

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

Real-time Help Desk Enablement with Queue Manager and IBM Sametime

The Customer: Global Financial Services Organization

A leading international financial services organization providing a diverse range of protection and wealth accumulation products and services to individuals and corporate customers. Chartered in 1865, the company and its partners today have operations in key markets worldwide, including Canada, the United States, the United Kingdom, Ireland, Hong Kong, the Philippines, Japan, Indonesia, India, China, Vietnam and Bermuda.

The Challenge: Seamless Global Help Desk Enablement with Sametime 8.5

The customer needed a stable and flexible real-time internal help desk solution that could integrate with several business units and improve the support process on a global level. The customer wanted to improve global support services through ease of access to experts, mobile text support capabilities, interview functionality and detailed logging and reporting. Seamless integration with IBM Sametime was critical due to widespread use and core business dependency. Improved support response time was required to improve the current 24-48 hour turnaround time via email or phone.

The Solution: Instant Queue Manager

Instant Queue Manager is the customer's "virtual receptionist" which utilizes the existing Sametime environment to filter incoming requests from thousands of customers and direct them to the subject matter expert most qualified to respond to their issue. The customized monitoring panel also allows other experts to be added to the discussion in real-time or transfer a queue to another department more suited to resolve their request.

"Instant Queue Manager leverages our existing Sametime and Lotus Notes infrastructure and investment therefore making queue set-up extremely easy for end users with minimal training required," commented the Manager of Knowledge Management, Business Process and Enablement.

Several business areas have already realized increased productivity and customer satisfaction. Extensive measurement and reporting tools allows management to review in real-time queue statuses and system traffic and usage to adjust and optimize efficiencies in the workflow.

**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.