



CHIME

Instant Chime for
THE WISE ENTERPRISE
MANAGER GUIDE



@teaminstant | 1 (844) 330-3440 | info@instant-tech.com | www.instant-tech.com

instant

Managers have access to the following:

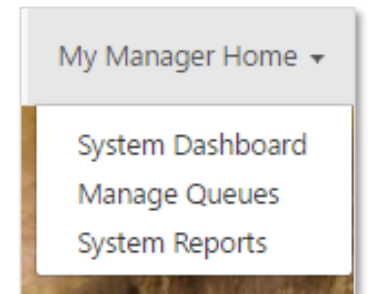
- My Manager Home (including System Dashboard, Manage Queues, and System Reports).
- Queue Settings
 - Basic, People, Virtual Agents, Text Resources, Routing, Schedule, Advanced.
- Queue Dashboard
 - Dashboard, Monitor, Details, Charts & Metrics, Agents, Session History, Suggestions & Replies, Alerts, Outages, Manager Chat Room, Test Web Client.



My Manager Home

My Manager Home page is where you can monitor, edit, and view reports for queues within Chime

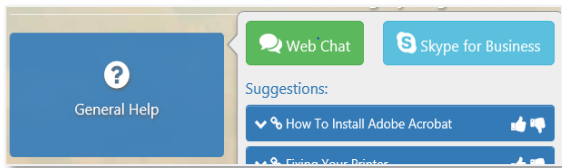
- **System Dashboard-** view information on all of the queues at once, such as the number of agents online, average wait time for a guest, or the queue states.
- **Manage Queues-** can edit the queues Managers are assigned to in Chime and view high level information about each queue. This page allows Managers to access Queue Settings and the Queue Dashboard of any queue that Managers are provisioned for.
- **System Reports-** Managers are able to look at the charts and metrics for all of the Queues they have rights to.



All settings tied to operation of the queue can be found in the Queue Settings as well as the people who operate the queue.

Basic

Manager can edit the high-level queue properties such as Name, Description, License, Language, Web Client, Queue Dispatcher, Send Chat Transcript Via Email, Publish To Home Page, Queue State, **Show Chat Links on Home Page.**



Virtual Agents

Available in three areas:

Pre Chat- One classic example is a Virtual Agent that performs a pre-conversation lookup for the guest and automatically creates an incident record in an external CRM system.

Conversational- It is meant for Virtual Agents that exchange messages with the guest.

Post Conversational-fired after the Chime session is ended by either the guest or agent closing their IM window

****can be customized per request**

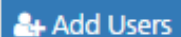
Text Resources

Chime comes with default text specified for all of the text resources. There are three different sections of text resources: **Guest Text, Expert Text, and System Text.**

Queue Settings- People

Used to manage different users that are part of the queue. In People, Managers can add in users, change their role in the queue, add or remove tags, change their chat priority, and determine if they are allowed to receive chat requests.

You can add people to the queue by clicking on the **Add Users** button



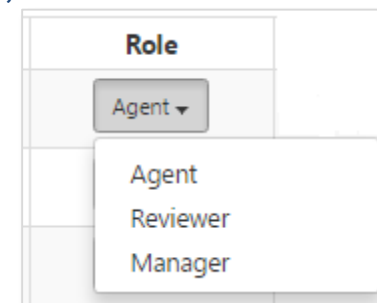
Click **Remove** to remove the user from the Queue.



Managers can modify them by changing their role in the queue, adding or removing tags, changing their chat priority, and determining if they are allowed to receive chat requests.

Priority	Role	No Chat
1 ▾	Agent ▾	<input type="checkbox"/>
1 ▾	Agent Reviewer Manager	<input type="checkbox"/>
1 ▾		<input type="checkbox"/>

After a User has been added to the Queue, they can be assigned a User Role. The roles can be Agent, or Review, or Manager.





Queue Settings

Advanced

allows Managers to configure things such as queue target values and chat settings.

Target ASA:	10
Target Chat Concurrency:	20
Target Average Chat Duration (Seconds):	30

Schedule

Chime supports two modes that allow Managers to control when the queue is online and when it is offline; **Based on Availability** and **Based on Schedule**.

Additionally, there is a setting called **Always On Mode**, which ignores the settings of the other two modes and keeps the Queue online all the time.

Queue Availability Mode:	Based on Availability ▾
	Availability
	Schedule

Routing

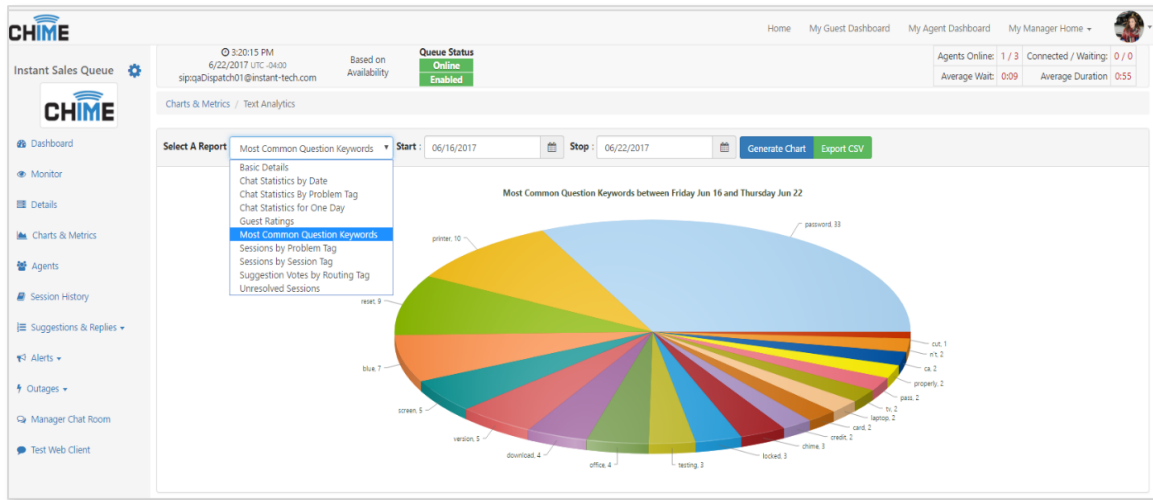
How Chime dispatches chat requests across Agents in a queue. There are four routing methods: **Hunt, Skill Best-Match Hunt, Longest Idle Hunt, and Broadcast**.

A queue can have only one routing method setting, but this can be changed at any time under the routing tab in queue settings.

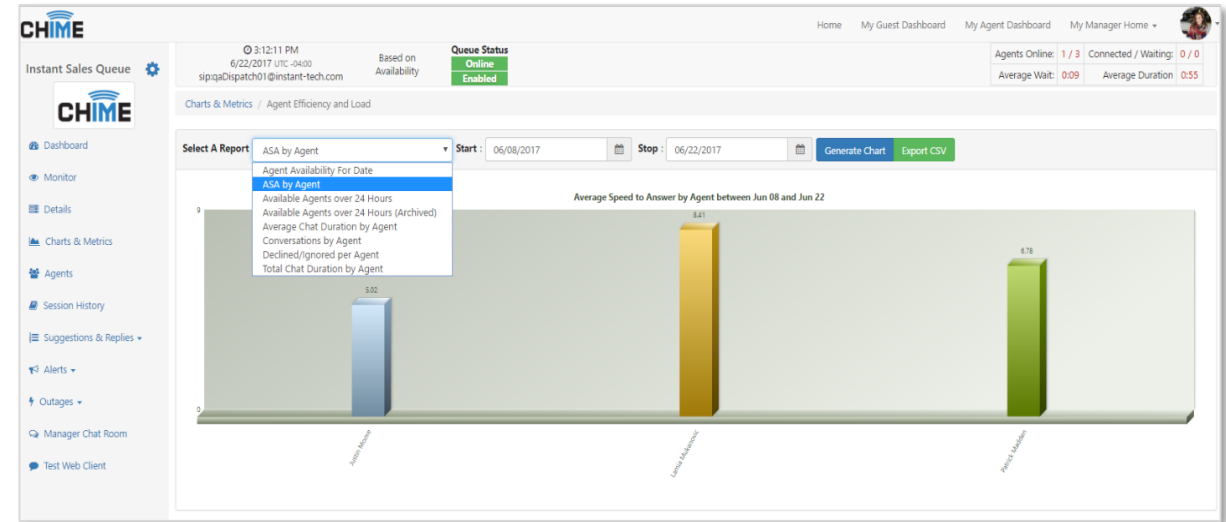


Queue Dashboard-Charts & Metrics

Shows statistics and graphs for a specific queue, which is customizable by length of time. In addition, all of the graphs can be exported as CSV (Common Separated Values).



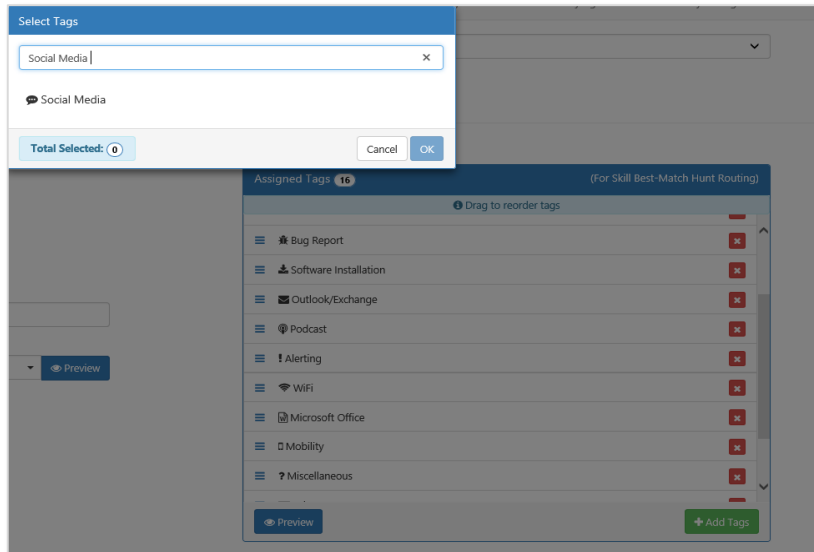
Most Common Question Keywords Graph



Average Speed to Answer by Agent Chart

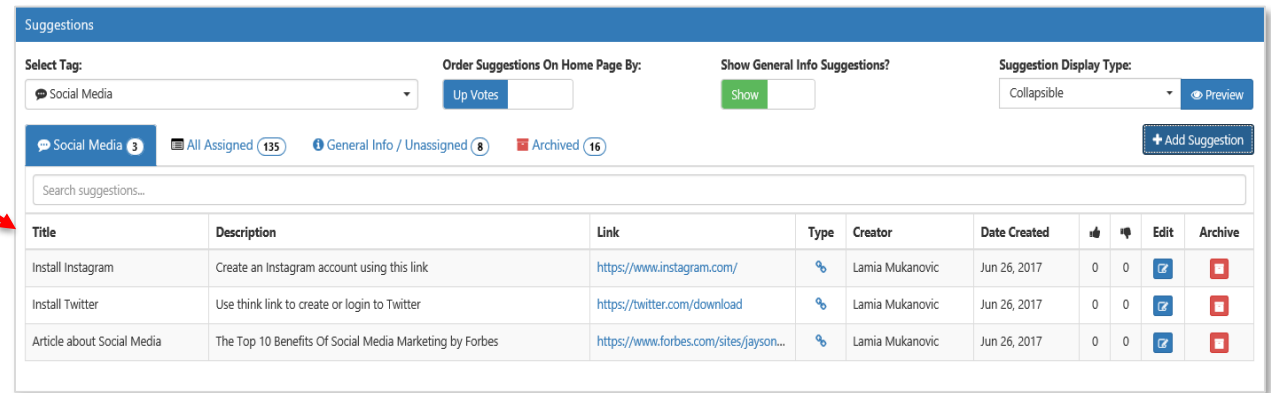
To Add a Skill tag for Guests to use follow the steps below

1. My Manager Home → Manager Queues → Queue Settings → Routing → Assigned Tags → Add Tags

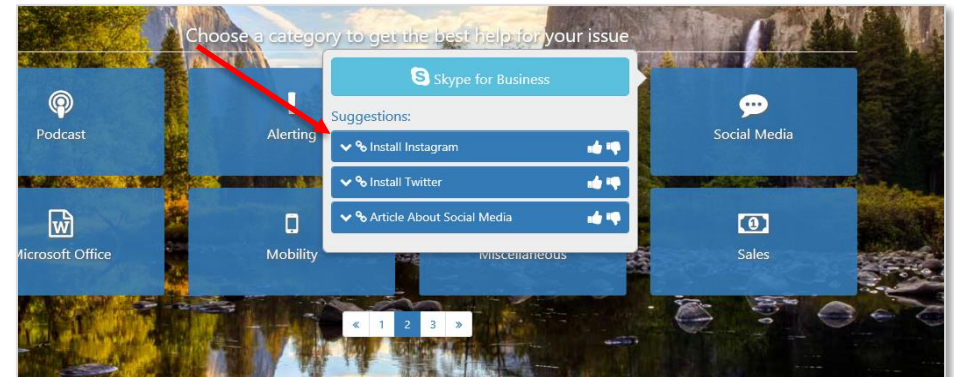


Suggestions on Home Page

2. My Manager Home → Manager Queues → Queue Dashboard → Suggestions & Replies → Suggestions



3. Home → Queue → Skill Tag

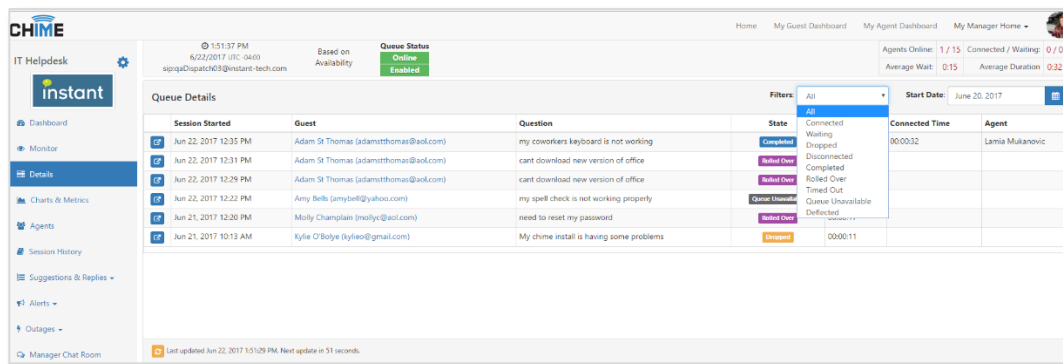


CHIME Queue Dashboard- Active Agent Chats

While Agents are in chats, Managers are able to see live data on the Monitor Section in queue settings. In addition, Managers are able to see chat history under the Details Section in queue settings. Active Agent chat gives Managers insight on chats between the Agents and Guest.

Details Section- shows all chats that have been created in that queue that day. Managers can filter the chats by All, Connected, Waiting, Dropped, Disconnected, Completed, Timed Out, Rolled Over, and Queue Unavailable

Monitor Section- Monitor page shows all guests who have sent out a request and are currently waiting, and all guests who are connected to a chat with an agent. There is a date filter to check for stuck chats from previous days.



Session Started	Guest	Question	State	Connected Time	Agent
Jun 22, 2017 12:35 PM	Adam St Thomas (adamstthomas@aol.com)	my coworkers keyboard is not working	Completed	00:00:32	Lamia Mukanovic
Jun 22, 2017 12:31 PM	Adam St Thomas (adamstthomas@aol.com)	cant download new version of office	Rollback Done		
Jun 22, 2017 12:29 PM	Adam St Thomas (adamstthomas@aol.com)	cant download new version of office	Completed		
Jun 22, 2017 12:22 PM	Amy Bells (amybells@yahoo.com)	my spell check is not working properly	Rollback Done		
Jun 21, 2017 12:20 PM	Molly Champlain (mollyc@aol.com)	need to reset my password	Queue Unavailable		
Jun 21, 2017 10:13 AM	Kyle O'Boyle (kyleo@gmail.com)	My chime install is having some problems	Dropped	00:00:11	



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Any Questions?



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