instant

CHIME

RELEASE NOTES

August 2014

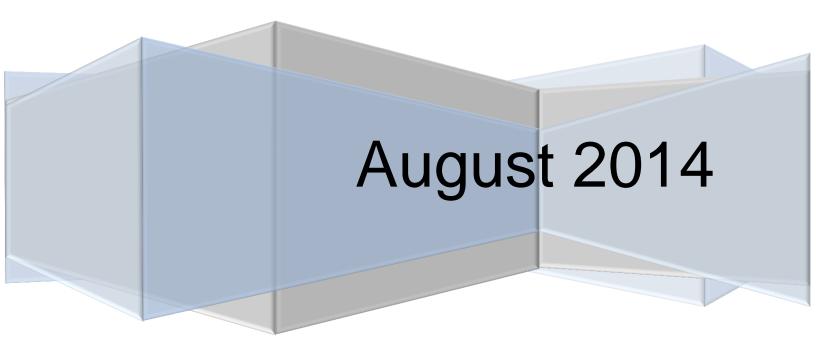**Copyright and Disclaimer**

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Contact Information

See our Web site for Customer Support information.

http://www.instant-tech.com/

OVERVIEW AND INTRODUCTION

Thank you for your interest in our latest product, Instant Chime for Microsoft Lync. Chime is designed to enable customers to quickly create, manage, and monitor additional service desk channels – leveraging Microsoft Lync.

Chime is focused on connecting people, in real time, using the existing IM and presence infrastructure within an enterprise. We have focused on adding immediate value to an existing service desk operation – with a value placed on ease of installation, configuration, and deployment. At the platform level, Chime includes a rich proxy platform (SignalR) to connect the Chime web client to the internal Microsoft Lync environment. Chime also includes ClearScript and part of the server implementation and supports JavaScript as a first class extension provider.

Our goals for the application are:

> ➢ Develop an application that is easy to install in less than 30 minutes
> ➢ Create a user experience that is outstanding for service desk agents, customers, managers, and the IT professionals who will install the application.
> ➢ Provide a state of the art web client that can be easily staged throughout an organization and provide one click access to service desk agents.
> ➢ Create a service desk platform that can be extended across an enterprise, exposed outside of the organization, and at the core, provides the ability for people to get connected in real time – to solve real problems.

Chime provides 3 queues, with up to 3 agents within each queue, as a free evaluation. You can obtain a full license key – and license additional queues, by contacting Instant Technologies at:

> sales@instant-tech.com
>
> US: 1 (800) 884-0443
>
> INTERNATIONAL: +1 (603) 397-3344

VERSION 1.1.1526 – AUGUST 11, 2014

WHAT'S NEW

- Removed restriction from only being able to install on SQL servers using port 1433.

VERSION 1.1.1352 – JULY 10, 2014

WHAT'S NEW

- Added a default license for 1 queue with 3 experts.
- The Webseeker's name is prepended to the messages sent to the expert.
- When added to the database, the sip will be all lowercase.
- Fixed bug to prevent unauthorized users from viewing queue settings.
- Fixed various bugs with licensing.

- Disabled modals from closing when clicking outside of them.

VERSION 1.1.1261 – JUNE 27, 2014

WHAT'S NEW

- When adding a new Person, the Max Concurrent default is now 2.
- Fixed bug with sip comparison being case-sensitive.

VERSION 1.1.1185 – JUNE 13, 2014

WHAT'S NEW

- Ability to enable service desk operations with Lync 2013®
- Live monitoring of service desk traffic and a system and queue level
- Real-time monitoring of trending keywords at a queue level
- Ability to create queues to route help requests
- Chime web-client, supported via Chime SignalR bridge, that allows users to connect to Lync-based agents via their web browser
- Ability to Chime enable individual Lync users, or AD groups of Lync users
- Ability to customize text resources, utilizing real-time system variables from the Chime engine
- Ability to enable a Lync client window extension which can be pointed at a ticketing or Sharepoint site
- Chime web client that can be branded, updated, and deployed across internal sites
    - *Note: Users may need to use a Windows login to access the web client. Any user in AD should be able to login*