

# Instant Chime for The **Wise Enterprise**



## INSTANT CHIME FOR MICROSOFT LYNC®

### ENTERPRISE CLICK-TO-CHAT SOLUTIONS FOR SMARTER SERVICE DESK OPERATIONS

**LYNC** enable your internal and/or external help desks with Chime to provide better service levels, faster problem resolution, and extend the value of your enterprise investments.

**CONNECT** your employees and help desk agents with single-click chat access to support for lower average speed to answer.

**EMPOWER** your service desk operations with expert answers for higher first call resolution rate and faster case resolution.

**BOOST** your agent productivity with multiple concurrent chat sessions to manage more cases with fewer resources without impacting load volume or staffing levels.

**INSTALL** Chime in 30 minutes or less to minimize impact on your resource-constrained IT staff.

**INTEGRATE** Chime with your existing enterprise platform to facilitate problem resolution with access to employee data and get more traction out of your investments.

**GROW** your support services across the enterprise as needed with unlimited use cases for click-to-chat from level one support to recruitment and internal sales training.

### TECHNICAL REQUIREMENTS

- Windows Server 2008 R2, 2012, or 2012 R2.  
*Note: Chime cannot be installed on a server hosting Lync*
- Microsoft .NET 4.5 Framework installed
- Microsoft UCMA 4.0 Runtime installed
- SQL Server 2008 R2, 2012, or 2014  
*Note: Including Microsoft SQL Server Express Edition*

### KEY BENEFITS

Chime-enable your service desk operations and get your employees back to work faster.

- Increase agent productivity with concurrent chat session management
- Improve employee satisfaction with easy access to help and seamless escalation from IM to voice to video or screen sharing
- Identify service trends through real-time activity monitoring and reporting
- Add value and traction to your Microsoft Lync platform investments

