

## I N S T A N T   C A S E   S T U D Y

## Internal Helpdesk and Instant Queue Manager for IBM Sametime

**The Customer: A Global IT Company—Internal Helpdesk**

A global IT company operates an internal helpdesk providing support for internal end users located in North America, Europe, Australia and New Zealand. The helpdesk provides support for a variety of environments including Windows, Lotus Notes, VPN, etc.

**Customer Challenge: Improve internal helpdesk efficiency**

The internal helpdesk wanted to provide the end user another avenue for support opposed to calling the helpdesk or opening a support ticket. Click-to-chat was a new service offering for the helpdesk and it was critical for the following business issues to be fulfilled;

- Integration with existing Sametime infrastructure
- Scalability—provide the ability to quickly create additional chat support queues
- Robust charting and reporting

“The end users are extremely satisfied with the implementation of chat,” stated the IT Helpdesk Architect. “Since they are not tied to a phone they can continue to work while they are waiting for the agent to answer their request, and investigate their issue.”

**The Result: Improved support response and increased productivity**

Instant Queue Manager has enabled the helpdesk agents to work on more than one issue at a time. This is a huge advantage over phone support, where the agent can only work with one user at a time.

As a global enterprise, the company has end users that speak a variety of languages, and accents are always a concern via phone support. Chat support helps to neutralize the accent barrier between the end user and the helpdesk agent and also leads to higher customer satisfaction.

Since both the end user and helpdesk agent are utilizing the Sametime client, they are able to use a majority of rich client features, including the screen capture feature. The end user can send screenshots of their environment which helps the agent quickly identify the issue. In addition, the agents can send the end users a series of steps that they need to perform, or a link to an existing procedure.



## The Solution: Instant Queue Manager for Helpdesk Enablement

Instant Queue Manager improves help desk efficiency, ensures consistent answers to common questions, helps identify employee productivity and provides real time access to sales staff and customer support. With Queue Manager, the helpdesk leveraged existing platform investments in areas such as Sametime, Internal Web Portal and Linux server.

### Sametime

- All internal employees already use Sametime. Since Queue Manager utilizes the existing Sametime clients they were able to leverage an application that both the end user and the helpdesk agent were already familiar with and have installed on their systems.
- Deployment of Queue Manager utilizes their existing Sametime infrastructure. Since they were able to deploy in this fashion, the customer did not need to setup additional infrastructure for chat servers, which converts to cost savings.

### Internal Web Portal

- The company's internal web portal is the main site that end users visit for support, therefore, integration of chat into the portal was extremely important. Integration was a little more complex than just adding a chat feature. The company did not want to provide the end user the ability to start a chat request unless the queues were online, agents were logged into the queue and available to receive the request. The Queue Manager API's provided capability to quickly perform these checks prior to displaying the chat option.
- The Queue Manager API's also provide the capability to send end user information to the chat system, which is then exposed to the helpdesk agent within their Sametime window. When the agent receives the chat request, they already have all the end user's information (question/problem, serial number, location, geography, etc.). This helps to reduce end user frustration and allows the agent to quickly start analyzing the end user's issue.

### Server (Linux)

- Queue Manager is successfully installed and running on a VM Linux Red Hat server. Deploying into a Linux server (strategic server for organization) provides stability, and a lower infrastructure and support cost.

#### About Instant Technologies

Instant Technologies specializes in developing innovative, enterprise-class compliance and productivity solutions for IBM Lotus Sametime and Microsoft Office Communications Server, including IM archiving and compliance, IM click to chat applications, and IM administration tools. Instant Technologies is an IBM Lotus Advanced Business Partner and a Microsoft Silver ISV Partner based in Portsmouth, NH.