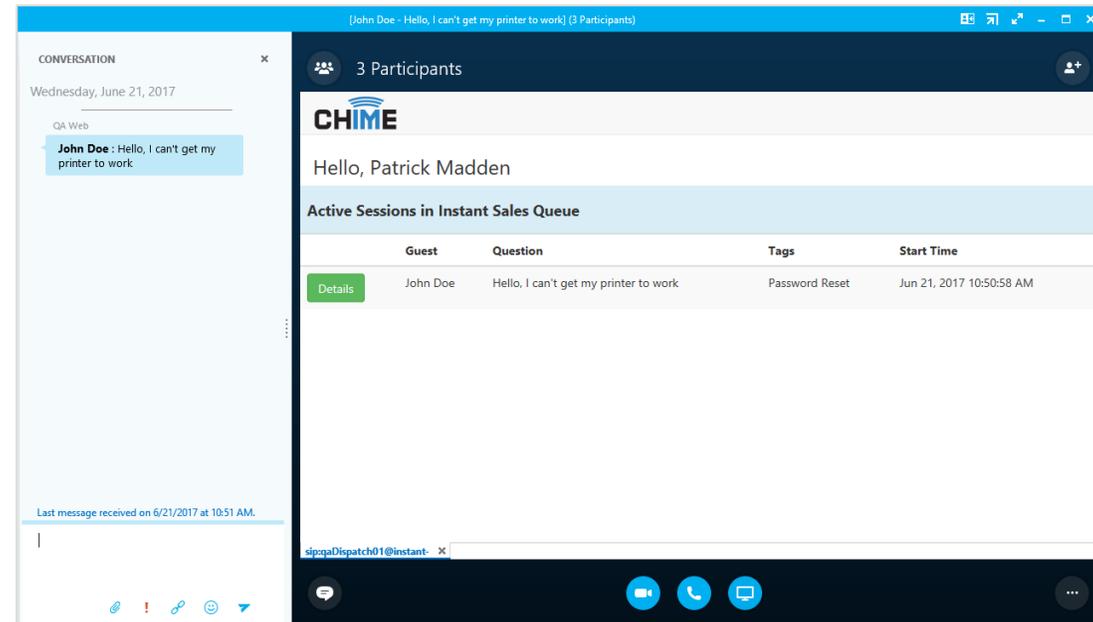
Accepting Chat Request

The Agent will receive a second notification for a group chat in the corner of the screen. Click on this notification to open it. If you have the Agent Assist Tool installed, this will automatically open.

Note: This window is where you will be connected with the guest and you will be able to chat with them.

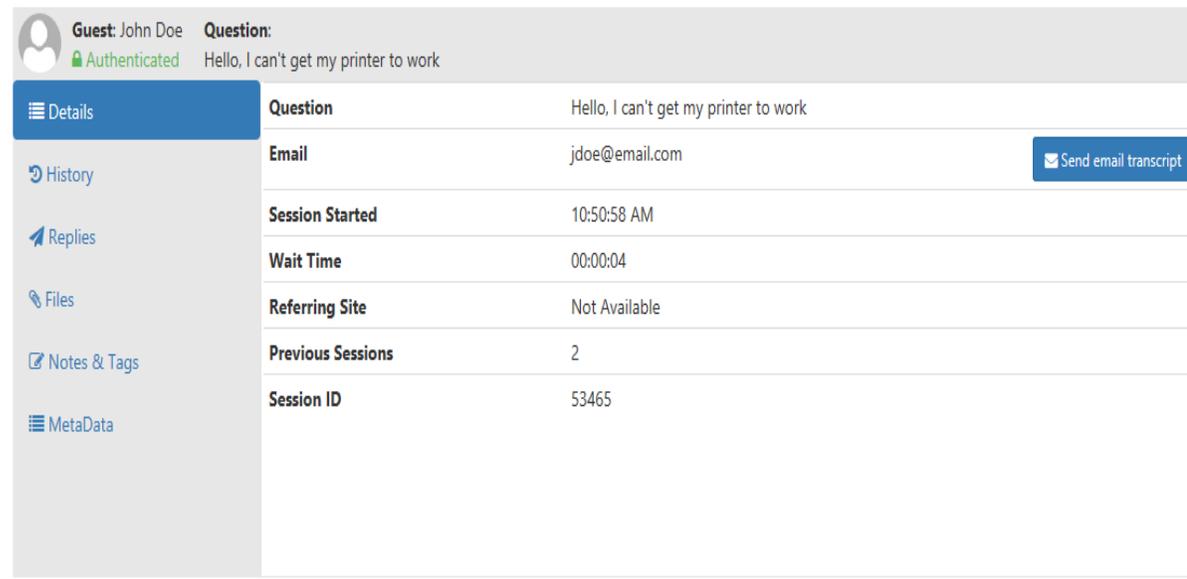
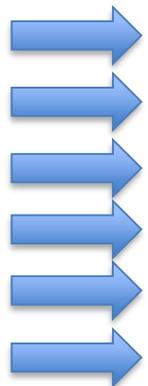


A second IM window will be opened where the Agent is joined into a conference with the guest and the Chime dispatcher. The Agent is now connected with the guest. The question from the Guest will appear, and the Agent can begin to chat with them.



Agent Context Window

The Context Window assists Agents in helping the Guests who are routed to them. This context window provides the basic details for the Guest, such as their previous chat history, pre-defined replies, file upload, and a tagging system and comment system so an Agent can give feedback.



| | |
|--------------------------|--|
| Question | Hello, I can't get my printer to work |
| Email | jdoe@email.com Send email transcript |
| Session Started | 10:50:58 AM |
| Wait Time | 00:00:04 |
| Referring Site | Not Available |
| Previous Sessions | 2 |
| Session ID | 53465 |

Agent Content Window



Agents can send Standard Replies from the Agent Dashboard to Guests as shown below

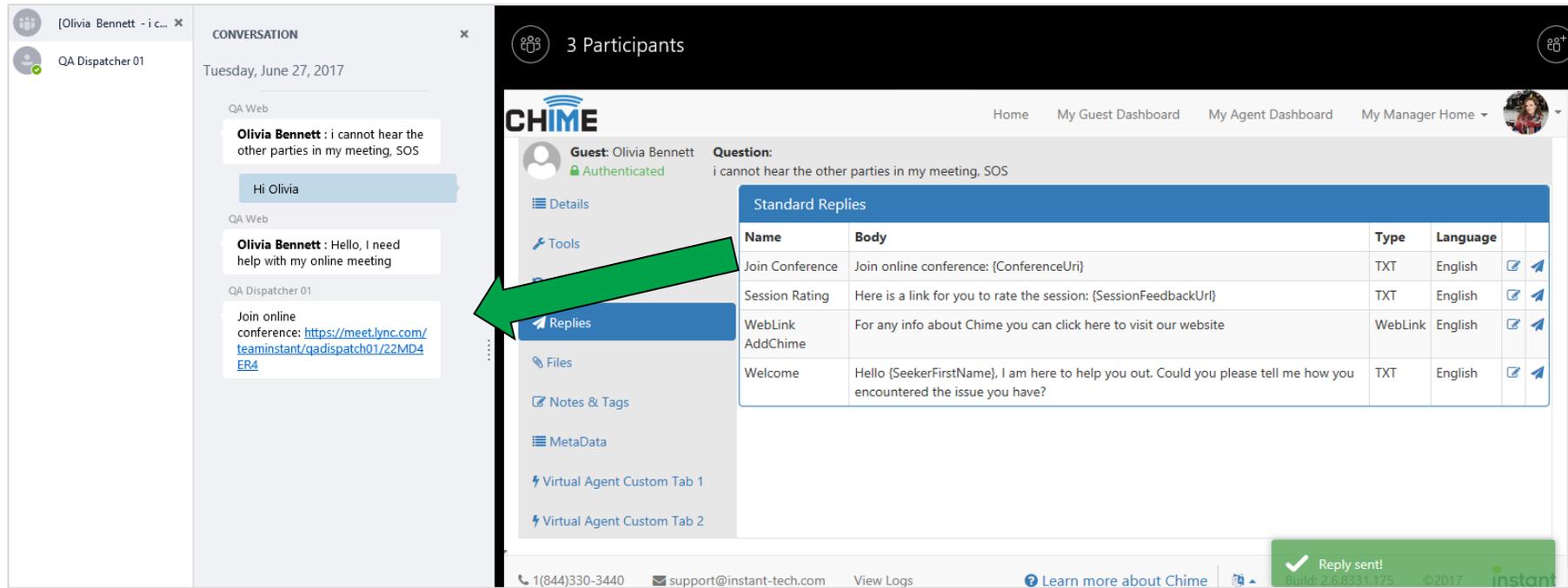
The screenshot displays the CHIME Agent Dashboard interface. On the left, a 'Standard Replies' table is visible, listing various pre-defined messages. A green arrow points from the 'Welcome' row of this table to a chat window on the right. The chat window shows a conversation with a guest named Olivia Bennett, where the agent has used the 'Welcome' standard reply to provide a meeting link.

| Name | Body | Type | Language | | |
|------------------|--|---------|----------|--|--|
| Join Conference | Join online conference: {ConferenceUri} | TXT | English | | |
| Session Rating | Here is a link for you to rate the session: {SessionFeedbackUrl} | TXT | English | | |
| WebLink AddChime | For any info about Chime you can click here to visit our website | WebLink | English | | |
| Welcome | Hello {SeekerFirstName}, I am here to help you out. Could you please tell me how you encountered the issue you have? | TXT | English | | |

Chat Window Details:

- Participants: QA Dispatcher 01, QA Web
- Date: Tuesday, June 27, 2017
- Guest Message: Olivia Bennett: I am in a meeting online and i cannot hear the other parties, SOS! (2:08 PM)
- Agent Reply: Hello (2:08 PM)
- Guest Message: Olivia Bennett: Hi (2:08 PM)
- Agent Reply: Hi Olivia (2:08 PM)
- Agent Reply: Give me one second please (2:09 PM)
- Agent Reply: Join online conference: <https://meet.lync.com/teaminstant/qadispatch01/CCTFT3HD> (2:10 PM)

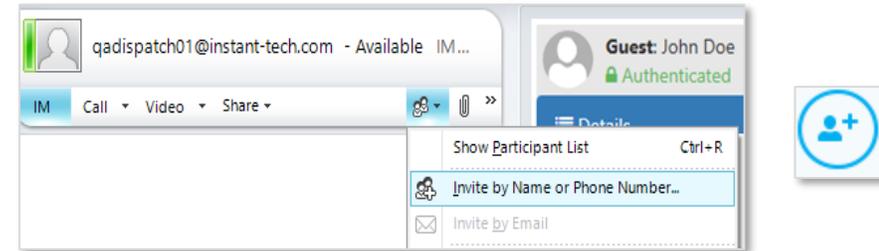
Agents can send Standard Replies from the Context Window to Guest as shown below



The screenshot shows the CHIME interface. On the left is a 'CONVERSATION' window for 'Olivia Bennett' with messages from 'QA Web' and 'QA Dispatcher 01'. On the right is the 'Context Window' for '3 Participants'. It shows a 'Question' from 'Guest: Olivia Bennett' and a 'Standard Replies' table. A green arrow points from the 'Replies' menu item in the context window to the conversation window.

| Name | Body | Type | Language | | |
|------------------|--|---------|----------|---|---|
| Join Conference | Join online conference: {ConferenceUri} | TXT | English | ✉ | 🔗 |
| Session Rating | Here is a link for you to rate the session: {SessionFeedbackUrl} | TXT | English | ✉ | 🔗 |
| WebLink AddChime | For any info about Chime you can click here to visit our website | WebLink | English | ✉ | 🔗 |
| Welcome | Hello {SeekerFirstName}, I am here to help you out. Could you please tell me how you encountered the issue you have? | TXT | English | ✉ | 🔗 |

An Agent might need assistance to help a Guest. In these types of cases the Agent will need to add another Agent from the queue to the chat. Chime uses integrated Lync/Skype for Business features to add and transfer chats to another Agent.



To add another Agent to the chat:

- Click on the **Invite More People** button on your Lync/Skype for Business client.
- Use the search bar to find the Agent you would like to add to the chat.
- Click **OK**.
- Once you have added in the other Agent, they will receive the chat history for the session and will be able to help the Guest.
- At this point you can stay in the chat to finish the conversation, or close the window and the session will continue with the session transferred over the Agent you added to the Chat.





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Any Questions?



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