



Instant Queue Manager v4

Real-time Help Desk and Customer Support Operations

Instant Queue Manager v4 is the next generation in IM-based help desk and customer support applications

Introducing Instant Queue Manager v4

Instant Queue Manager v4 is the latest release of Instant Technologies' award-winning IM help desk application. We at Instant always listen closely to our customers' feedback; as a result, our developers invested a massive amount of effort to deliver your most-sought capabilities: enhanced measurement and reporting, monitored queues, interviews, a browser-based administrative console, a new Ajax-based web client, and more.

Measurement and Reporting

We completely rewrote Queue Manager's entire measurement and reporting system. V4 includes twenty-six charts out-of-the-box, five of which are enabled for multi-level drill-down.

Monitored Queues

Monitored queues will be extremely helpful in help desk environments, particularly in large organizations. Monitored queues include a real-time, flex-based dashboard showing all queue traffic.

Interviews

Interviews enable you to filter inbound customers through a decision support tree to qualify their needs and then direct them to the appropriate queue. These IM-based trees are customizable, extensible, and very easy to create. And with v4's Groovy integration, customers can easily shift conversations from an interview to custom Groovy extensions.

Browser-based Configuration

Your number one request! Queues, interviews, and all administrative tasks are now available from v4's browser-based interface.

Supports Popular Enterprise IM Systems

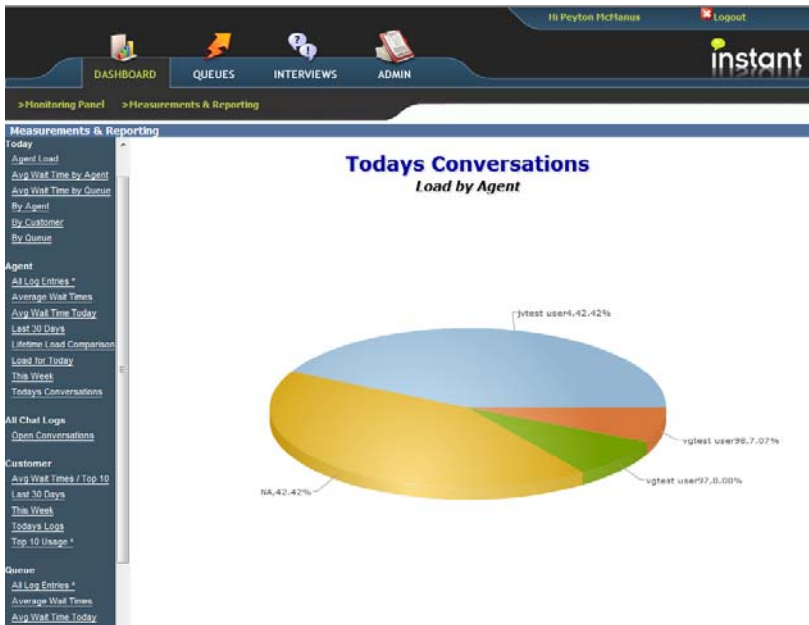
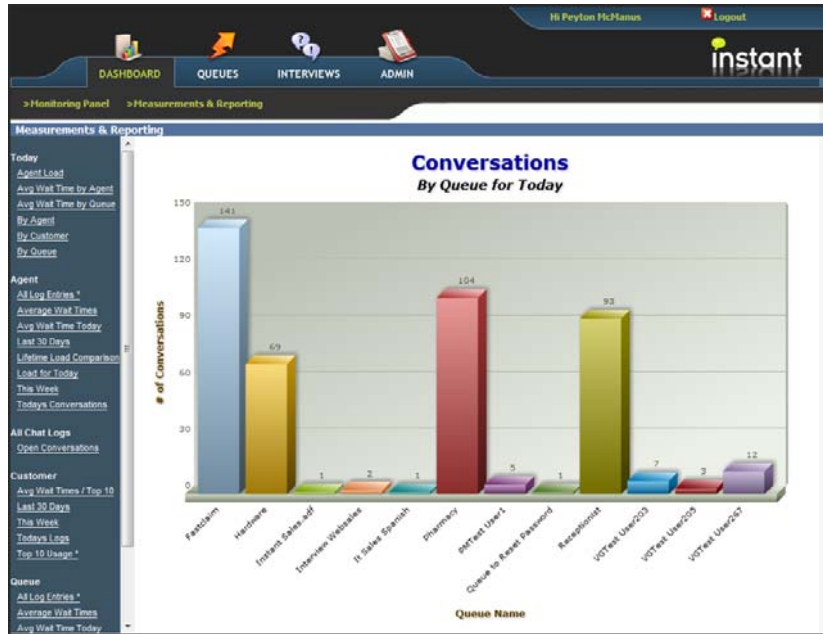
Built on Instant's enterprise IM abstraction layer, Queue Manager v4 supports Lotus Sametime, Microsoft OCS, and XMPP-based systems.

Feature Matrix: Instant Queue Manager v2.6 Compared to v4	v2.6	Measurement & Reporting *	v4
	* Note: Measurement & Reporting capabilities are included in v4 and available as an optional upgrade in v2.6		
Support for broadcast queues	✓		✓
Hunt group search patterns	✓		✓
Round-robin IM searching	✓		✓
Email IM conversation at end of chat	✓		✓
Queues can be deployed within Sametime buddy list	✓		✓
Queues can be deployed on internal portal	✓		✓
Queues can be deployed on extranet	✓		✓
Windows Service Manager to manage queues	✓		✓
Four Charts provided	✓		✓
Windows-based application to create/configure queues	✓		✓
Ability to transfer tokens from web page to queue	✓		✓
Lotus Notes-based logging database		✓	✓
Flash-based charts show real-time summary of activity		✓	✓
Reporting system with 20 charts on system traffic and usage		✓	✓
Charts support copying data to clipboard		✓	✓
Drill-down support within primary charts		✓	✓
Support for monitored (watched) queues			✓
Support for surveys at end of conversation			✓
Browser-based queue configuration			✓
Browser-based administration			✓
Browser-based control panel to start/stop queues			✓
Administrators and managers can watch all queue traffic			✓
Expert provided with browser-based monitoring panel			✓
Transfer conversations within browser-based application			✓
Sametime plug-in based monitoring panel			✓
Integration with Remedy ticketing system			✓
Extensible API			✓
Groovy-based script language			✓
Custom properties can be transferred to queues			✓
Ajax-based web client - no need for ST Links Java applet			✓
Multi-level IM interviews			✓
Browser-based application to create and edit interviews			✓
Interviews can transfer to queues			✓
Interviews can call custom Groovy code			✓
Interview integration with Javascript			✓

Overview: Key Enhancements

Measurement and Reporting

Instant Queue Manager’s measurement and reporting system has been redesigned to provide executives, managers, and administrators with the information necessary to monitor queue activity and to quickly identify trends. Charts are dynamically produced based on real-time information and presented in a clear and compelling format.



Information has been optimized to quickly display important data based on queue usage for areas such as conversations for today, chats by agent, summary chats by queue, and snapshots by time (eg, by month or by year).

Overview: Key Enhancements

Monitored Queues

V4's Monitored Queues enable customer support representatives, managers, and administrators to watch (monitor) queue activity in real-time. Multiple browser-based and plug-in based consoles provide CSRs and managers with immediate visibility into queue activity, queue load, and customer status.

The screenshot shows the 'Monitoring Panel' interface. At the top, there are navigation tabs: DASHBOARD, QUEUES, INTERVIEWS, and ADMIN. Below these, there are links for '>Monitoring Panel' and '>Measurements & Reporting'. The main content area is titled 'Instant Technologies - Monitoring Console' and shows the 'Expert: Peyton McManus (CN=Peyton McManus/OU=US/O=Instant)'. A table lists various queues with columns for Waitin, Name, Connected, Max. Waiting Time, Status, Experts, and LoginID. The 'Fast Claim' queue is highlighted. Below this, there is a 'Queue Name: Fast Claim' section with buttons for 'Transfer Visitor', 'Pick Visitor', and 'Refresh'. A second table shows visitor details with columns for Visitor Name, Query, State, Waiting Time, Connected Time, and Expert Assigned. The version number 'Version 1.0.9 01 APR 2010' is visible at the bottom right.

This screenshot shows a chat window titled 'Fastclaim [started: 10:12:54 AM]' overlaid on the monitoring interface. The chat window shows a conversation between 'Fastclaim' and 'Peyton McManus'. The chat window has a toolbar with various icons and a 'Send' button. Below the chat window, the queue table from the previous screenshot is visible, showing visitor details for 'CN=Bill Bolts/OU=ACME/O=Instant', 'CN=Keith Carbonneau/OU=US/O=Instant', and 'CN=Jamie Grogan/OU=US/O=Instant'. The version number 'Version 1.0.9 01 APR 2010' is visible at the bottom right.

Customer service representatives may monitor queues using either a browser or a Lotus Sametime plug-in. Conversations are retrieved from the queue and routed to the CSR using a standard Lotus Sametime client.

Overview: Key Enhancements

Interviews

Interviews enable you to filter inbound requests through a decision support tree to qualify users' needs and then direct them to the appropriate queue. These interviews are similar to phone-based IVR systems and can be completely customized to meet unique and specific requirements. Common use-case scenarios include employee help desk self-service and automatic routing of inbound customer inquiries based on language, geography, or product.

Interviews are created and managed using a browser application:

Interviews	Name	Description	IM Entry Point	Type
<input type="checkbox"/>	Interview Websupport	Interview to Monitor Support	Interview Websupport	Development
<input type="checkbox"/>	Interview Websales	Interview to Monitor Sales	Interview Websales	Development
<input type="checkbox"/>	PM_Move to monitored queues		PMTest User 1	Testing
<input type="checkbox"/>	US Interview	US Interview	US Interview	Testing
<input type="checkbox"/>	Suggestion_Bot_Transfer_IAgent		JBTest_User5	Testing
<input type="checkbox"/>	Suggestion_Bot_Transfer_GControl		JBTest_User7	Testing

Total Interviews: 6 Page : 1 of 1

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Interviews may be defined to provide any decision support tree. This interview will be communicated to the customer using standard IM conventions via their standard IM client.

Interview

BASIC **DEFINITION** ADVANCED

Collapse All | Expand All

- NavigatorTree
 - Welcome
 - Existing Customer
 - Europe
 - English
 - Question about ITS
 - Question about Queue Manager
 - Question about BLA
 - Other Questions
 - Spanish
 - Pregunta acerca ITS
 - Pregunta acerca Queue Manager
 - Pregunta acerca BLA
 - Otras preguntas
 - French

Add Node
Remove
Edit Node