# INSTANT QUEUE MANAGER V4.6

IM Help Desk Routing Made Simple with Click-to-Chat

Instant Queue Manager 4.6 extends the Instant Queue Manager platform and includes new features and updates requested by large call center deployments. With a focus on extending the ability to monitor and measure agent productivity, Queue Manager 4.6 contains significant updates to the reporting module with support for over 20 new charts and metrics. In addition to reporting updates, Queue Manager expands the monitoring and logging of expert availability and new functionality for time spent by experts on After-Chat-Work tasks (ACW). For administrators, a new module is available to schedule queue availability and provide the ability to roll-over customer requests to additional queues.

What's New in Queue Manager 4.6

- Ability for queue to be enabled on a pre-determined schedule
- Queue rollover function will determine if a user has been waiting too long on a specific queue and roll it over into a new queue
- Ability for the queue to "reach out" and connect a queue to a user that is logged into the system
- Ability to broadcast messages to all waiting seekers in a queue (i.e. – "we are aware of the outage and are working on it")
- Added support for XMPP based queues, thereby allowing the system to support new IM service layer XMPP
- Added privacy list management via the Queue Admin UI
- Created 3 new charts for ACW (after call work) mode
- Added new click to chat icons for customers to download and add to their click to chat UI
- Major updates to all developer documentation
- Admin UI now supports IE10
- Ability to set custom values from a web portal and add to text resources
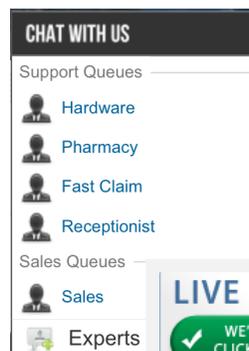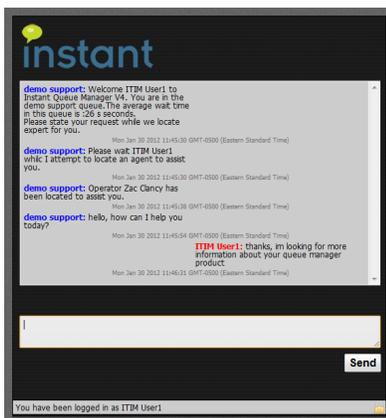
KEY BENEFITS

- Improve help desk response time by providing employees and customers with immediate access to experts and agents

- Provide help desk managers with metrics on inbound chat requests

- Route employees and customers based on VIP and other status levels

- Provide decision makers with more than 40 metrics and charts necessary to monitor and improve the help desk environment

- Leverage IBM Sametime environment to provide customers and employees with immediate access to experts and internal support agents

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IM Click To Chat for the Enterprise

Ready for Mobile—Access Help from Various Devices
The mobile web client is supported on both Apple iPad and Android devices.

Queue Experts— Improve Agent Efficiency
- Experts use familiar IBM Sametime client
- Ticketing integration and ACW (after call work) increase agent efficiency
- Roll over IM requests to secondary queue if no agents are available
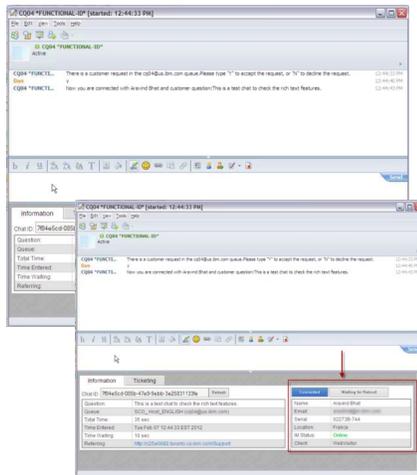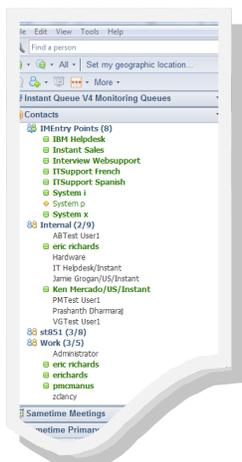
USE CASES

- Place IM queues on internal portal pages to provide immediate access to IT support

- Enable click to chat links on external website for real time access for web visitors

- Route VIPs to specialized help desk and sales people in order to increase sales and provide real time support

- Integrate IM help desk queues with Microsoft Sharepoint or IBM Connections

- Generate IM help desk reports providing decision makers with information on system utilization

- Multi-lingual expert help desk support to ensure clear and efficient IM communication

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 Silver ISV Partner headquartered in Portsmouth, NH.

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