

# INSTANT LIVE SUPPORT

## Presence Awareness for High-volume, Real-time Help Desk Operations

### Your Business Dilemmas

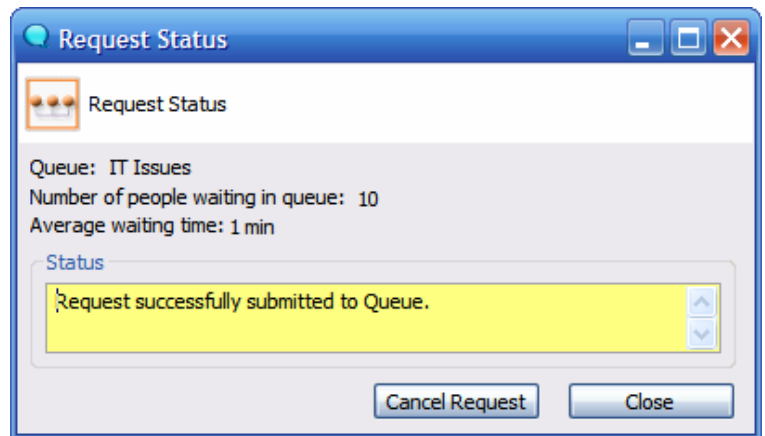
Do you need to increase productivity by giving employees immediate access to the help they need to do their jobs effectively?

Do you need to improve help desk efficiency and increase your first-call resolution rate?

### Instant Solution: Instant Live Support

Instant Live Support adds the benefits of presence awareness and real-time access to helpful experts to high-traffic help desk operations.

- ◆ Provides a single source for immediate, expert assistance
  - ◆ Increases employee productivity
  - ◆ Improves help desk efficiency
  - ◆ Improves first-call resolution rate
  - ◆ Minimizes reliance on trouble tickets
- ◆ Displays queues on buddy lists or Websphere portal pages
- ◆ Deploys as a Sametime 7.5x or 8.x client plug-in
  - ◆ Users who might request assistance receive one plug-in; experts who can offer assistance receive a different plug-in so they can see who is waiting for help and who is being helped
- ◆ Uses Sametime awareness and chat UI
  - ◆ Zero user training required
  - ◆ Provides immediate access to helpful experts via IM
  - ◆ Experts can self-manage their availability to provide help
- ◆ Distributes Requests Evenly
  - ◆ Each expert assumes an equal share of the workload
  - ◆ Wait time is minimized



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- ◆ Experts may reply with 'canned' responses from a central Notes database
  - ◆ Provides faster response times
  - ◆ Ensures consistent answers to common questions
- ◆ All activity is logged to central database
  - ◆ Provides metrics on your ability to meet your internal target service levels
  - ◆ Tracks help desk staff efficiency for use in employee performance reviews
  - ◆ Automatically retains copies of all interactions for internal auditing and/or external compliance requirements

### How it Works

- ◆ A user submits a new request for help by clicking on a queue name in their Sametime Connect client
- ◆ The user receives an automatic response advising them that their request has been received and of their position in the queue
- ◆ An expert monitoring the queue sees and accepts the request
  - ◆ Other experts can see that the request has been picked up
- ◆ The conversation is logged to central database
  - ◆ Expert can immediately add comments to the record to indicate if the issue was resolved or whether additional action must be taken

"Instant Live Support scales easily, even during peak periods in our always-busy support center."

"The logging feature immediately lets us see who replied to which request and how many queries we have handled."

"Instant Live Support instantly puts expert assistance at our users' fingertips so they can do their jobs faster and better."



### 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, IM queue management, persistent chat rooms, IM bot development, buddy list administration, and more. Instant Technologies is a Lotus Advanced Business Partner and a Microsoft Registered Partner headquartered in Durham, NH.