

# Instant Chime for The **Wise Enterprise**



## INSTANT CHIME FOR IBM Sametime®

### ENTERPRISE CLICK-TO-CHAT SOLUTIONS FOR SMARTER SERVICE DESK OPERATIONS

**Sametime** enable your internal and/or external help desks with Chime to provide better service levels, faster problem resolution, and extend the value of your enterprise investments.

**CONNECT** your employees and help desk agents with single-click chat access to support for lower average speed to answer.

**EMPOWER** your service desk operations with expert answers for higher first call resolution rate and faster case resolution.

**BOOST** your agent productivity with multiple concurrent chat sessions to manage more cases with fewer resources without impacting load volume or staffing levels.

**INSTALL** Chime in 90 minutes or less to minimize impact on your resource-constrained IT staff.

**INTEGRATE** Chime with your existing enterprise platform to facilitate problem resolution with access to employee data and get more traction out of your investments.

**GROW** your support services across the enterprise as needed with unlimited use cases for click-to-chat from level one support to recruitment and internal sales training.

### TECHNICAL REQUIREMENTS

- Windows Server 2008 R2 or Windows Server 2012.
- IBM Sametime 8 or 9
- Apache Tomcat 7 or Apache Tomcat 8 or IBM Websphere
- Microsoft SQL Server, SQL Express, or IBM DE2

### KEY BENEFITS

Chime-enable your service desk operations and get your employees back to work faster.

- Increase agent productivity with concurrent chat session management
- Improve employee satisfaction with easy access to help and seamless escalation from IM to voice to video or screen sharing
- Identify service trends through real-time activity monitoring and reporting
- Add value and traction to your IBM Sametime platform investments