

INSTANT SOLUTION

IBM Techline and Instant Queue Manager for IBM Lotus Sametime

The Customer: IBM—Techline

IBM Techline provides pre-sales technical support to both IBM and IBM Business Partner sales teams. Techline specialists are deployed close to sales teams and understand the local business environment, but are also part of a global organization.

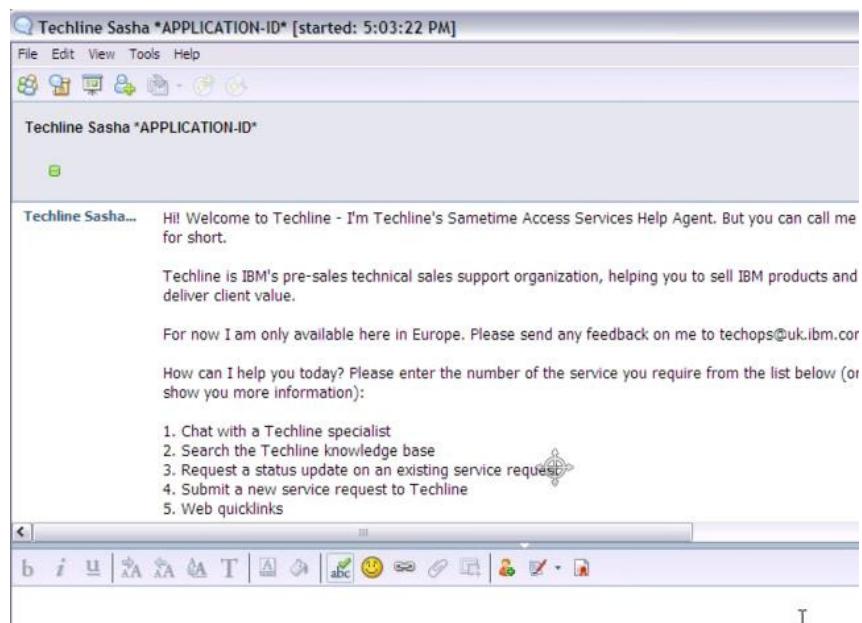


IBM Techline's Challenge: Continually improve level of service to IBM users

IBM Techline wanted to take their service to the next level and add improved click to chat capabilities as a way for IBM employees, anywhere in the world, to access technical sales support. Since they support a global deployment it was necessary to find a solution that would allow up to 50 concurrent users to interact with approximately 200 specialists. Specialists are divided into approximately 10 queues, and users must be routed to a corresponding specialist according to the user's geography and the specialist's Sametime status. The three major requirements of the project included ability to provide **chat routing using specialist hunt groups**, **easy integration with existing business systems** and **allow for implementation of additional services**.

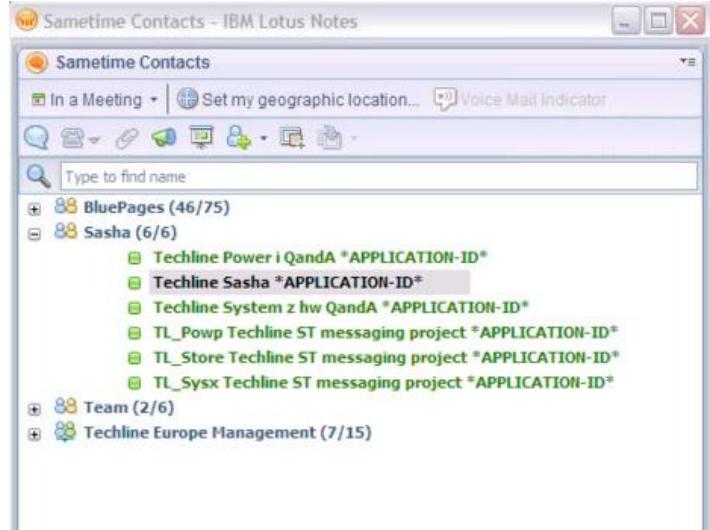
IBM Techline selected Instant Queue Manager which allowed the IBM sales team to:

- ◆ Instantly click to chat with a qualified Techline specialist
- ◆ Quickly and easily search the knowledge base from their Sametime client
- ◆ Submit service ticket requests via their chat window
- ◆ Leverage IBM's existing Sametime infrastructure.



Instant Solution: Instant Queue Manager

- ◆ Instant Queue Manager adds the benefits of global, real-time access to technical specialists
 - ◆ Provides a single source for immediate, expert assistance
 - ◆ Increases employee productivity
 - ◆ Integrates with Techline's existing ticketing system and integrates with IBM blue pages
 - ◆ Shortens sales cycles
- ◆ Displays queues on buddy lists or portal pages
 - ◆ Users can seek help from within Sametime or from anywhere in the world via a web browser
 - ◆ Provides immediate access to helpful experts via IBM Lotus Sametime
- ◆ Experts may use a Sametime client and may reply with 'canned' responses from a central knowledge base
 - ◆ Experts may be found anywhere in the world
 - ◆ Ensures consistent answers to common questions
- ◆ All activity is logged to central database
 - ◆ Provides metrics on Techline's ability to meet target service levels
 - ◆ Tracks specialized staff efficiency for use in employee performance reviews
 - ◆ Automatically retains copies of all interactions for internal auditing and traffic analysis



The Results: Seamless Integration, Improved Customer Service

Richard Brader, Global Techline—Business Support, took it upon himself to search for a new chat solution that was integrated with Sametime as well as all other existing business systems.

"We've been able to achieve a very high level of integration with our existing business systems," says Richard Brader. "As well as integrating our corporate Sametime chat infrastructure, we also link in to our corporate directory services to use standard groups as the specialist chat hunt groups, thereby greatly simplifying our administration"

The benefits of Instant Queue Manager were felt immediately. Once a chat session is established a service request is automatically generated and linked into the call management system. This saves specialists a lot of time and provides an accurate record of all chat requests initiated by IBM users.

About Instant Technologies

Instant Technologies specializes in developing social applications for the enterprise including products for IM compliance, IM administration, and help desk applications. Instant Technologies is a Lotus Advanced Business Partner and a Microsoft Certified Partner headquartered in Portsmouth, NH.

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