



**CHIME**

# Instant Chime for Teams **BASIC MANAGER TRAINING GUIDE**



Last Update: 5/26/2022

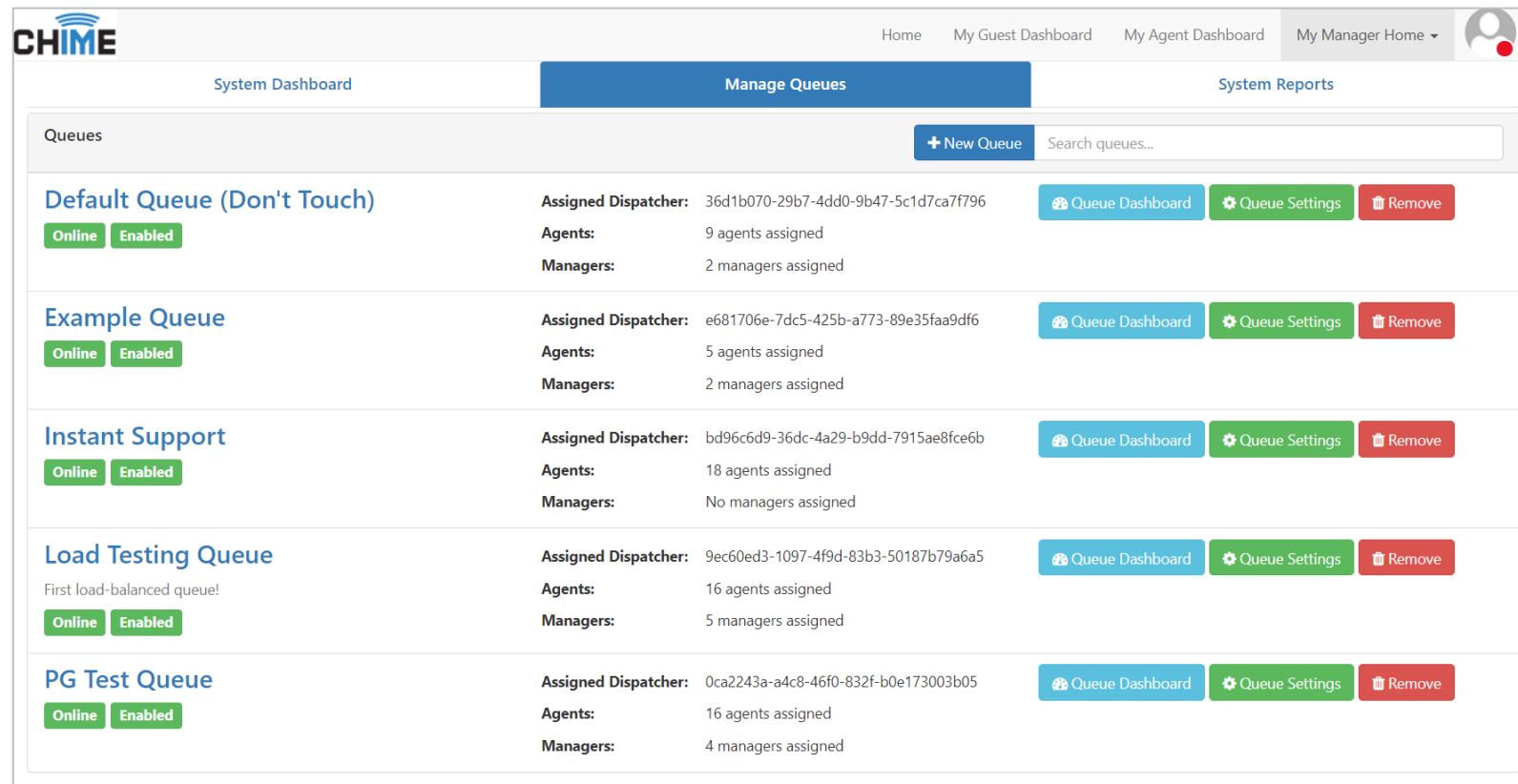
Last Author: BM

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- Make sure Queue is online and running properly
- Manage the Agents who are in the Queue and their status
- Monitor Chat sessions that are coming into the Queue
- Review old chats that might have Dropped or Timed Out
- Create or update Standard Replies for Agents to use in Chats

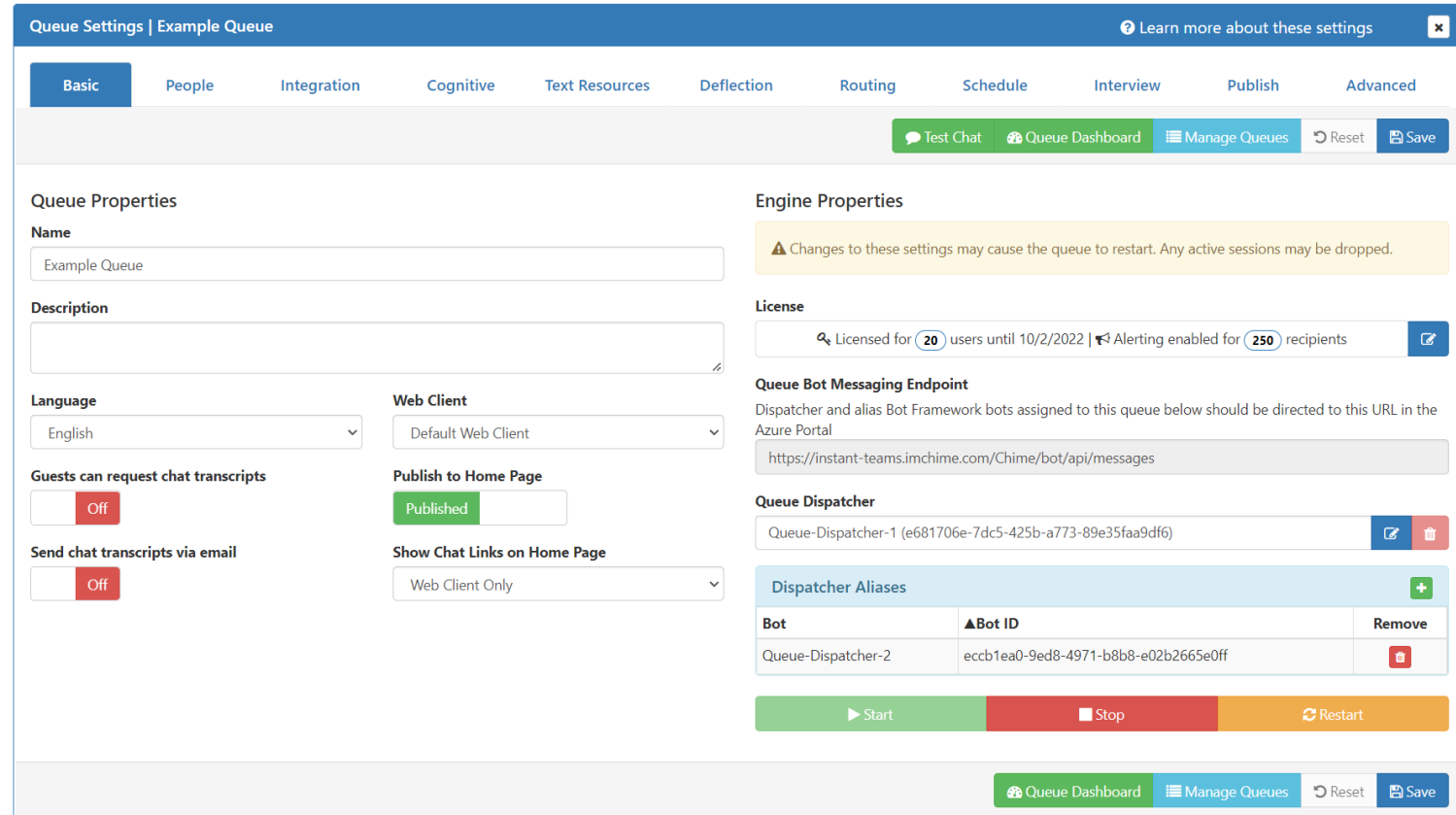
- Clicking My Manager Home gets you to:
- System Dashboard
  - View the High-Level Status of each Queue
- Manage Queues
  - Get to Queue Settings or Queue Dashboard
- System Reports
  - View Reports for each Queue you Manage



The screenshot displays the CHIME Manager interface. At the top, there is a navigation bar with the CHIME logo and links for Home, My Guest Dashboard, My Agent Dashboard, and My Manager Home. Below this, there are three tabs: System Dashboard, Manage Queues (which is active), and System Reports. The main content area is titled 'Queues' and features a '+ New Queue' button and a search bar. A table lists five queues, each with its name, status (Online and Enabled), assigned dispatcher, number of agents and managers, and three action buttons: Queue Dashboard, Queue Settings, and Remove.

Queue Name	Status	Assigned Dispatcher	Agents	Managers	Queue Dashboard	Queue Settings	Remove
Default Queue (Don't Touch)	Online Enabled	36d1b070-29b7-4dd0-9b47-5c1d7ca7f796	9 agents assigned	2 managers assigned	Queue Dashboard	Queue Settings	Remove
Example Queue	Online Enabled	e681706e-7dc5-425b-a773-89e35faa9df6	5 agents assigned	2 managers assigned	Queue Dashboard	Queue Settings	Remove
Instant Support	Online Enabled	bd96c6d9-36dc-4a29-b9dd-7915ae8fce6b	18 agents assigned	No managers assigned	Queue Dashboard	Queue Settings	Remove
Load Testing Queue	Online Enabled	9ec60ed3-1097-4f9d-83b3-50187b79a6a5	16 agents assigned	5 managers assigned	Queue Dashboard	Queue Settings	Remove
PG Test Queue	Online Enabled	0ca2243a-a4c8-46f0-832f-b0e173003b05	16 agents assigned	4 managers assigned	Queue Dashboard	Queue Settings	Remove

- Used to control the high-level settings in the Queue
- Most of this will be set up when the Queue is created and will not need to be updated



The screenshot shows the 'Queue Settings | Example Queue' interface. The 'Basic' tab is selected, showing various configuration options. The 'Queue Properties' section includes fields for Name (Example Queue) and Description. The 'Engine Properties' section includes a warning about restarts, license information (Licensed for 20 users until 10/2/2022), and the Queue Bot Messaging Endpoint (https://instant-teams.imchime.com/Chime/bot/api/messages). The 'Queue Dispatcher' section shows a list of dispatchers with columns for Bot, Bot ID, and Remove. The interface also includes tabs for People, Integration, Cognitive, Text Resources, Deflection, Routing, Schedule, Interview, Publish, and Advanced, along with buttons for Test Chat, Queue Dashboard, Manage Queues, Reset, and Save.

Bot	Bot ID	Remove
Queue-Dispatcher-1	e681706e-7dc5-425b-a773-89e35faa9df6	[Remove]
Queue-Dispatcher-2	eccb1ea0-9ed8-4971-b8b8-e02b2665e0ff	[Remove]

- Used to add/remove users and edit their roles (agent, reviewer, manager)
- Set the priority chat order to users or no chat option
- Edit skill tags assigned per user

Queue Settings | Example Queue Learn more about these settings

Basic **People** Integration Cognitive Text Resources Deflection Routing Schedule Interview Publish Advanced

Test Chat Queue Dashboard Manage Queues Reset Save

This queue is licensed for 20 agents. Current Agents Member History Add Users

Search people...

▲First Name	Last Name	Tags		Priority	Role	No Chat	In Team	Remove
Ben	Morris	German	+	1	Manager	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Eric	Richards	Dutch English Spanish	+	2	Reviewer	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Fikri	Ghazi	Americas Asia Pacific French German	+	1	Agent	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Patrick	Madden	Americas Asia Pacific Dutch English	+	1	Manager	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Vivek	Garg		+	1	Agent	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Queue Dashboard Manage Queues Reset Save

# Queue Settings - Schedule

- Control when a queue is online/offline
- Set queue status based on availability
- Set queue status based on time schedule
- Set queue status to always on mode

Queue Settings [Learn More About These Settings](#)

Basic
People
Text Resources
Routing
Schedule
Advanced

Queue Availability Mode: Based on Schedule Always On Mode  Off

Day	On	Off	
Monday	1:00 PM 5:00 PM UTC	10:00 PM 2:00 AM UTC	
Tuesday	<div style="display: flex; justify-content: center; align-items: center; gap: 5px;"> <span>10</span> : <span>00</span> <span>AM</span> </div> 2:00 PM UTC	<div style="display: flex; justify-content: center; align-items: center; gap: 5px;"> <span>11</span> : <span>00</span> <span>PM</span> </div> 3:00 AM UTC	
Wednesday	2:30 PM 6:30 PM UTC	12:00 AM 4:00 AM UTC	
Thursday	No schedule set	No schedule set	
Friday	12:30 PM 4:30 PM UTC	8:00 PM 12:00 AM UTC	
Saturday	No schedule set	No schedule set	
Sunday	12:00 PM 4:00 PM UTC	7:00 PM 11:00 PM UTC	

Queue Dashboard
Manage Queues
Reset
Save

- Allow agents to enable/disable themselves within the queue
- Set target numbers for different figures:
  - Target average speed to answer (ASA)
  - Target chat concurrency
  - Target average chat duration

Queue Settings | Page Group Test Queue
Learn more about these settings

Basic
People
Integration
Cognitive
Text Resources
Deflection
Routing
Schedule
Interview
Publish
Advanced

Test Chat
Queue Dashboard
Manage Queues
Reset
Save

**Target Average Speed to Answer (ASA):**  
 Seconds

**Target Chat Concurrency:**  
 %

**Target Average Chat Duration:**  
 Seconds


**CC/Web Chat Offline Email:**

**Dispatcher Email Address:**


**Use Dispatcher Email:**

**Allow Agents to Enable/Disable Themselves:**  
 On

**Queue Image**



**Queue Icon**



Must be a 32x32 pixel PNG, with only white and transparent pixels. More details

[Learn how to expose this Web Client](#)

**Internal Web Client Address:** <https://instant-teams.imchime.com/Chime/webclient?id=2>

**External Outages Address:** <https://instant-teams.imchime.com/Chime/Outages/QueueOutageView/2>

**Embed Web Client** To embed Chime web client, please copy and paste the following code into your website.

```

<button onClick="
  var url='https://instant-teams.imchime.com/Chime/webclient?id=2';
  var windowName = 'chimeChat';
  var windowSettings = 'height=520, width=500, menubar=no, status=no, titlebar=no, toolbar=no, top=130, left=200, resizable=yes'
  window.open(url, windowName, windowSettings);
">
  Chat with an agent
</button>
```

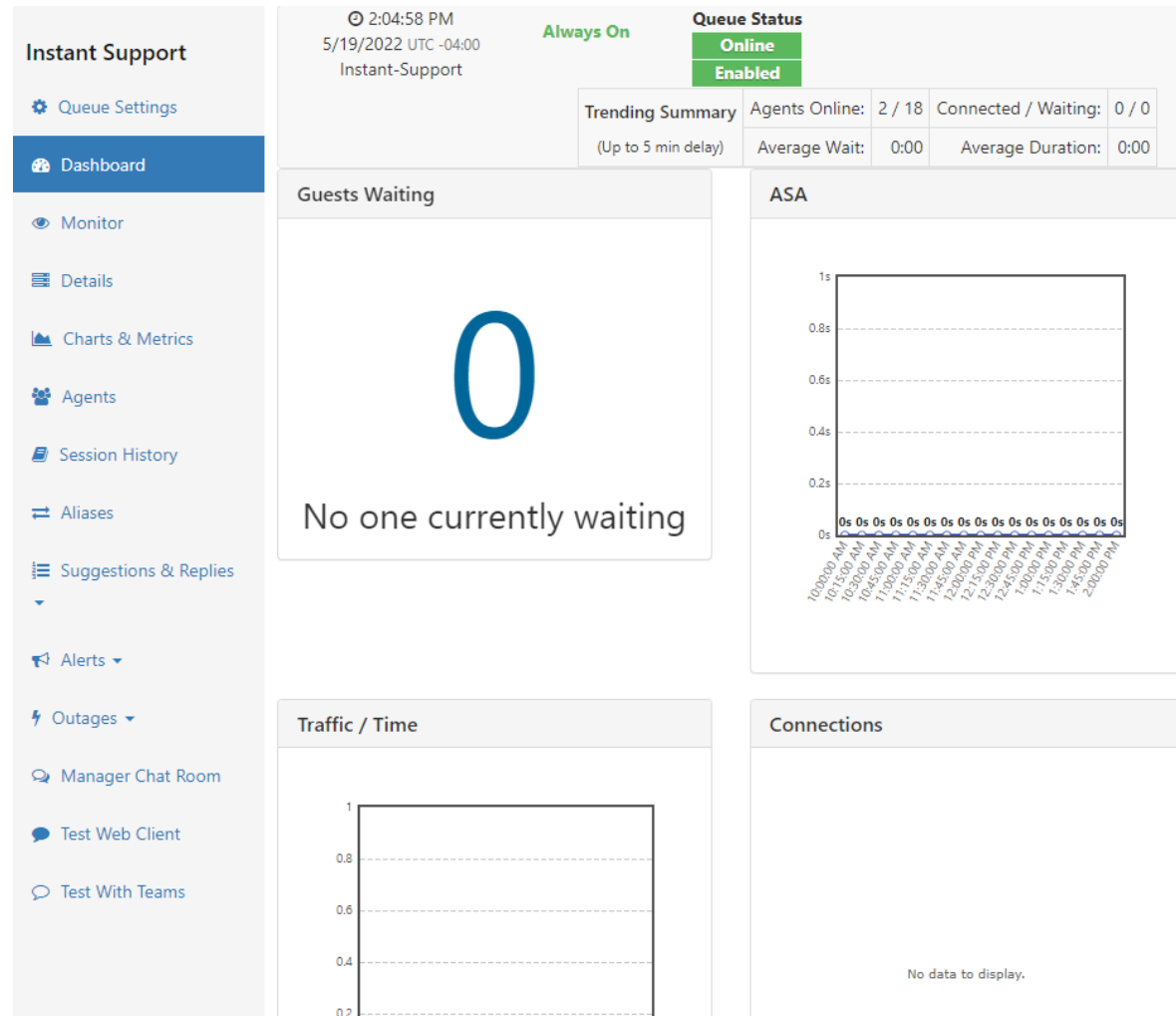
**Send email when a guest times out:**  No

**Email Recipients:**

**Email Subject:**

**Email Body:**

- Used to view current information for a specific queue
- View connected agents, agents online, and average wait times





- Used to monitor both incoming and active chat sessions
- View basic chat information such as guest question and agents connected
- View ongoing chats in real time

**Instant Support**

- [Queue Settings](#)
- [Dashboard](#)
- [Monitor](#)
- [Details](#)
- [Charts & Metrics](#)
- [Agents](#)
- [Session History](#)
- [Aliases](#)
- [Suggestions & Replies](#)
- [Alerts](#)
- [Outages](#)
- [Manager Chat Room](#)
- [Test Web Client](#)
- [Test With Teams](#)

🕒 2:08:34 PM  
5/19/2022 UTC -04:00  
Instant-Support

Always On

**Queue Status**

Online

Enabled


Trending Summary <small>(Up to 5 min delay)</small>	Agents Online: 2 / 18	Connected / Waiting: 0 / 1
	Average Wait: 0:00	Average Duration: 0:00

Monitoring Panel

	Session Started	Guest	Question	State	Wait Time	Connected Time	Agent
72569 <span style="background-color: #0070c0; color: white; padding: 2px; font-size: x-small;">Pick Chat...</span>	May 19, 2022 2:08 PM	Ben Morris	Hello... I need help with my printer	Waiting	00:00:04		<span style="color: red; font-size: x-small;">✖</span> <span style="background-color: #0070c0; color: white; padding: 2px; font-size: x-small;">✔</span>

🔄 Last updated May 19, 2022 2:08:30 PM. Next update in 56 seconds.

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- Used to view all chat sessions that have been created that day within the queue
- Filter chats:
  - All
  - Connected
  - Waiting
  - Dropped
  - Disconnected
  - Completed
  - Timed out
  - Rolled over
  - Queue unavailable

The screenshot displays the CHIME interface for 'Instant Support'. The top section shows the time (2:10:14 PM), date (5/19/2022 UTC -04:00), and status (Instant-Support). The queue status is 'Always On', 'Online', and 'Enabled'. A trending summary table shows 2 agents online out of 18, with 0 connected and 0 waiting. Average wait and duration are both 0:17. The 'Queue Details' section is filtered to 'All' and shows a start date of May 19, 2022. A table lists chat sessions, with one session highlighted: ID 72569, started May 19, 2022 at 2:08 PM, by guest Ben Morris (bmorris@instant-tech.com). The question is 'Hello... I need help with my printer', and the state is 'Dropped' with a wait time of 00:00:17. The interface also includes a sidebar with navigation options like Queue Settings, Dashboard, Monitor, Details, Charts & Metrics, Agents, Session History, Aliases, Suggestions & Replies, Alerts, Outages, Manager Chat Room, Test Web Client, and Test With Teams. A footer indicates the last update was on May 19, 2022 at 2:09:55 PM, with the next update in 41 seconds.

Session ID	Session Started	Guest	Question	State	Wait Time	Connected Time	Agent
72569	May 19, 2022 2:08 PM	Ben Morris (bmorris@instant-tech.com) (f6e12eaf-cd1b-4a65-9476-b223ad6c229e)	Hello... I need help with my printer	Dropped	00:00:17		

- View session details to see the chat transcript of the chat
- View basic information such as guest email, resolution status, and guest rating
- Additional information includes the routing history of the chat, session tags/comments, and metadata

The screenshot shows the CHIME interface. At the top, there's a 'Queue Details' section with a 'View Session Details' button and a 'Started' status. Below this, a card for session 72619 is shown with the date and time 'May 26, 2022 4:05 AM'. A hand cursor is pointing at the session ID. Below the queue details, there's a 'Guest' section with a profile picture and fields for 'Guest: Vivek Garg', 'Question: 123', 'State: Completed', and 'Queue: Example Queue'. There are 'Authenticated' and 'Export Details' buttons. At the bottom, the 'Chat Content' section for 'Session 72619' is visible, showing a message from 'Vivek Garg' at 'May 26, 2022 4:05 AM' and a message from 'Example Queue' at 'May 26, 2022 4:06 AM'. The chat content includes the CHIME logo and a 'Chat with us' form with fields for name (Vivek), email (vgarg@instant-tech.com), and a 'Enter Issue Details' field.

The screenshot shows the 'Session Stats & Information' section for 'Session 72619'. It includes a navigation bar with 'Chat', 'Session Stats', 'Metadata', 'Tags & Comments', and 'Routing'. The main content area contains the following information:

Guest Email:	vgarg@instant-tech.com
Referring Site:	N/A
Agent Assigned:	Vivek Garg
Session Start Time:	May 26, 2022 4:05 AM
Problem Tag:	92178211;https://solarwindshelpdesksandbox.samanage.com/incidents/92178211
Wait Time:	00:00:13
Connected Time:	00:02:18
Resolved?	<span>Unresolved</span> <span>Mark Resolved</span>
Guest Rating:	★★★★★
Guest Comment Sentiment Score	N/A
Guest Comment:	1

- Used to review statistics within a single queue
- Select a piece of data on the chart to show the sessions
- Export data to Excel

# Charts & Metrics


Queue Status	Agents Online	Connected / Waiting	Average Wait	Average Duration
Always On	2 / 18	0 / 0	0:17	0:17

Chat Statistics for Instant Support between Apr 28 and May 19

Metric	Value
Dropped	12
TimedOut	3
Answered	2
Disconnected	0
Waiting	0
Queue Unavailable	0
Rolled Over	0
Deflected	0
Total	17
Acceptance Rate (%)	11.76
ASA (sec)	67.8

- Used to monitor agent status in queue (online, enabled/disabled)
- View agent chat and presence history and recent activity
- Tip: Agent online/offline status is read only


SLB Example Queue



- Queue Settings
- Dashboard
- Monitor
- Details
- Charts & Metrics
- Agents
- Session History
- Aliases
- Suggestions & Replies
- Alerts
- Outages
- Manager Chat Room
- Test Web Client
- Test With Teams

1:12:05 PM  
5/20/2022 UTC -04:00  
Queue-Dispatcher-1

**Always On**



**Ben Morris**  
Online

Last updated May 20, 2022  
1:11:10 PM. Next update in 4 seconds.

0 Active

Set Active Chat Count

Agent Skills 1

**Queue Status**

Online

Enabled

**Trending Summary**  
(Up to 5 min delay)

Agents Online:	3 / 5	Connected / Waiting:	0 / 0
Average Wait:	0:18	Average Duration:	6:36

Select a Date Range Refresh From:  To:

**10**

Conversations

**00:00:10**

Average Speed to Answer

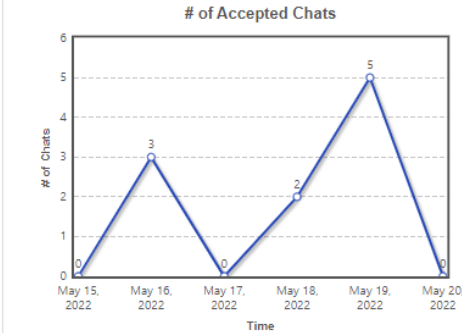
**00:05:55**

Average Chat Duration

**00:59:14**


Total Chat Duration

**Agent Activity for Ben Morris**



Time	# of Chats
May 15, 2022	0
May 16, 2022	3
May 17, 2022	0
May 18, 2022	2
May 19, 2022	5
May 20, 2022	0

**Chats between May 15, 2022 and May 20, 2022**



Category	Count
Accepted	10
Connected	0

Chat History


Presence History

**Search Chat Results**

Guest	Question	Date / Time	Is Resolved?	View Details
Ben Morris		May 19, 2022 10:38 PM	Unresolved	<a href="#" style="color: blue;">72594</a>
Ben Morris		May 19, 2022 8:47 PM	Unresolved	<a href="#" style="color: blue;">72593</a>

- View chat history for the queue
- Open chat transcripts to review past chats
- Search by session ID or by email address

SLB Example Queue



- [Queue Settings](#)
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- [Alerts](#)
- [Outages](#)
- [Manager Chat Room](#)
- [Test Web Client](#)
- [Test With Teams](#)

⌚ 1:14:55 PM  
5/20/2022 UTC -04:00  
Queue-Dispatcher-1
Always On

**Queue Status**  
Online  
Enabled

**Trending Summary**  
(Up to 5 min delay)

Agents Online:	3 / 5	Connected / Waiting:	0 / 0
Average Wait:	0:18	Average Duration:	6:36


**Session History**

**Guest email :** 
**Session ID :** 
**Start**  **Stop**

	Session ID	Session Started	Question	Guest	Agent	Resolved?
<a href="#">72576</a>	72576	May 19, 2022 3:52 PM		Ben Morris (bmorris@instant-tech.com) (f6e12eaf-cd1b-4a65-9476-b223ad6c229e)	Ben Morris	Unresolved
<a href="#">72577</a>	72577	May 19, 2022 3:54 PM	test	Ben Morris (bmorris@instant-tech.com) (f6e12eaf-cd1b-4a65-9476-b223ad6c229e)	Ben Morris	Unresolved
<a href="#">72578</a>	72578	May 19, 2022 3:56 PM		Ben Morris (bmorris@instant-tech.com) (f6e12eaf-cd1b-4a65-9476-b223ad6c229e)		Unresolved
<a href="#">72579</a>	72579	May 19, 2022 3:56 PM		Ben Morris (bmorris@instant-tech.com) (f6e12eaf-cd1b-4a65-9476-b223ad6c229e)		Unresolved
<a href="#">72581</a>	72581	May 19, 2022 7:57 PM	Hello... I need some help with my printer	Ben Morris (bmorris@instant-tech.com) (f6e12eaf-cd1b-4a65-9476-b223ad6c229e)	Patrick Madden	Unresolved
<a href="#">72582</a>	72582	May 19, 2022 7:58 PM	Hello... I need help with my printer	Ben Morris (bmorris@instant-tech.com) (f6e12eaf-cd1b-4a65-9476-b223ad6c229e)		Unresolved
<a href="#">72584</a>	72584	May 19, 2022 7:59 PM	Hello... I need help with my printer	Ben Morris (bmorris@instant-tech.com) (f6e12eaf-cd1b-4a65-9476-b223ad6c229e)		Unresolved
<a href="#">72586</a>	72586	May 19, 2022 8:07 PM	Hello... I need help with my printer	Ben Morris (bmorris@instant-tech.com) (f6e12eaf-cd1b-4a65-9476-b223ad6c229e)		Unresolved
<a href="#">72588</a>	72588	May 19, 2022 8:08 PM	Hello... I need help with my printer	Ben Morris (bmorris@instant-tech.com) (f6e12eaf-cd1b-4a65-9476-b223ad6c229e)	Patrick Madden, Ben Morris	Unresolved
<a href="#">72589</a>	72589	May 19, 2022 8:22 PM	Hello... I need help with my printer	Ben Morris (bmorris@instant-tech.com) (f6e12eaf-cd1b-4a65-9476-b223ad6c229e)	Patrick Madden	Unresolved
<a href="#">72590</a>	72590	May 19, 2022 8:32 PM	Hello... I need help with my printer	Ben Morris (bmorris@instant-tech.com) (f6e12eaf-cd1b-4a65-9476-b223ad6c229e)		Unresolved

- Premade message replies that are available for agents
- Create new standard replies and they will be available for all agents in the queue

SLB Example Queue



- Queue Settings
- Dashboard
- Monitor
- Details
- Charts & Metrics
- Agents
- Session History
- Aliases
- Suggestions & Replies ▾
- Suggestions
- Standard Replies
- Alerts ▾
- Outages ▾
- Manager Chat Room

1:24:04 PM  
5/20/2022 UTC -04:00  
Queue-Dispatcher-1

Always On

**Queue Status**

Online

Enabled

Trending Summary (Up to 5 min delay)	Agents Online: 3 / 5	Connected / Waiting: 0 / 0
	Average Wait: 0:18	Average Duration: 6:36

Standard Replies

Title	Message	Type	Edit	Remove
Hold End	Thank you for holding, appreciate your patience.	TXT		
Hold Update	Thanks for holding! We do apologise about the wait.	TXT		
More Info	I will need to collect additional information before we proceed.	TXT		
Screen Share	We're having a little trouble diagnosing your issue based on the information provided— would you be willing to let me see your screen to assist further?	TXT		
Remote Assistance	May I remote in to further assist with troubleshooting. Please provide the asset number of your device to proceed.	TXT		
Conversation End	Thank you for using our live chat service. I am now closing this chat. If you have any more issues, please don't hesitate to let us know. Have a great day!	TXT		
User Unresponsive	Hello, it seems that you're no longer responding. I will have to close the chat for now. If you still need my help, you can request a chat again. Thanks for stopping by.	TXT		
Screenshare	<p>Screen Share Invite</p> <p>The Agent working with you has requested that you join a screenshare session to assist with resolving the issue you have come in with. Please click the button below to join the meeting:</p> <p>Join Microsoft Teams Meeting</p>	Card		

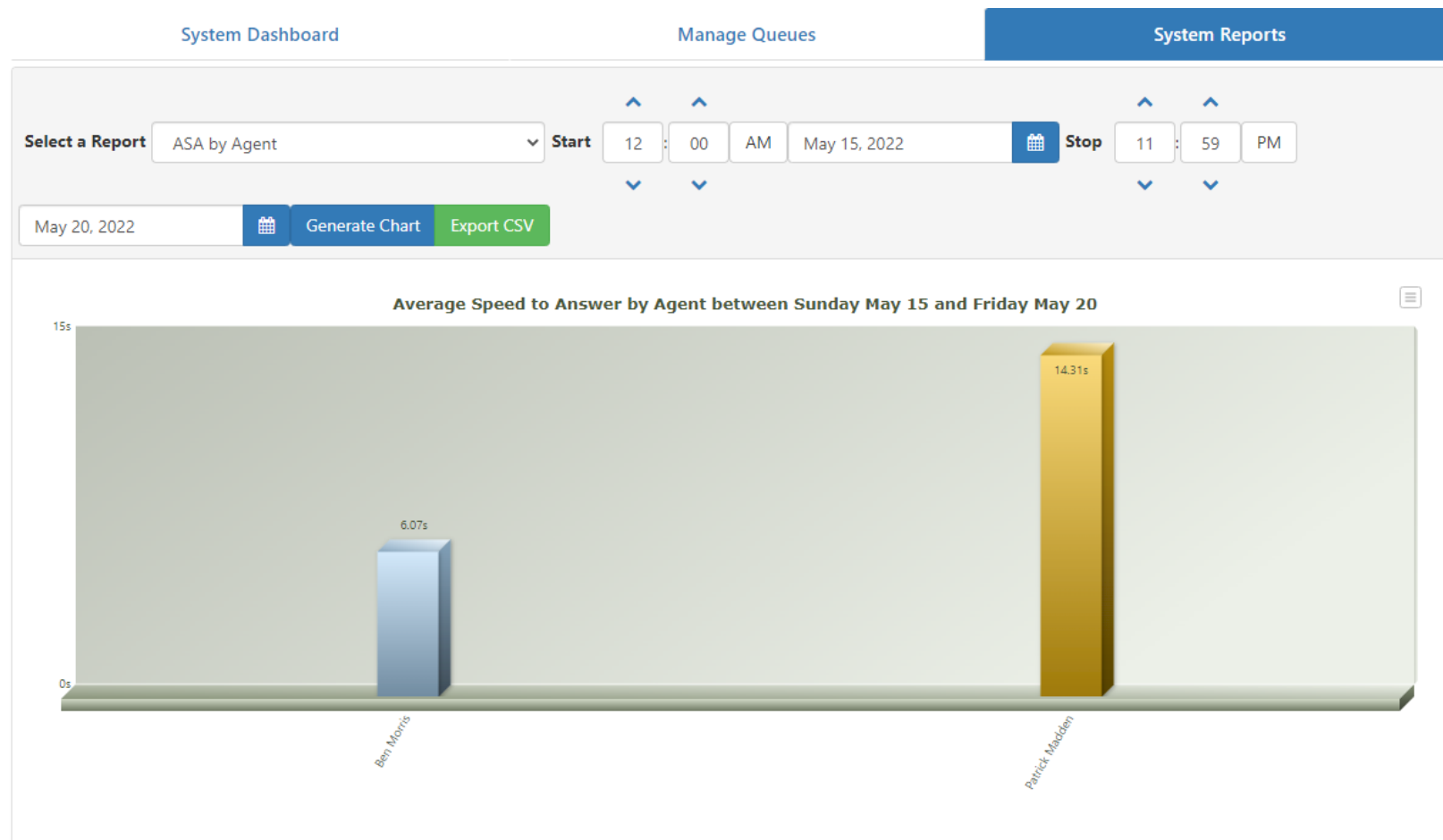
Download Replies (.json)
Import Replies (.json)
Copy Replies to Other Queues
+ New Standard Reply

Useful for Managers with multiple queues

If managing a single queue refer to charts & metrics

Reporting Categories:

- Agent
- Analytics
- Basic
- Global
- Performance







# CHIME

## Additional Resources

- For additional support please contact: [support@instant-tech.com](mailto:support@instant-tech.com)
- For additional information go to our page: <https://addchime.com/teams-manager-training.html>