

# INSTANT QUEUE MANAGER

## Enterprise Click to Chat for IBM Lotus Sametime

### Your Business Dilemmas

You need to increase sales by giving web visitors access to a specialist in real time

You need to increase productivity by giving employees immediate access to a help desk professional

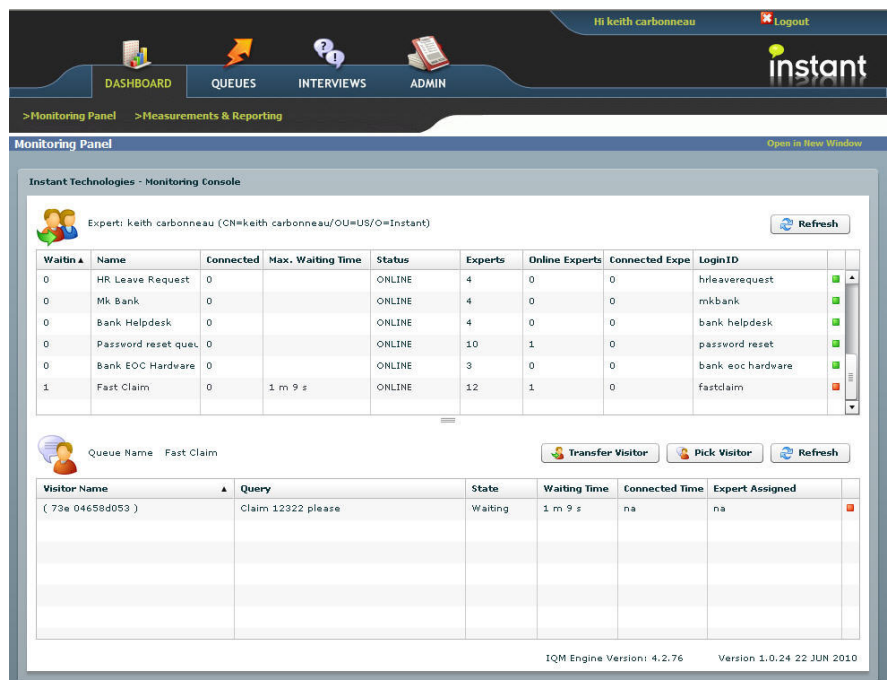
You need to provide enterprise Click to Chat, or live sales support on your intranet or web site

You need to shorten your sales cycle and improve customer satisfaction by giving customers real-time access to sales staff and customer support

### Instant Solution: Instant Queue Manager

Instant Queue Manager improves help desk efficiency, ensures consistent answers to common questions, helps identify employee productivity and provides real time access to sales staff and customer support.

Click to chat and give employees and/or customers instant access to helpful experts using instant messaging. Monitor queues in real-time with a dashboard to show all queue traffic. Display high level charts of queue traffic organized by year or drilled down to the hour and export them to Excel. Let the decision support tree filter inbound customers to qualify their needs and then direct them to the appropriate queue automatically. Immediately include other experts or other Sametime users not defined as 'experts' in Instant Queue Manager - into the queue-based discussion. Transfer between queues and share screens and important links any time.



Monitoring Panel

Waitin	Name	Connected	Max. Waiting Time	Status	Experts	Online Experts	Connected Expe	LoginID
0	HR Leave Request	0		ONLINE	4	0	0	hrleavequest
0	Mk Bank	0		ONLINE	4	0	0	mkbank
0	Bank Helpdesk	0		ONLINE	4	0	0	bank helpdesk
0	Password reset quel	0		ONLINE	10	1	0	password reset
0	Bank EOC Hardware	0		ONLINE	3	0	0	bank_eoc hardware
1	Fast Claim	0	1 m 9 s	ONLINE	12	1	0	fastclaim

Visitor Name	Query	State	Waiting Time	Connected Time	Expert Assigned
( 73e 04659d053 )	Claim 12322 please	Waiting	1 m 9 s	na	na

Queue Manager - Monitoring Panel

### Requirements

Lotus Domino 3 and above (pre-installed), Lotus Sametime 3 and above (pre-installed), Lotus Sametime Client 3 and above.

# INSTANT QUEUE MANAGER

## Enterprise Click to Chat for IBM Lotus Sametime

### 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.

### Monitored Queues

Monitored queues include a real-time, flex-based dashboard showing all queue traffic. Monitor which customer or employee is waiting for help; how long he has been waiting and which expert is helping the customer or employee.

### Measurements and Reporting

Twenty-six charts out-of-the-box, five of which are enabled for multi-level drilldown. Create animated, interactive charts quickly and easily in order to measure traffic in your queue system; Display high level information organized by year or drilled down to the hour; quickly filter usage by users and export them to Excel; View browser based reports from the Queue Manager database.

### Screen and Link Sharing

Push helpful URLs or links straight through the client interface or Support agents can start screen shares any time, if needed.

### Invite Others or Transfer Between Queues

Immediately include other experts - or other Sametime users not defined as 'experts' in Instant Queue Manager - into the queue-based discussion or transfer between Queues.

### Supports Popular Enterprise IM Systems

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

### Browser-based Configuration

Your number one request! Queues, interviews, and all admin tasks are now available as a browser-based interface.

### Canned Responses

Improve efficiency and ensure consistent answers to questions with Canned Responses from a central notes database.

Name	Description	JEntry Point	Category	Language	# Experts	Managers	Created By
<input type="checkbox"/> Andrew Group Test		JTest User4		English	9		Andrew Brousseau
<input type="checkbox"/> Andrew Queue 1		JTest User1	Testing	English	3		Andrew Brousseau
<input type="checkbox"/> Andrew Queue 2		JTest User2		English	11		Andrew Brousseau
<input type="checkbox"/> Andrew Queue 3		JTest User3		English	4		Andrew Brousseau
<input type="checkbox"/> Bank EOC Hardware	This is the EOC Hardware Queue	Bank EOC Hardware	Testing	English	4		Mark Klensmidt
<input type="checkbox"/> Bank Helpdesk	General questions about using ...	Bank Helpdesk	Testing	English	5		Mark Klensmidt
<input type="checkbox"/> Developers Support	Umesh Test Queue	Developers	Development	English	12		VGTest User90
<input type="checkbox"/> Fast Claim	Text resource master - peyton ...	Fastclaim	Testing	English	12		Administrator
<input type="checkbox"/> Hardware	The hardware queue is where qu...	Hardware	Testing	English	18		Administrator
<input type="checkbox"/> HR Hiring and Career Developme...	ST802 - HR model Hiring and Ca...	HRHiringCareerDev	Demonstration	English	4	Bart Dunlap, John J...	Mark Klensmidt
<input type="checkbox"/> HR Leave Request	ST802 Server, HR queue for Lea...	HRLeaveRequest	Demonstrations	English	4	Bart Dunlap, John J...	Mark Klensmidt
<input type="checkbox"/> HR Payroll and Benefits	ST802, Queue for general quest...	HRPayrollBenefits	Demo	English	8	Bart Dunlap, Lisa K...	Mark Klensmidt
<input type="checkbox"/> Instant Sales	This is the instant sales queu...	Instant Sales		English	8		Peyton McManus
<input type="checkbox"/> KeyBank Test	Test queue using keybank type ...	HelpDesk Queue/NE/KB...	Testing	English	4		Mark Klensmidt
<input type="checkbox"/> Ml Bank	My Key Bank end to end test qu...	mlbank	Testing	Russian	5		Mark Klensmidt

Queue Manager—Watched queues

### Testimonials

"Instantly puts data at our users' fingertips so they can do their jobs faster and better"

- Help Desk Manager

"We are now able to easily route and manage real-time requests from our web site, without the need for complex Java programming"

- Application Analyst

### 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 Partner headquartered in Portsmouth, NH.

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