

INSTANT QUEUE MANAGER V4.5

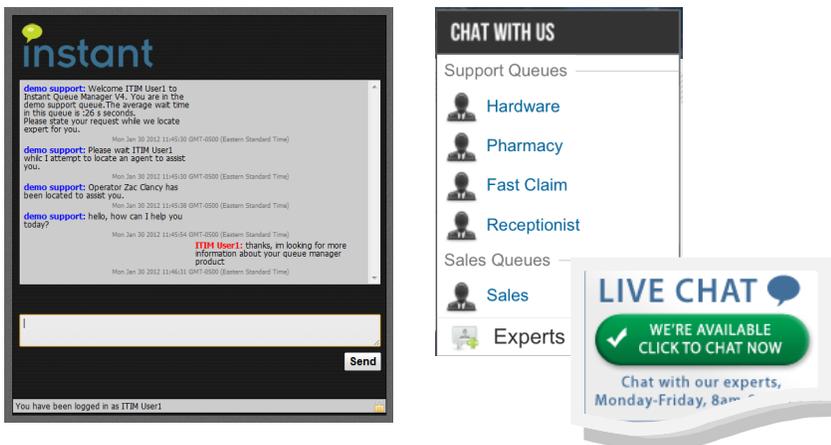
IM Help Desk Routing Made Simple

Instant Queue Manager 4.5 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 4.5 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 monitor queue availability and provide immediate notifications of queue outages or interruptions.

• 20 New Charts— Manage What you See



• Great Web Client Experience—You Customize



BENEFITS

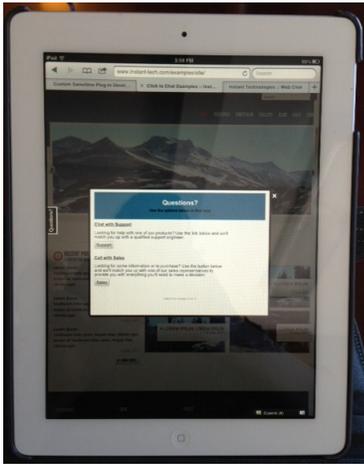
- Improve help desk response time by providing employees and customers with immediate access to experts and agents
- Provide help desk managers with metrics on inbound chat request
- Route employees and customers based on VIP and other status levels
- Provide business decision makers with more than 40 metrics and charts necessary to monitor and improve the help desk environment
- Leverage your IBM Sametime environment to provide customers and employees with immediate access to experts and internal agents

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IM Click To Chat for the Enterprise

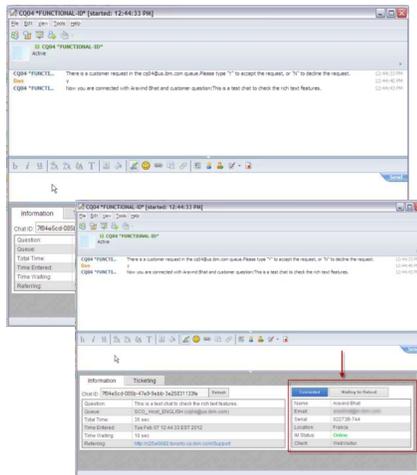
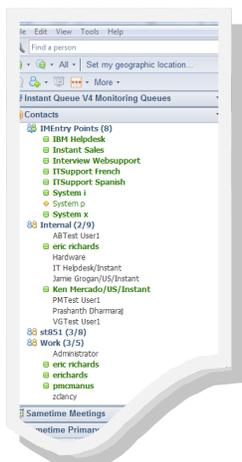
- **Ready for Mobile—Access Help from Various Devices**

Instant web client is supported on both Apple iPhone, iPad and Android devices. An export can launch their Sametime client and pick up a queue on their mobile device. Users can also use Queue Manager on any mobile device and launch a chat client. Queue Manager is built using HTML, AJAX, JavaScript and CSS to ensure compatibility on all mobile devices.



- **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 wherever necessary
- Expose click to chat links on external web sites to help web visitors in real time
- Route VIPs to specialized help desk and sales people in order to increase sales and provide real time assistance
- Integrate IM help desk queues with Microsoft Sharepoint or IBM Connections
- Generate reports on IM help desk usage and provide business decision makers with information on system usage and utilization
- Help desk experts may be located in various countries and support multiple languages. IM based conversation may be easier to understand and route than traditional phone based help desks.

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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