CHIME

Instant Chime for Teams

BASIC MANAGER TRAINING GUIDE

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Last Author: BM

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Manager Core Concepts

- 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

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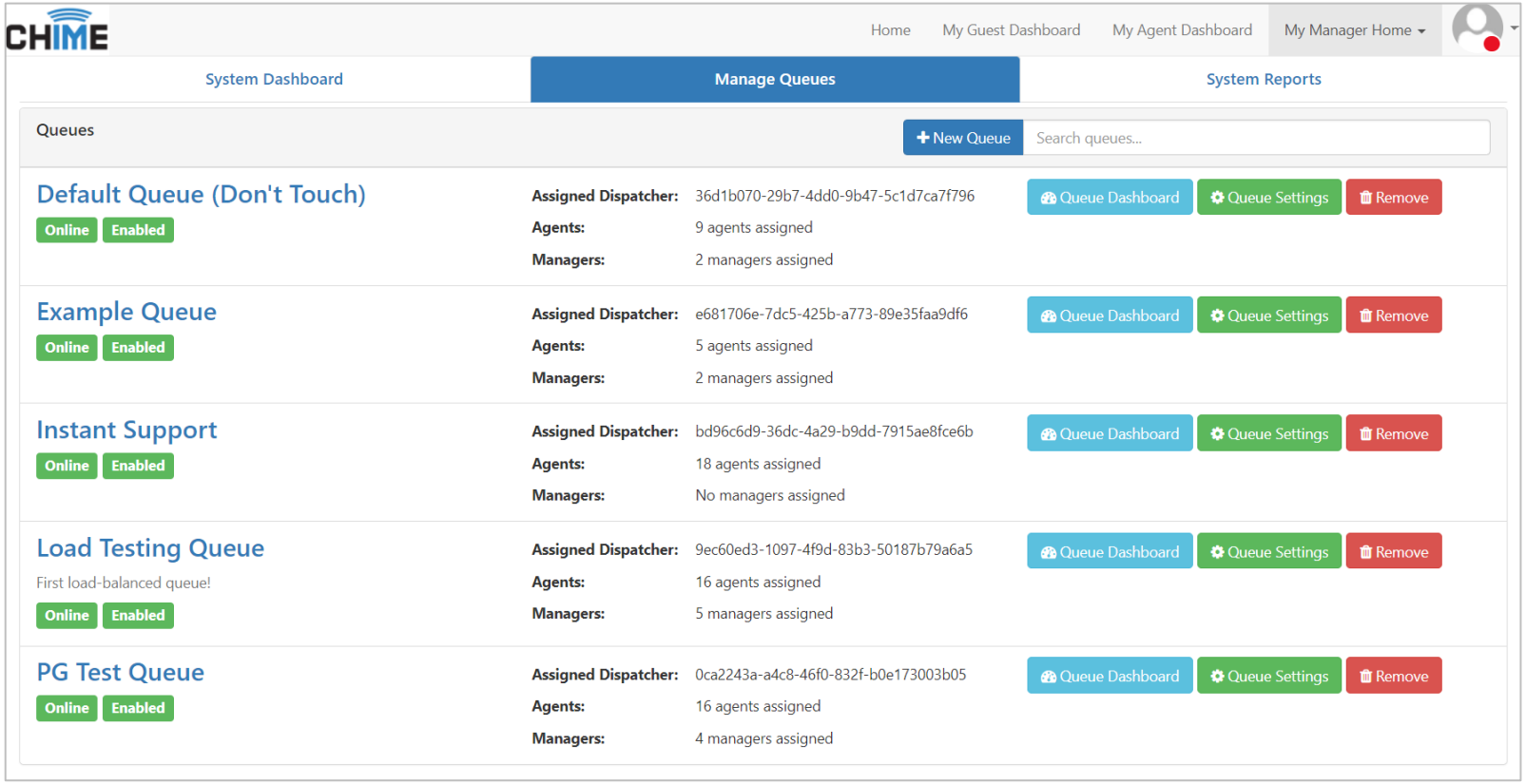
Manager Areas in Chime

- 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



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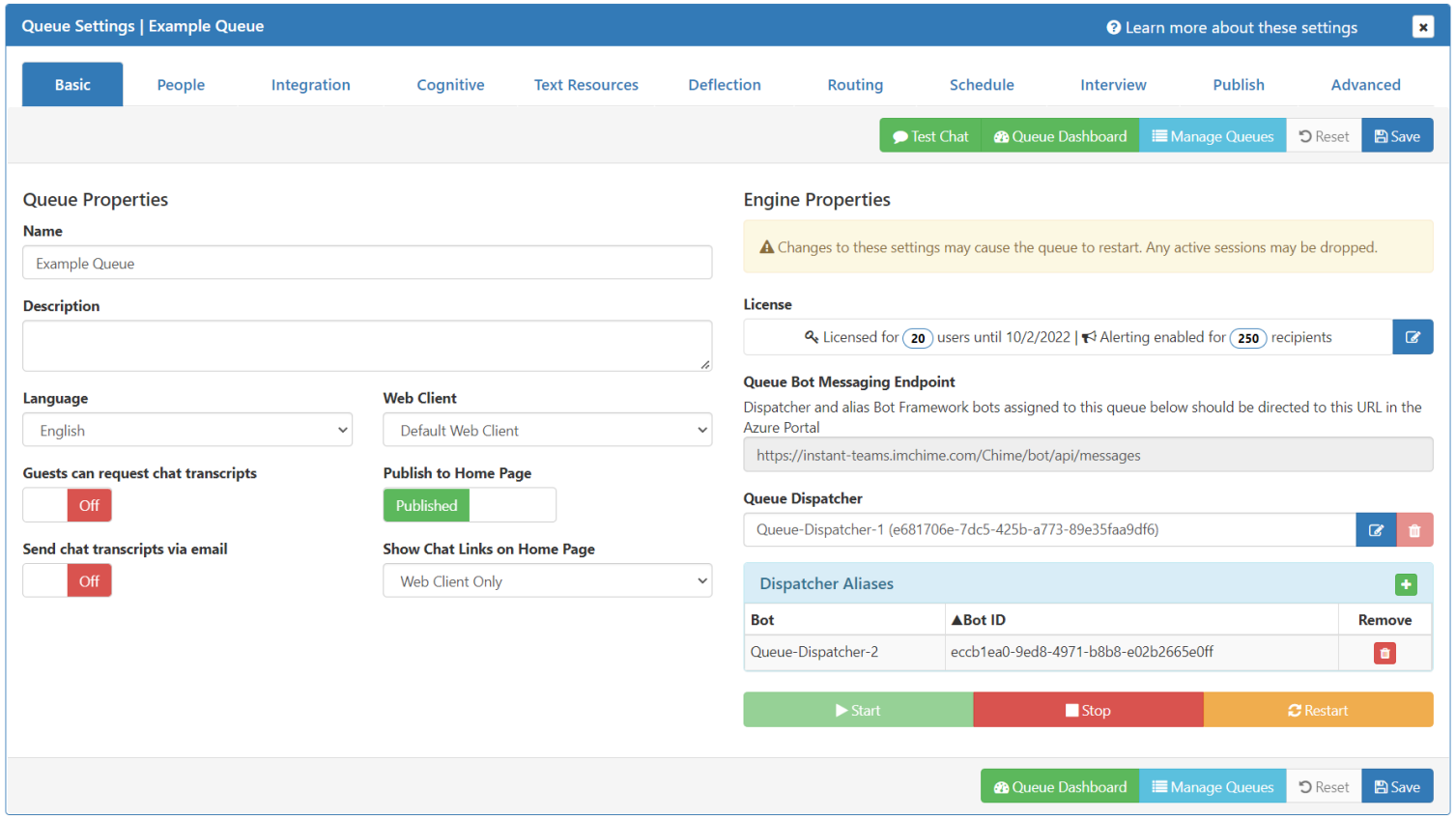
Queue Settings - Basic

- 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



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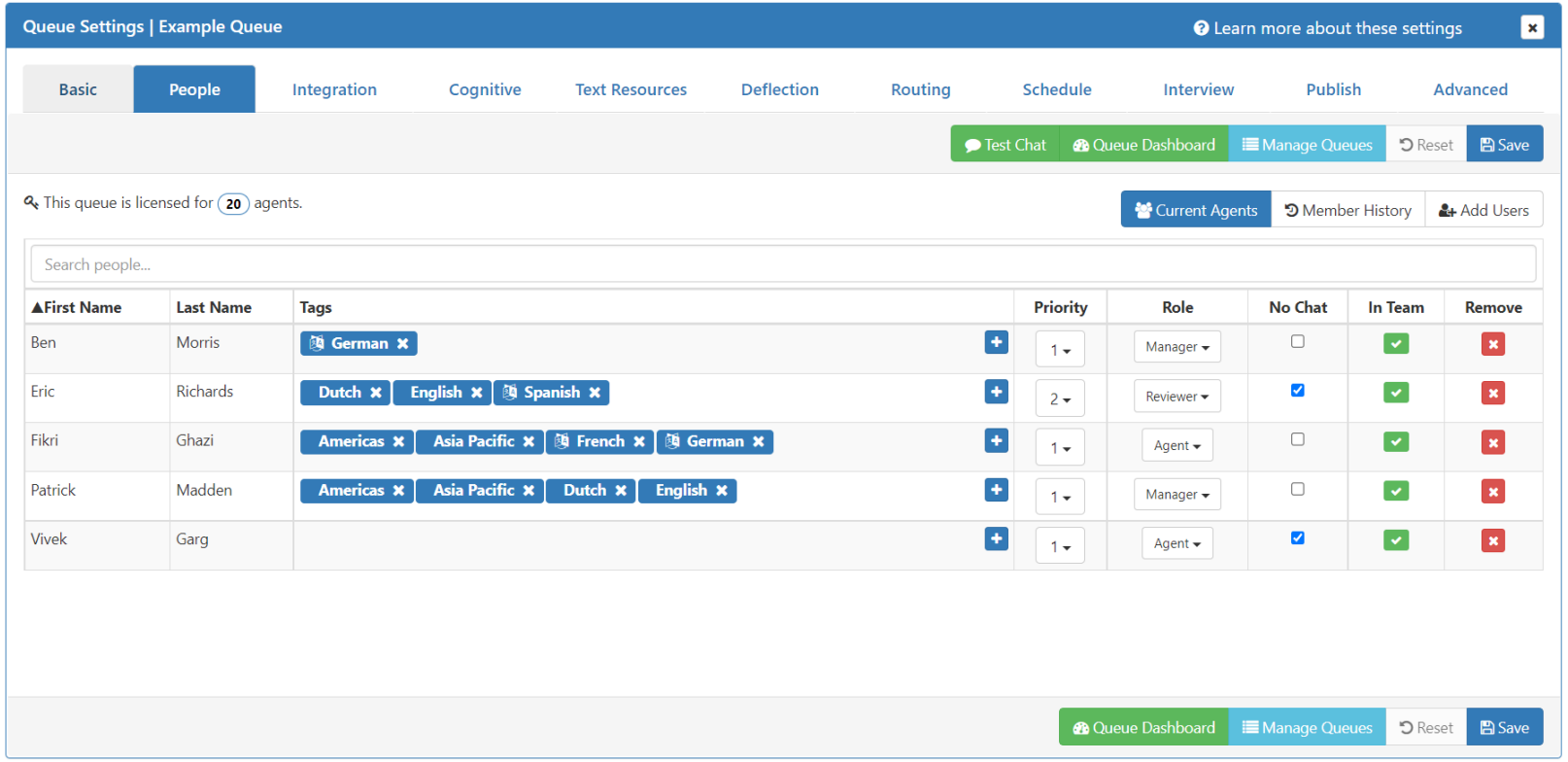
Queue Settings- People

- 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



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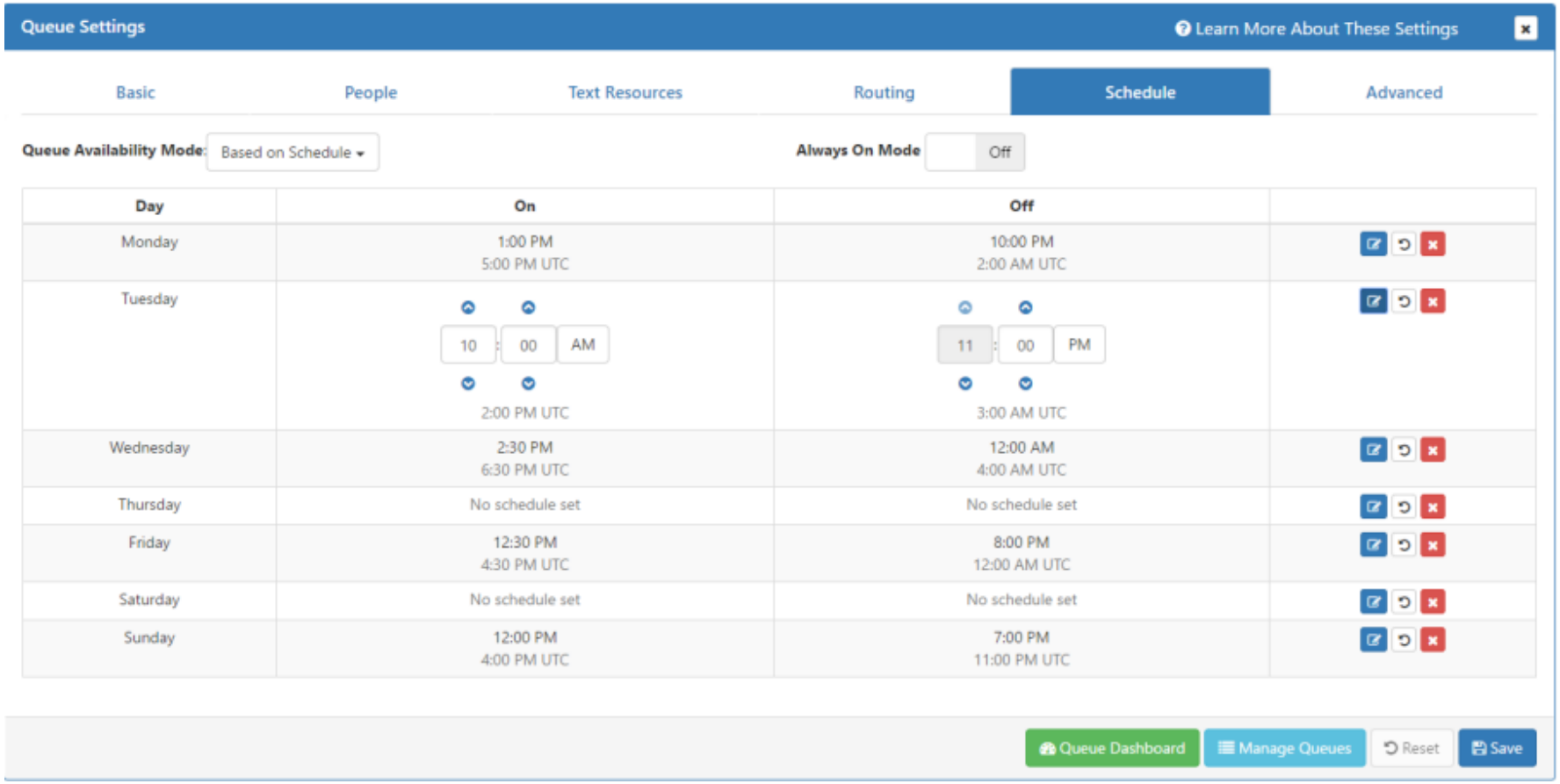
Queue Settings - Schedule

- 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



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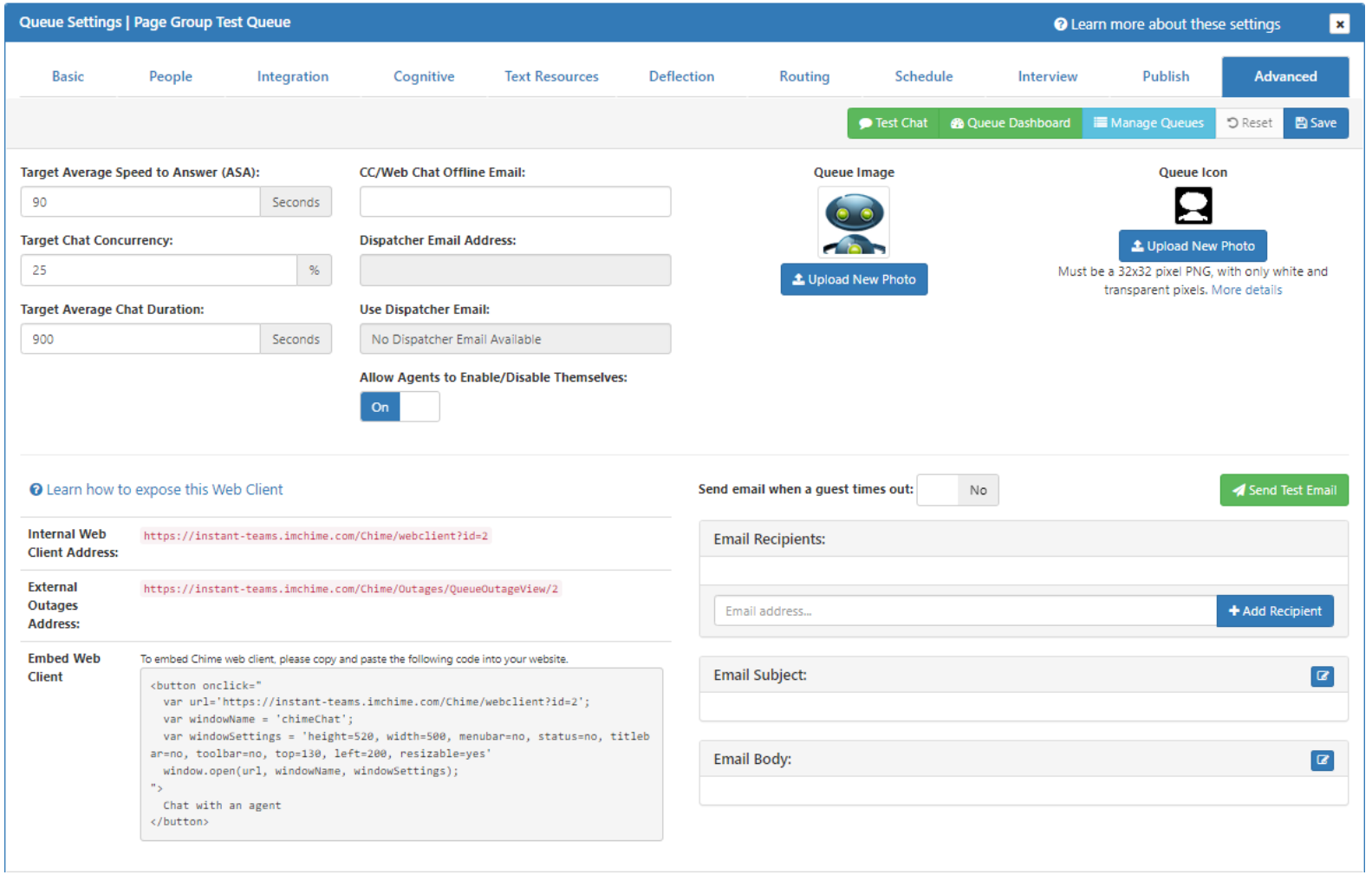
Queue Settings - Advanced

- 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



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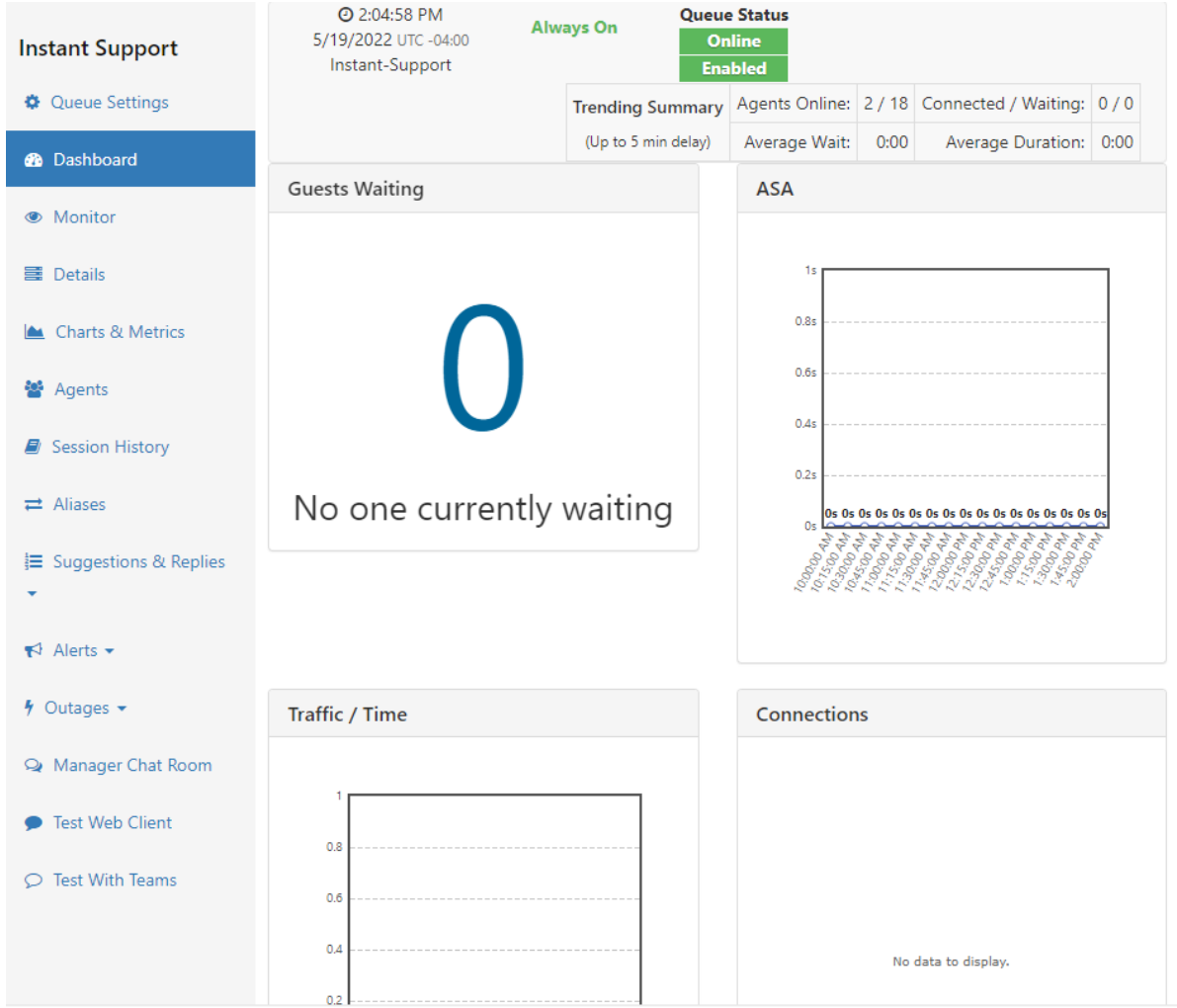
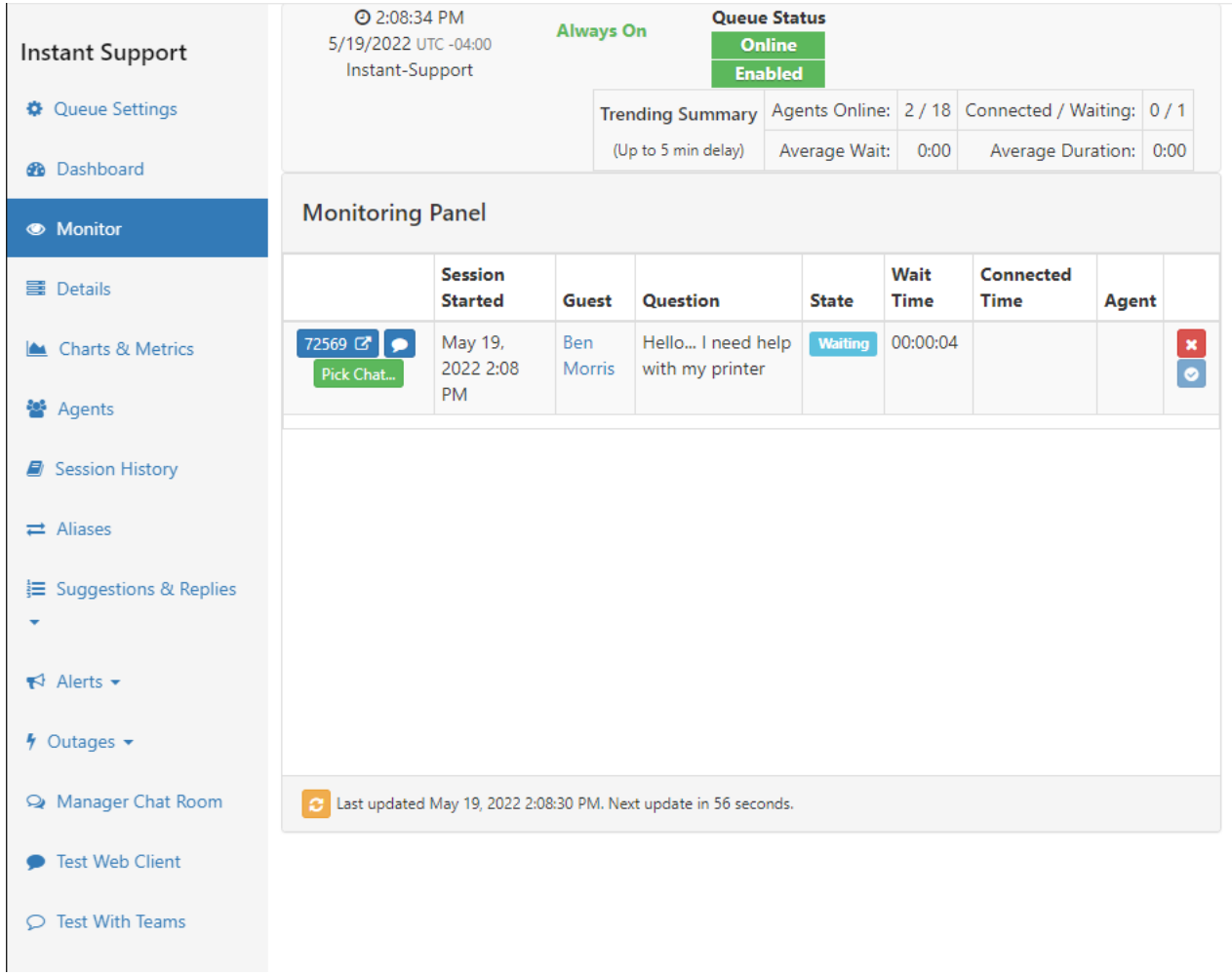
Queue Dashboard

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



Monitor

- 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



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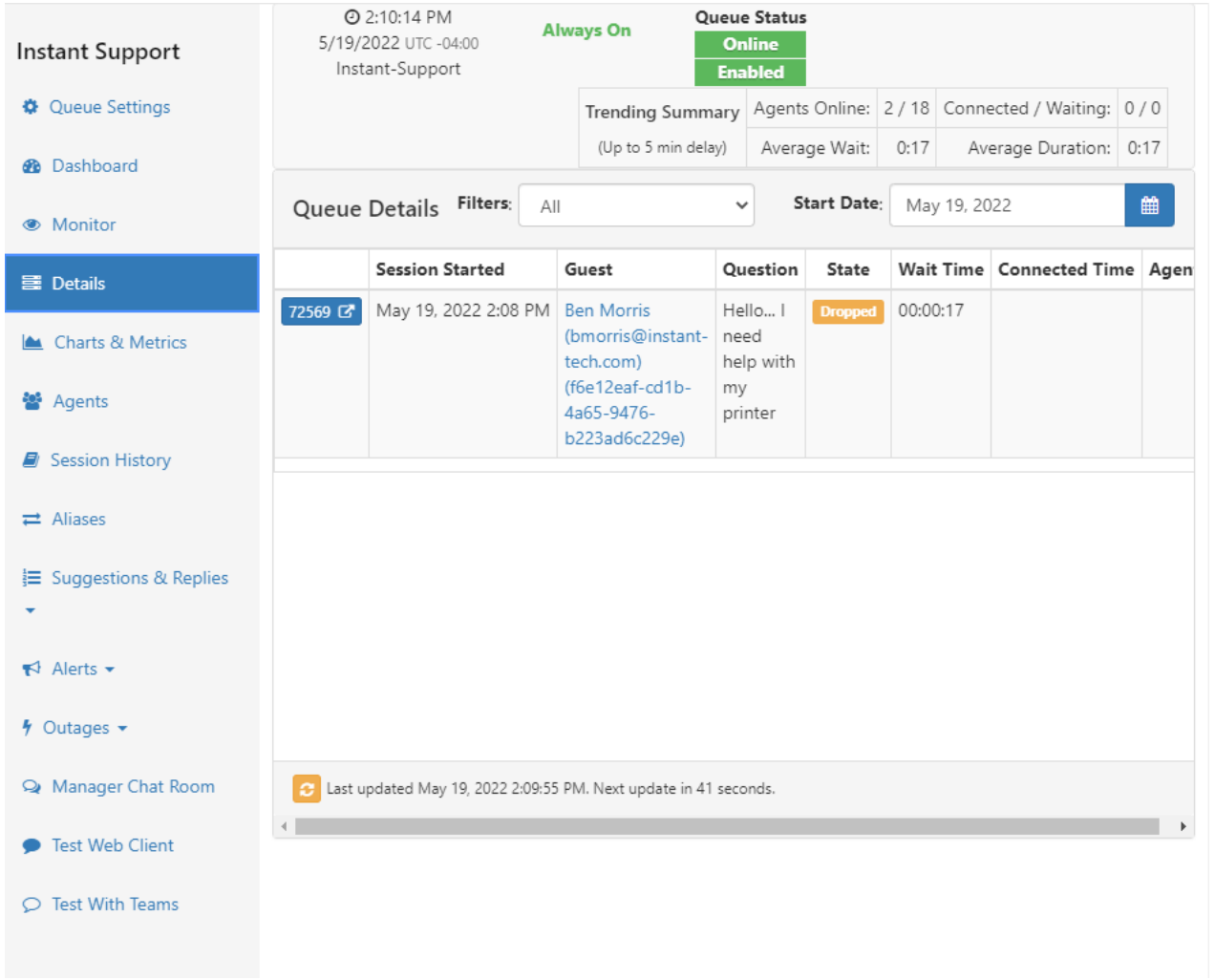
Details

- 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



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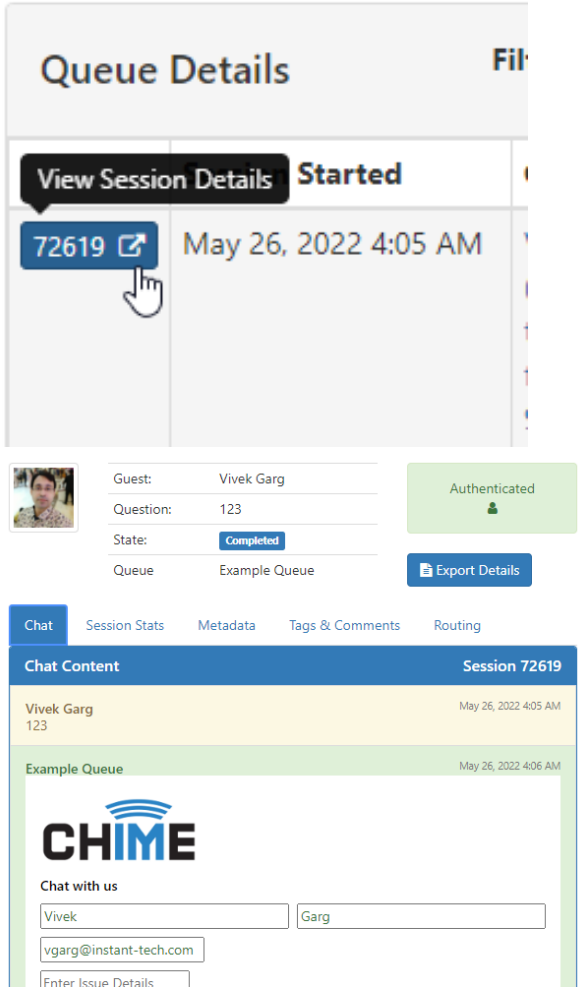
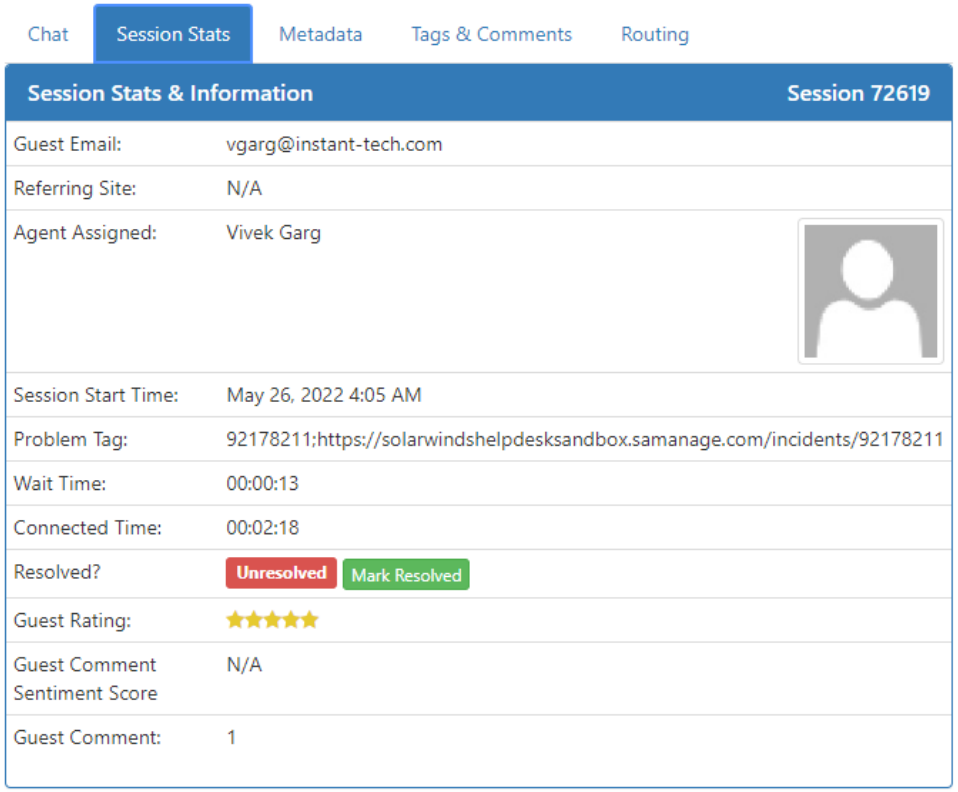
View Session Details

- 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





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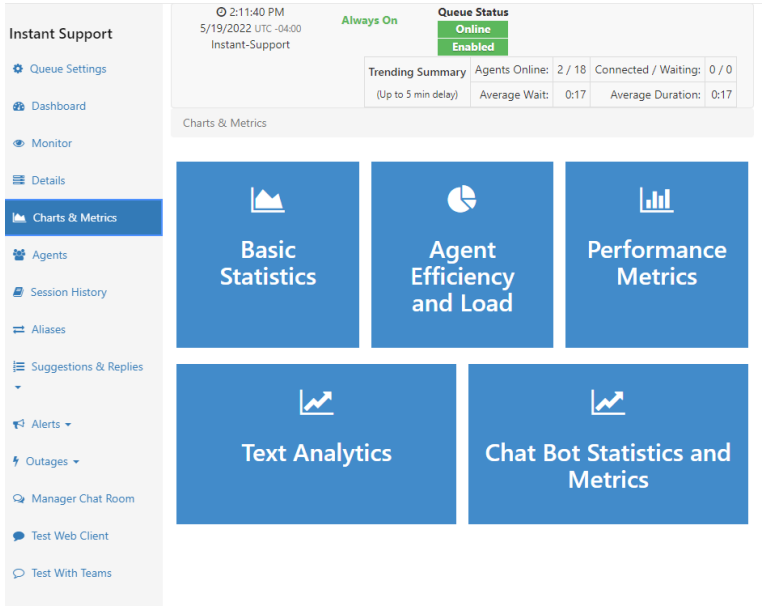
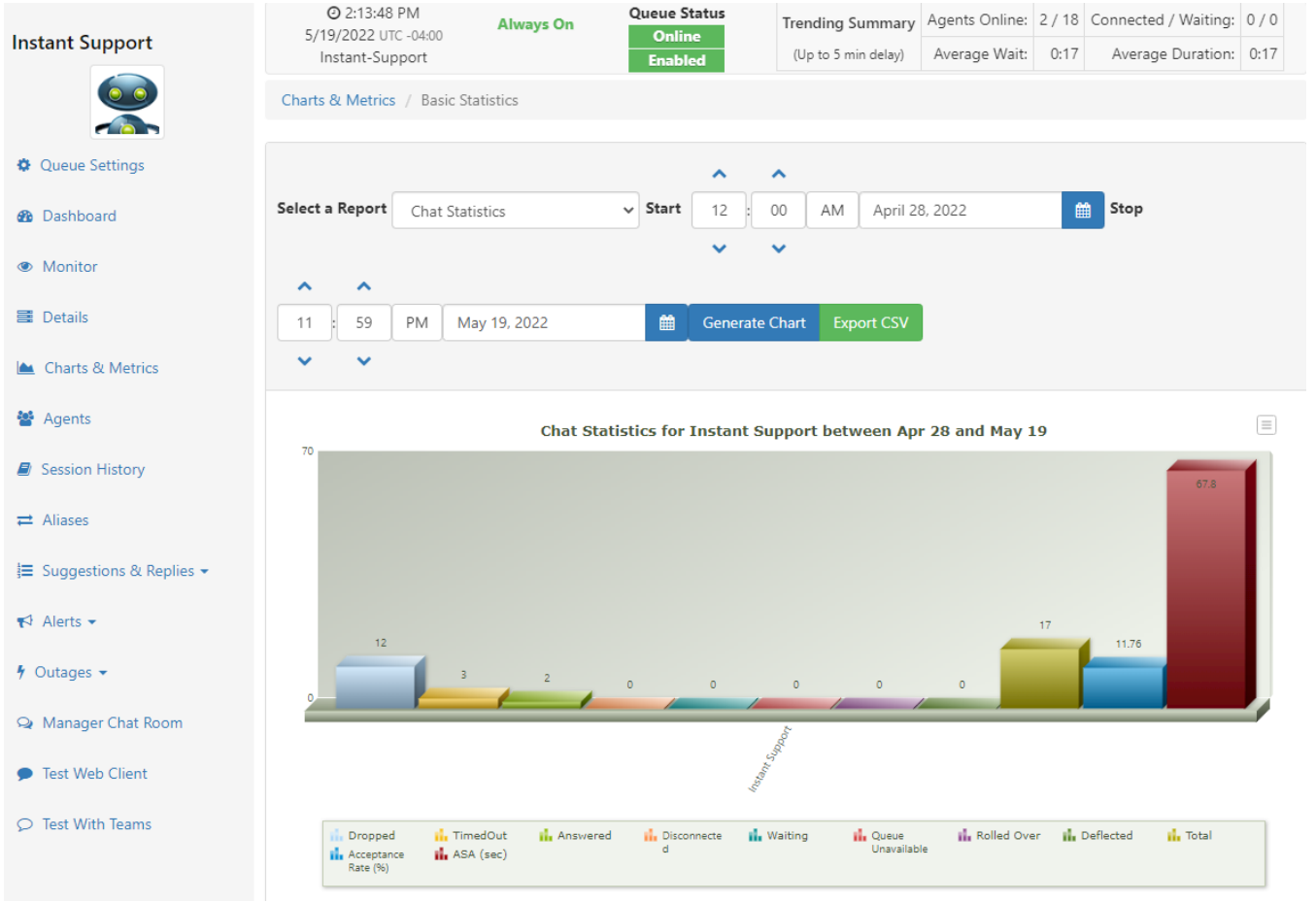
Charts & Metrics

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





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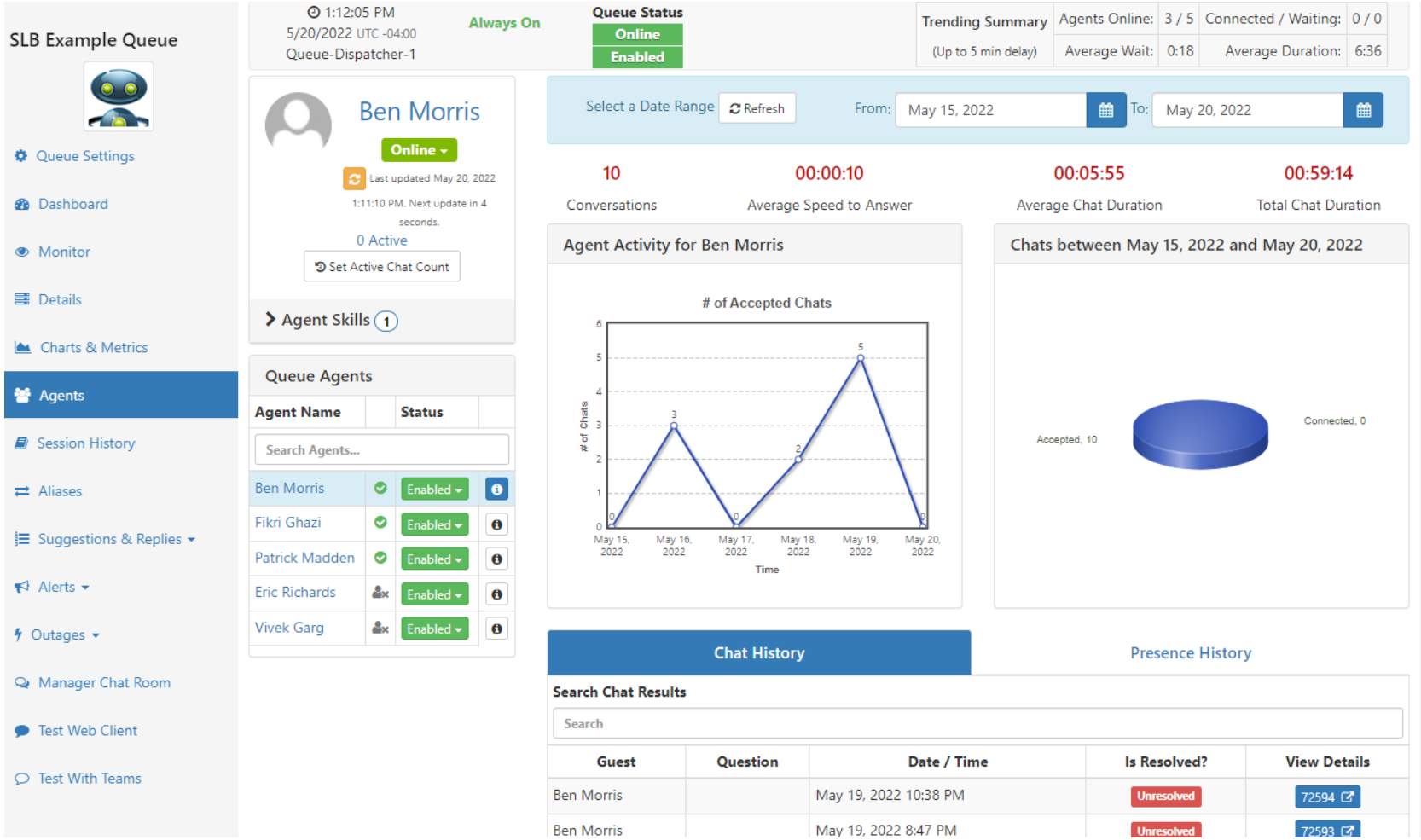
Agents

- 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



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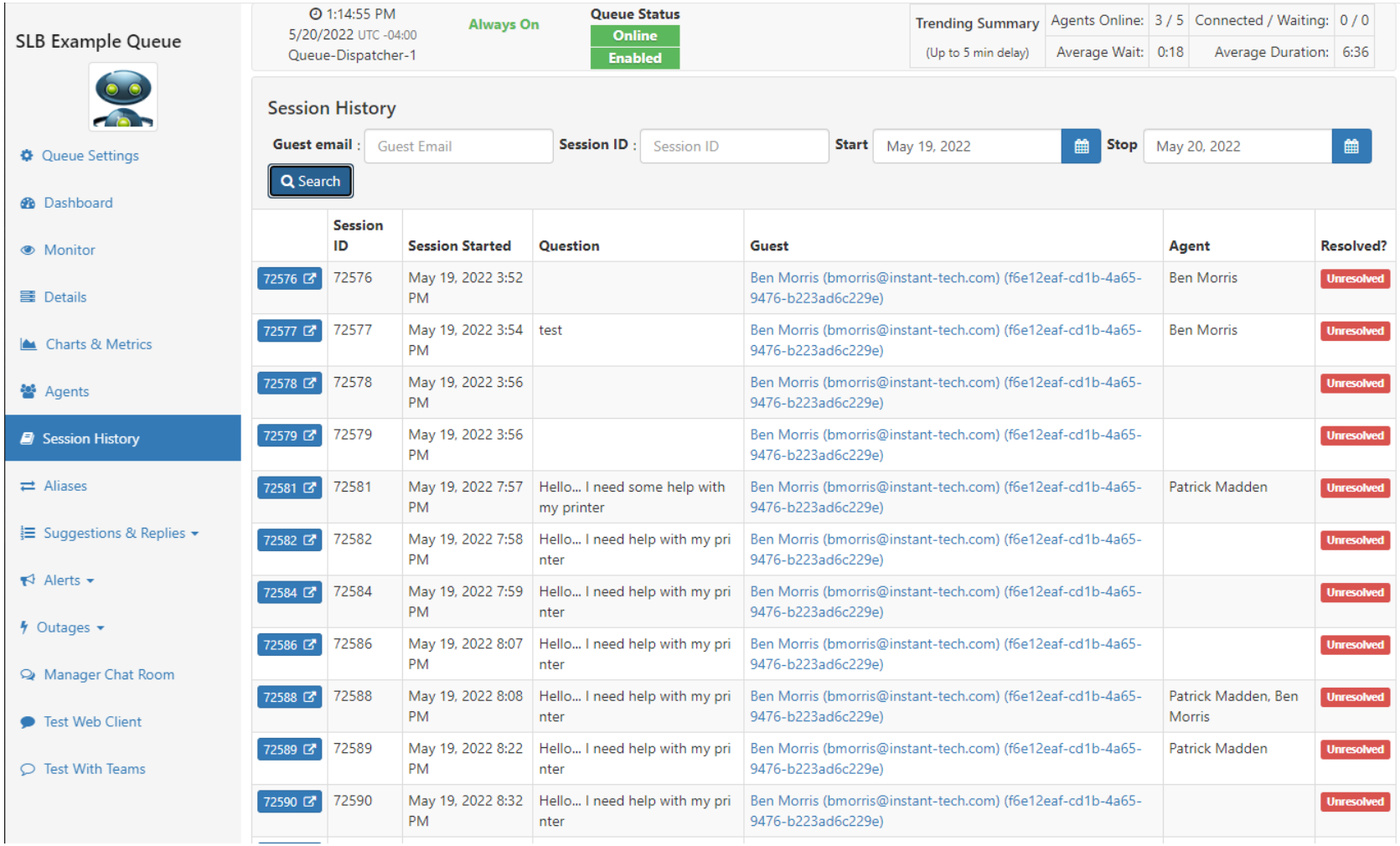
Session History

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



	Session ID	Session Started	Question	Guest	Agent	Resolved?
72576	72576	May 19, 2022 3:52 PM		Ben Morris (bmorris@instant-tech.com) (f6e12eaf-cd1b-4a65-9476-b223ad6c229e)	Ben Morris	Unresolved
72577	72577	May 19, 2022 3:54 PM	test	Ben Morris (bmorris@instant-tech.com) (f6e12eaf-cd1b-4a65-9476-b223ad6c229e)	Ben Morris	Unresolved
72578	72578	May 19, 2022 3:56 PM		Ben Morris (bmorris@instant-tech.com) (f6e12eaf-cd1b-4a65-9476-b223ad6c229e)		Unresolved
72579	72579	May 19, 2022 3:56 PM		Ben Morris (bmorris@instant-tech.com) (f6e12eaf-cd1b-4a65-9476-b223ad6c229e)		Unresolved
72581	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
72582	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
72584	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
72586	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
72588	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
72589	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
72590	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

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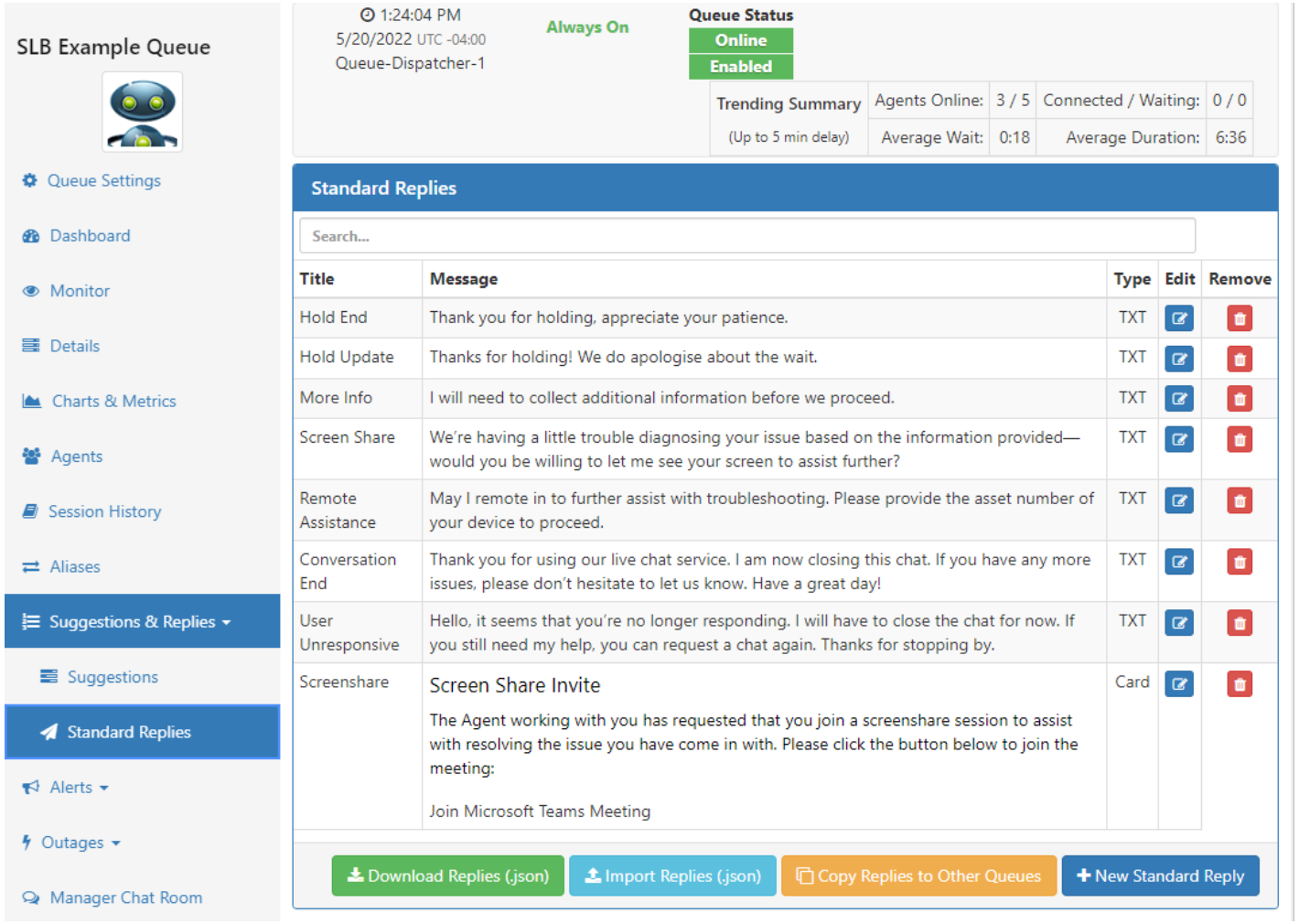
Standard Replies

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



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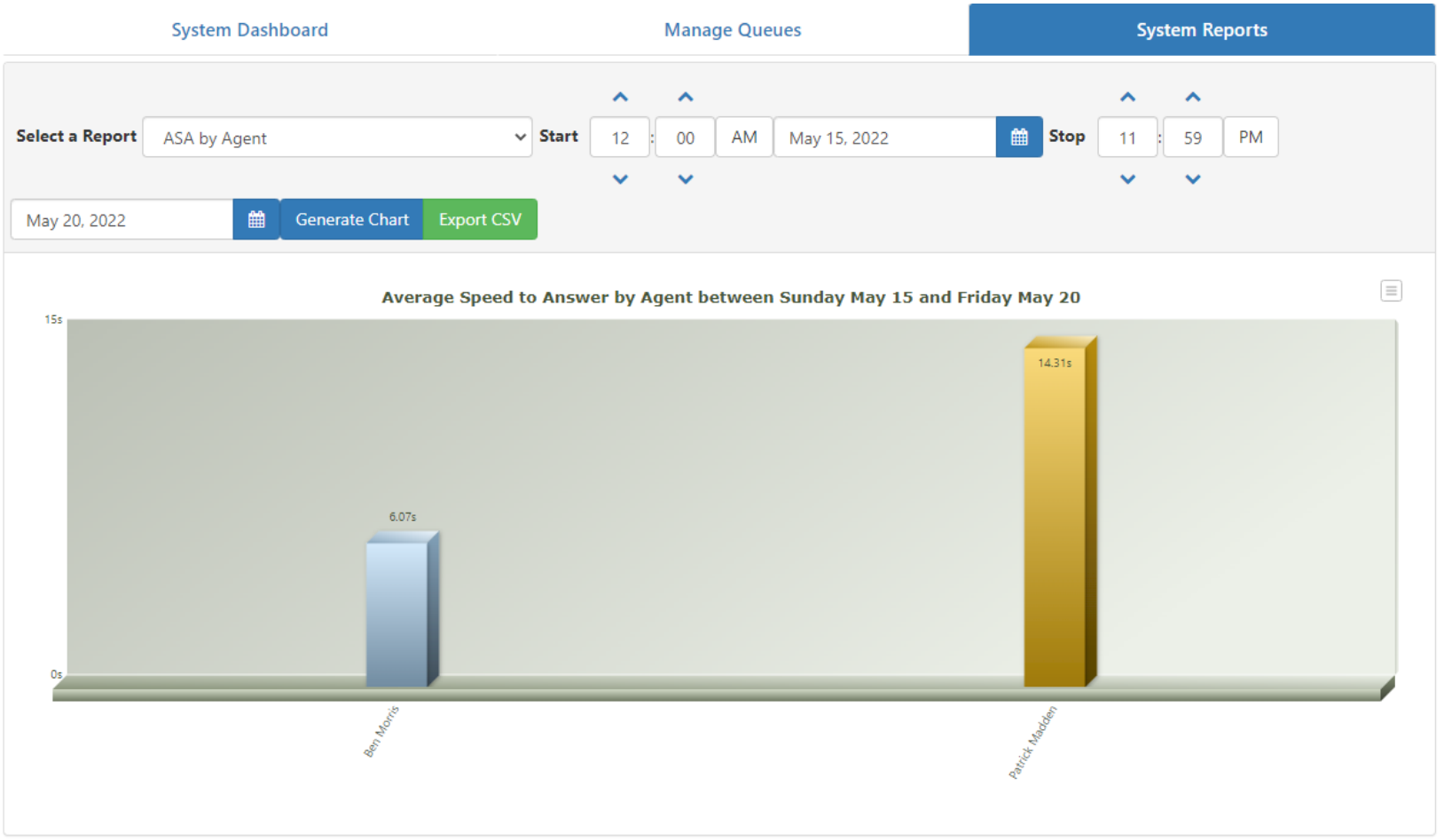
System Reports

Useful for Managers with multiple queues

If managing a single queue refer to charts & metrics

Reporting Categories:

- Agent
- Analytics
- Basic
- Global
- Performance



Additional Resources

- For additional support please contact: support@instant-tech.com
- For additional information go to our page: https://addchime.com/teams-manager-training.html