Instant Chime
For the Wise Enterprise.

Give your employees the help they need, instantly, and make efficiency the core focus of your business.

Chime in, get help

Instant Chime for Microsoft Teams marks the next step in the evolution of the enterprise service desk. Connect your employees to the help they need and turn your support agents into superheroes.

What is Instant Chime?

Instant Chime is an Azure AI-powered service desk optimization solution that is fully integrated with your Microsoft Teams environment. Employees get instant access to the answers they need, and agents can handle more enquiries quicker. Managers gain deep insights into service desk operations via customizable reports and live monitoring and supervision. Overall, everybody sees success with Instant Chime.

Supercharge your service desk with the power of Azure AI, Microsoft Teams and Instant Chime

Top enterprise use-cases:

- IT helpdesk optimization
- HR issue resolution (payroll, benefits, etc.)
- Field sales/field service support
- Workflow-enabled advanced or specialized support

Connect your employees

- Single-click access to helpdesk and support using Microsoft Teams, custom bot, or web chat client.
- Increased productivity to combat issues, whenever employees need it.
- Eliminate staff frustration due to long wait times, escalations and other long-winded processes.

Empower your service desk

- Transform agents into heroes that have access to the best info, to give expert answers.
- Provide real time language translation services.
- Create custom chat workflows using adaptive cards, multiple queues and custom routing based on language, skill tag, or problem area.

Boost agent productivity

- Leverage your knowledgebase to provide canned responses to common questions.
- Integrate with Azure services such as language translation and Microsoft Bot Framework.
- Manage more cases with fewer resources, and lower your average speed-to-answer times.

"Our first-call resolution rate increased by 85% and our issue resolution time dropped significantly. Issues that had been taking 24 hours to resolve are now being closed in under 5 minutes."

- Global Pharmaceutical, Director of IT Support Services