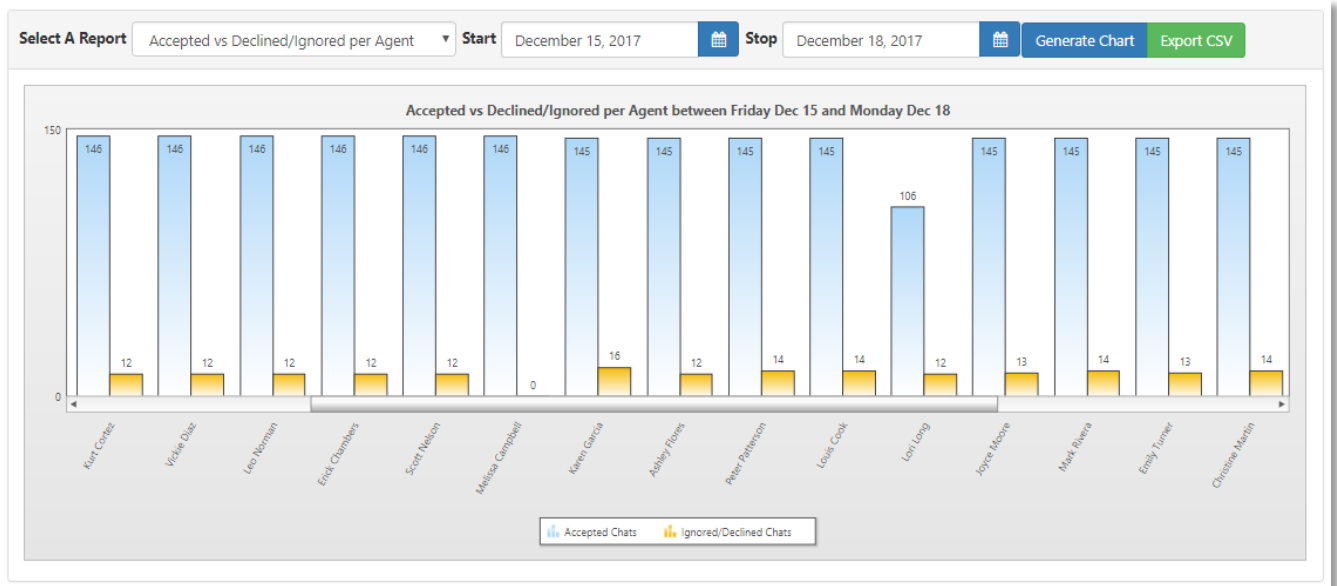# instant
CHIME

## Chime 2.6 Gold Service Release 9
Additional Context

Winter 2017

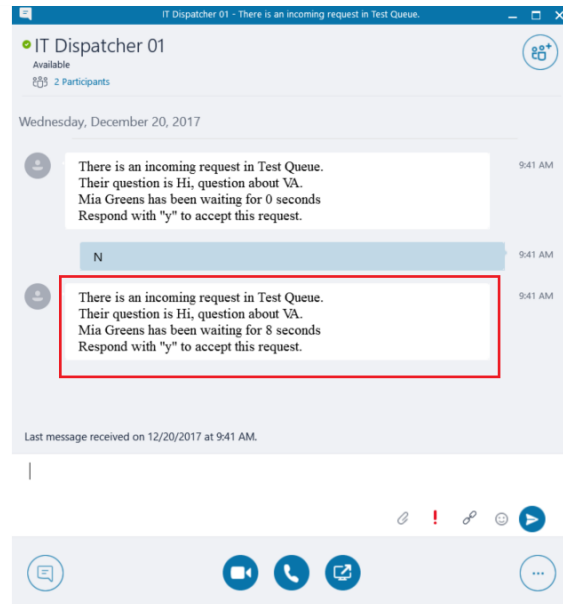## Add a new report detail Accepted vs Declined/Ignored per agent

Per Agent it shows how many chats were accepted or declined/ignored. When the bars are clicked the accepted and declined/ignored chats are displayed underneath for that queue.

Message to acknowledge when an agent declines a chat session
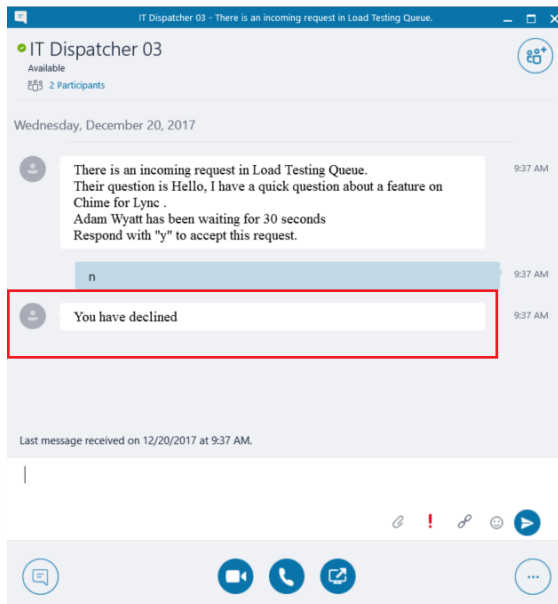
New message for Agents

Old message for Agents

Address issue where session history search wasn't respecting end dates - #3208
On Queue Dashboard > Session History when a stop date is entered the table did not reflect that stop date. Now when a Start and Stop date are entered and you hit Search the table will only display data for that date range.

Session History now

Session History before

Add PDF/TXT export for session details (chat transcript + session info) - #2876

When Session Details is selected for any chat, at the top right there are two icons. One exports to a Text file and the other exports to a PDF file.

Fixed an inconsistency with the Average Duration statistic on the Queue Dashboard - #3264

Previously did not include wait time in the Average Duration Statistic; now it does.

Slight changes to the Agent Dashboard UI
Moving the Queues underneath the agent and making the Active Chat Sessions the only item on the right hand side (putting the chats next to each other, rather than underneath each other)


Old Agent Dashboard UI

New Agent Dashboard UI

Added in Enhanced UI for the Agent Assist Tool (2)
Added two new features to Agent Assist Tool. First feature is enable sound and that is when the sound is turned up a ping is heard when a chat comes in for an agent. The second feature is to enhance the toast message the agent sees. The toast message is better and pops up on the screen instead of a toast message when this is turned on. To control these settings, right click on the Chime Agent Assist on your task bar on the right lower side of your desktop.
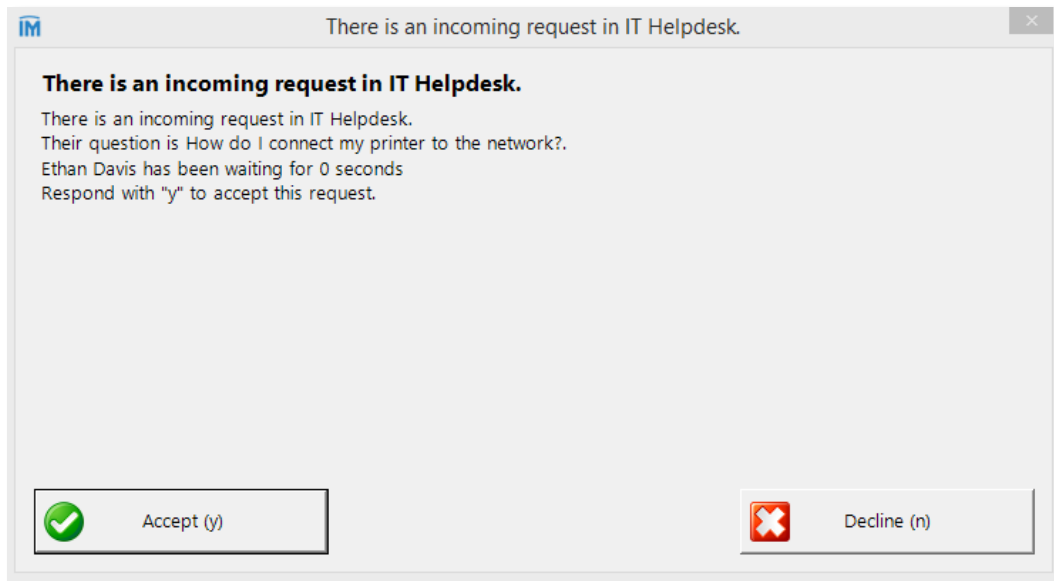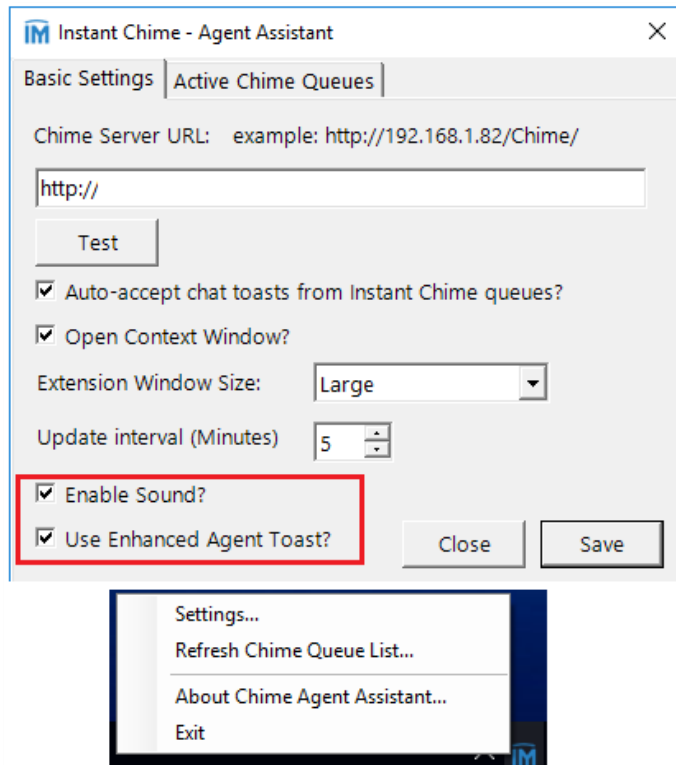
Chime now has integration with Microsoft Teams (3)
The ability to use Chime in Microsoft Teams essentially is the ability to add in a web link tab to a Team