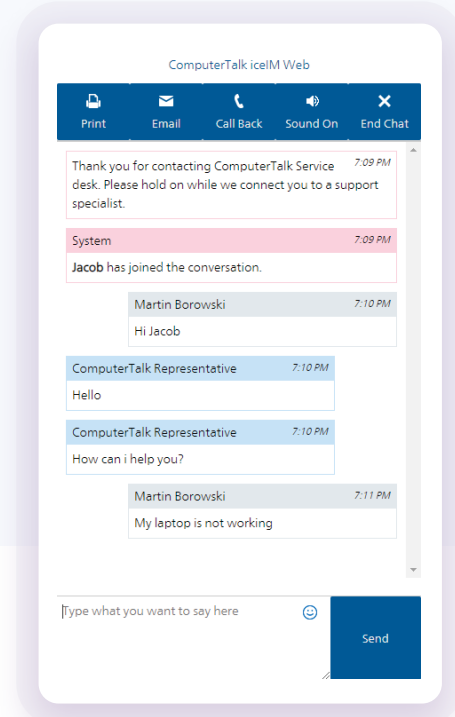


IM for Help Desk

Adding IM to your help desk lets employees easily reach you through a new communication platform and increases agent productivity by handling multiple inquiries at once.



Benefits of adding IM to your help desk



Improve employee experience



Increase agent efficiencies



Improve response times



Instantly answer common questions



Single interface for employees within their Teams window



Features

- Multiple concurrent chat session per agent
- Chat transcripts
- Conference, consult, or transfer chat sessions
- Supervisor silent monitor, coaching, and barge-in
- Canned responses
- Chat integration to mobile apps
- Skills-based routing
- Voice escalation
- Customize chat window branding
- Option to shield the identity of agents

How IM works

1. Search for the ice contact or pin the contact as a favorite

2. Start a new chat with ice from within your Teams (or Skype for Business) client

3. The chat sessions are tracked, recorded, and monitored in ice

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What's included

1. ComputerTalk provides a project owner to lead and manage the delivery of the IM solution in conjunction with your team
2. A design session up to 4 hours to review your requirements, make tweaks to the application flow, and assist with the look and feel of the window
3. Time of day check
 - a. If open – proceed to queue
 - b. If closed – closed message
4. Up to 3 queues
 - a. Employee will be presented with 3 options that route to queues:
 - i. Option 1 – Go to Queue 1
 - ii. Option 2 – Go to Queue 2
 - iii. Option 3 – Go to Queue 3
5. Queue flow message
 - a. Wait 30 Seconds, message, wait 30 seconds, repeat
6. Chat services instance – ComputerTalk will setup iceChat application server

Assumptions

1. Cutover to production to be completed after hours during a 2-hour maintenance window with 2 ComputerTalk resources
2. Training to be done through e-learning
3. Customer will utilize their existing or purchase Teams (or Skype for Business) CALs that the ComputerTalk cloud will federate to, to enable the user to receive chat messages.

About Us

ComputerTalk is the developer of ice Contact Center. ice modernizes the call center with business application integrations, AI, and analytics across all communication channels, helping organizations deliver outstanding customer experiences. As a Microsoft Teams native contact center solution, ice allows users to handle all interactions within a single interface. Founded in 1987 and headquartered in Markham, Canada, ComputerTalk powers enterprise-class contact centers for organizations across the globe.

For more information, visit us at computer-talk.com.



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