

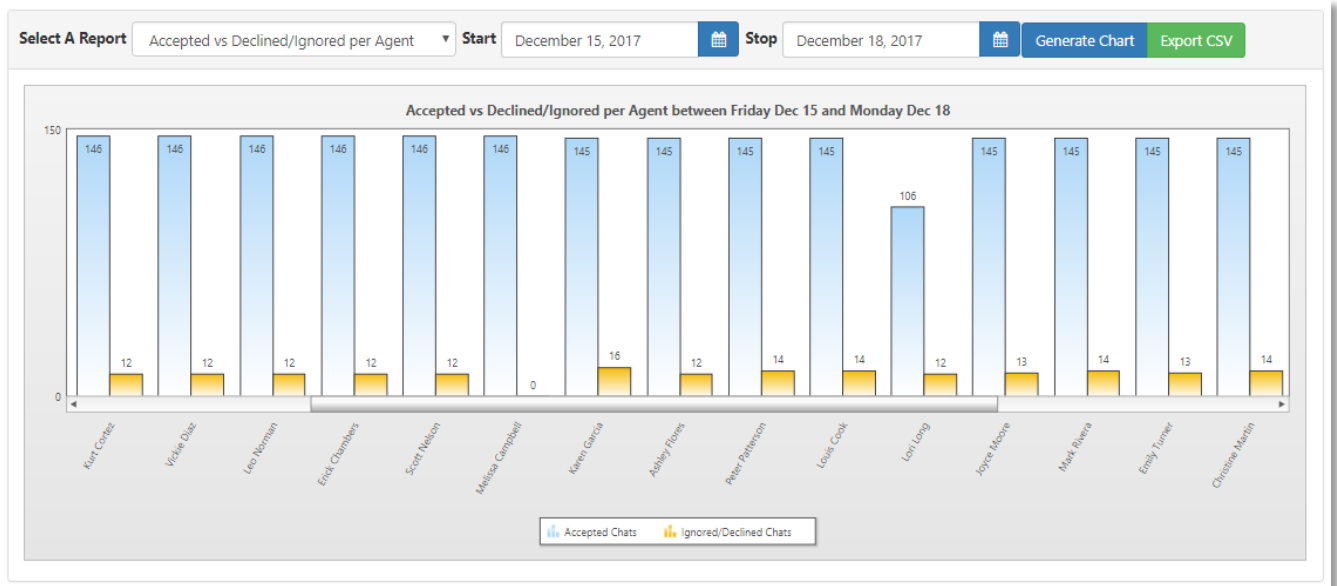


Chime 2.6 Gold Service Release 9 Additional Context

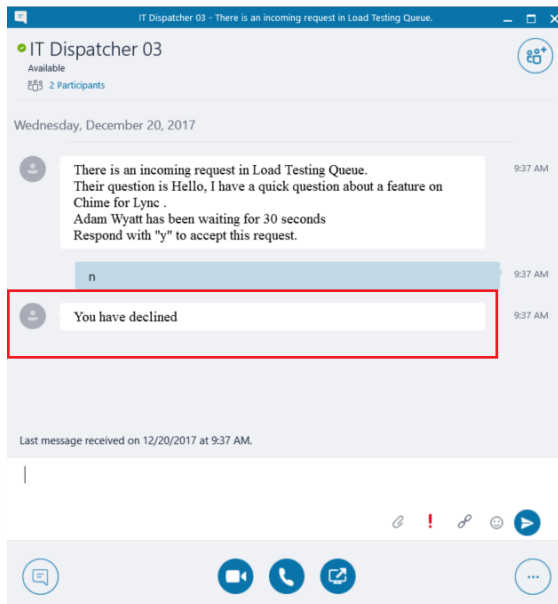
Winter 2017

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

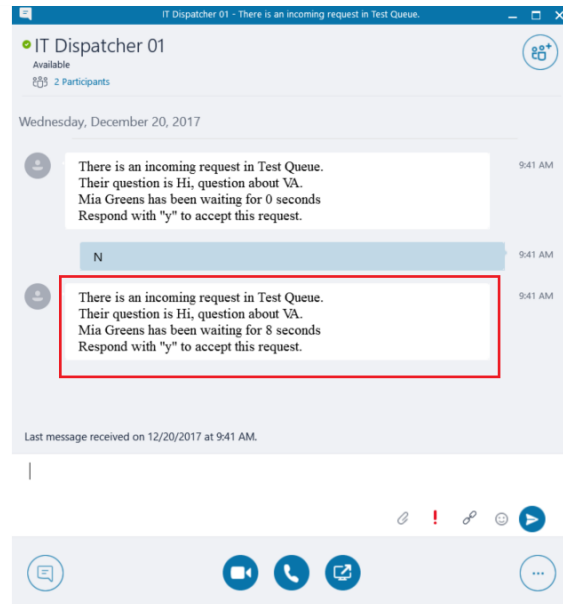
Per Agent it shows how many chats were accepted or declined/ignored. When the bars are clicked the accepted and declined/ignored chats are displayed underneath for that queue.



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 ID | Session Started | Question | Guest | Agent | Resolved? |
|------------|-----------------------|-------------------------------------|---|----------------|------------|
| 842 | Sep 22, 2017 2:26 PM | | | Patrick Madden | Unresolved |
| 843 | Sep 22, 2017 2:28 PM | | | Patrick Madden | Unresolved |
| 844 | Sep 22, 2017 2:36 PM | | | Patrick Madden | Unresolved |
| 845 | Sep 22, 2017 2:47 PM | No question provided | | Patrick Madden | Unresolved |
| 846 | Sep 25, 2017 10:45 AM | | | | Unresolved |
| 847 | Sep 25, 2017 10:46 AM | | | Patrick Madden | Unresolved |
| 848 | Sep 25, 2017 10:52 AM | | John Smith (jsmith@gmail.com) | Patrick Madden | Unresolved |
| 849 | Sep 26, 2017 9:37 AM | I need help with fixing blue screen | Janet Willem (jwillem@instant-tech.com) | Fikri Ghazi | Unresolved |
| 850 | Sep 26, 2017 9:44 AM | Changing school email id | Fikri Ghazi (fghazi@instant-tech.com) | Fikri Ghazi | Unresolved |
| 851 | Sep 26, 2017 9:47 AM | Changing course | | Fikri Ghazi | Unresolved |
| 852 | Sep 26, 2017 9:50 AM | International Transfer | | Fikri Ghazi | Unresolved |
| 856 | Sep 26, 2017 10:23 AM | Transfer Abroad | | Fikri Ghazi | Unresolved |
| 860 | Sep 26, 2017 10:40 AM | | | Fikri Ghazi | Unresolved |
| 861 | Sep 26, 2017 10:52 AM | | | Fikri Ghazi | Unresolved |

Session History now

| Session ID | Session Started | Question | Guest | Agent | Resolved? |
|------------|-----------------------|---------------------|-------|-------|------------|
| 12 | Sep 6, 2017 10:11 AM | | | | Unresolved |
| 13 | Sep 6, 2017 10:15 AM | | | | Unresolved |
| 20 | Sep 6, 2017 1:43 PM | | | | Unresolved |
| 21 | Sep 6, 2017 1:47 PM | | | | Unresolved |
| 55 | Sep 11, 2017 10:53 AM | | | | Unresolved |
| 56 | Sep 11, 2017 10:54 AM | | | | Unresolved |
| 57 | Sep 11, 2017 10:54 AM | | | | Unresolved |
| 81 | Sep 11, 2017 2:42 PM | Test | | | Unresolved |
| 169 | Sep 14, 2017 10:05 AM | Test | | | Unresolved |
| 170 | Sep 14, 2017 10:06 AM | Test | | | Unresolved |
| 171 | Sep 14, 2017 10:07 AM | Test 20 sec reroute | | | Unresolved |
| 172 | Sep 14, 2017 10:13 AM | Test | | | Unresolved |

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.

The screenshot shows a chat window for a guest named James Pappas. The chat content includes a question about a blue screen, a response from a dispatcher with a 46-second wait time, and a confirmation from an expert agent. At the top right of the chat window, two icons are highlighted with a red box: a document icon for PDF export and a text file icon for TXT export.

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.

The screenshot displays the CHIME Queue Dashboard. The top right corner shows a summary table with the following data:

| | | | |
|----------------|--------|----------------------|-------|
| Agents Online: | 1 / 10 | Connected / Waiting: | 0 / 0 |
| Average Wait: | 1:00 | Average Duration: | 5:24 |

A red arrow points from the 'Average Duration' value of 5:24 in the table to a bar chart below. The chart, titled 'Average Chat Duration between Saturday Oct 21 and Monday Oct 23', shows a single bar for Saturday, Oct 22, 2017, with a value of 324.38 seconds. A red box highlights this bar, and a red arrow points from the text '5:24=324 sec' to the bar's value.

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)

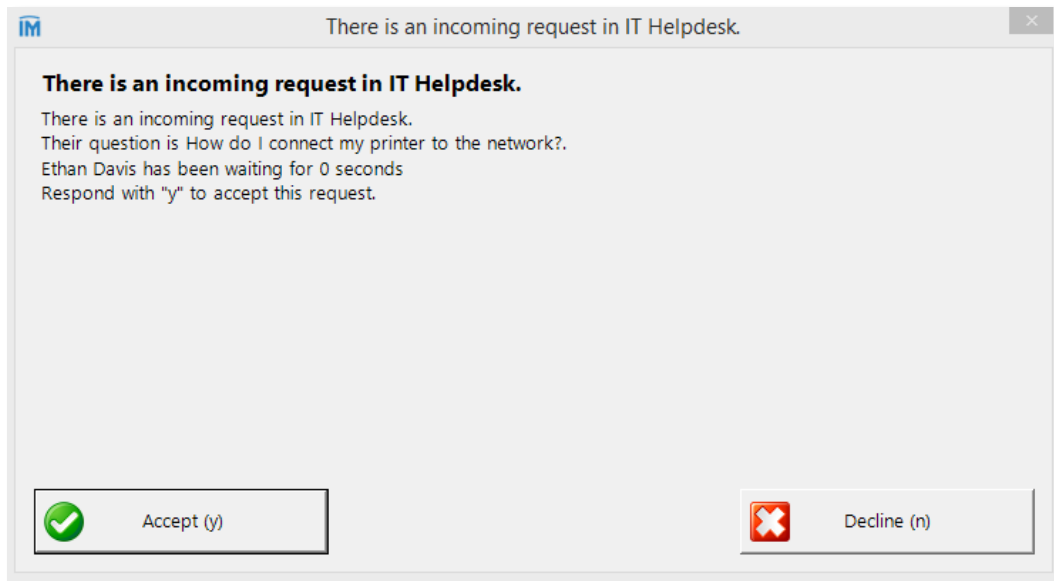
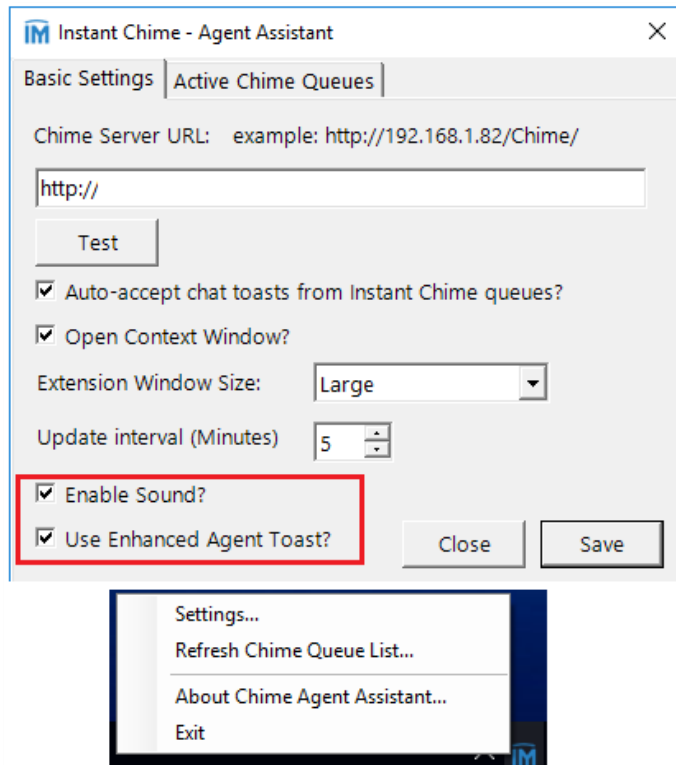
Old Agent Dashboard UI

New Agent Dashboard UI

| Name | Body | Type | Language |
|---------------------|---|------|----------|
| Web Conference Link | Join online conference: {ConferenceUri} | TXT | English |

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

