



Instant Queue Manager

Easy to define IM queues for IBM Lotus Sametime.

Does your company have internal help desks, or sales teams, who are bombarded with questions and requests from all parts of the organization? Instant Queue Manager solves this problem by creating virtual queues that route IM requests to the next available queue agent - much like a virtual IM receptionist.

No internal help desks? How about creating virtual queues for visitors of your company's website. Using STlinks and Instant Queue Manager you can enable customers and potential customers to gain real-time sales or technical support directly through your website.

Instant Queue Manager enables the quick development and deployment of virtual Lotus Sametime IM queues.

- Virtual IM Receptionist
- Immediate IM Access to Experts
- Help Desk Solution

FEATURES

- **Virtual IM Receptionist** Easily create and manage Lotus Sametime based IM queues.
- **Wizard Based Development** Quickly create Sametime based IM queues.
- **Prioritize** Easily define a list of queue participants. Route incoming requests to all queue participants or sequentially by order of priority.
- **No Programming Required** Let our programmers create the application and extend core functionality. You focus on creating useful instant messaging queues.
- **No Client Installation** Your users already have a Sametime client on their desktop. That's all that is necessary with the Instant Queue Manager.
- **Leverage your existing Lotus Sametime Environment** Works with Sametime 3.0 and later - including Sametime 7.5 and Sametime 8.0.
- **Mobile Access** Available from mobile devices such as PDAs or cell phones.
- **Log and Monitor Activity** Database tracks all queue activity.
- **Efficient** Queues allow the most efficient access to experts to resolve issues immediately.
- **Agent Flexibility** Agents appear as a single entity to outside parties, agents can opt-out of a queue at anytime.

