

CHIME

**Instant Chime V5
Product Overview
THE WISE ENTERPRISE**



 **instant**

Help Your Employees



How do I fix this hardware

I need another password reset

I'm onboarding and need to be added to a system

Employees get hung up with technology glitches

Chime V5 Core Ideas

- **SAAS** model for quick deployment and management
- Full **FAQ** and **CMS** service for content related to **self-service** and machine learning (for ChatGPT indexing)
- Robust **chat workflow** from very simple -> complex
- **Enterprise ChatBot** + Integration with **Azure AI** services
- Native integration with **Microsoft Teams + Office 365**
- FAQs, dashboards, reporting, workflow, web chat UI, and chat workflow are all **highly configurable**

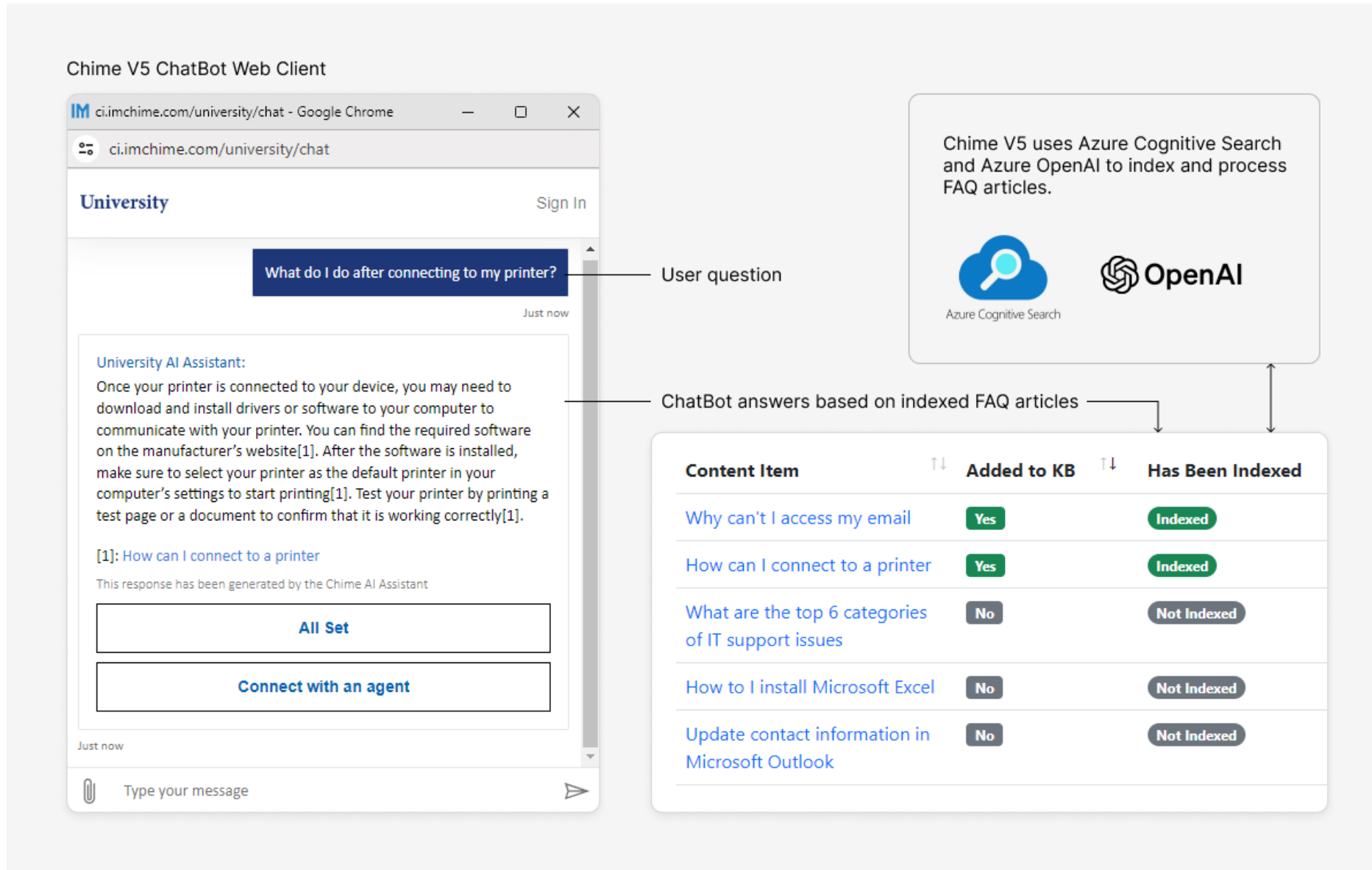
High Level Features

- SAAS design and architecture
- Complex chatbot conversational workflows (card UI, JavaScript, chat components)
- CMS (content management system) for FAQs, KB articles
- Leverage Azure AI services (translation, summary, sentiment, OpenAI models)
- Web chat client with themes
- Reporting, dashboards, and workflow module
- Microsoft 0365 for deployment and 0365 authentication (others may follow)
- Employees can access help using MS Teams on any platform or OS
- Integration with ticketing providers (SolarWinds, ServiceNow, JIRA, Cherwell, InvGate, ZohoDesk) – common UI and functionality

Chime V5 Applications

- **FAQ + Chat Workflow + Reporting = V5 Chat Application**
- **FAQ and CMS**
 - Easy to create
 - Multiple UI experiences
 - Index and search using Azure OpenAI - automatically
- **Chatbot via pipelines (chat workflow)**
- Custom reporting on any info\data captured during session
- Ticketing integration with multiple providers

Use Files and FAQs for Chat Response



Import FAQs from Microsoft SharePoint

SharePoint

Name

Created By : Ben Morris (11)

- Partners.aspx
- Instant Solutions For Healthcare.aspx
- Instant Solutions For Financial Services.aspx
- Partner Program.aspx
- Microsoft Teams Help Desk For Agents.aspx
- Microsoft Teams Help Desk For Employees.a...
- Enterprise Service Desk Using MS Teams.aspx
- University Service Desk Using Microsoft Tea...
- Government Service Desk.aspx
- Global Multi-Language Enterprise Service D...
- Instant Solutions For Public Sector.aspx

Created By : Fikri Ghazi (1)

- How can I connect to a printer - Brother HL-...

Instant Tech...

IM Chime V5

V5 CI Chat Files About

V5 CI 2:16 PM

Chime AI Assistant:
Hello! How can I assist you today?
This response has been generated by the Chime AI Assistant

2:17 PM

How do I connect to the brother printer?

V5 CI 2:17 PM

Chime AI Assistant:
To connect your PC/Mac with **Brother HL-L5100DN** printer, you should follow these steps [1]:

1. Install the Printer Driver.
2. Connect the Printer.
3. Configure Network Settings.

Detailed steps are provided for Wired and Wireless (Wi-Fi) Setup. If you're using a Wired Network Setup, follow the steps specific to your operating system. If you're using a Wireless Network Setup, Brother provides a link to the Easy Wireless (Wi-Fi) Guide [1].

[1]: [How can I connect to a printer - Brother HL-L5100DN](#)

This response has been generated by the Chime AI Assistant

Type a message

Instant Tech...

IM Chime V5

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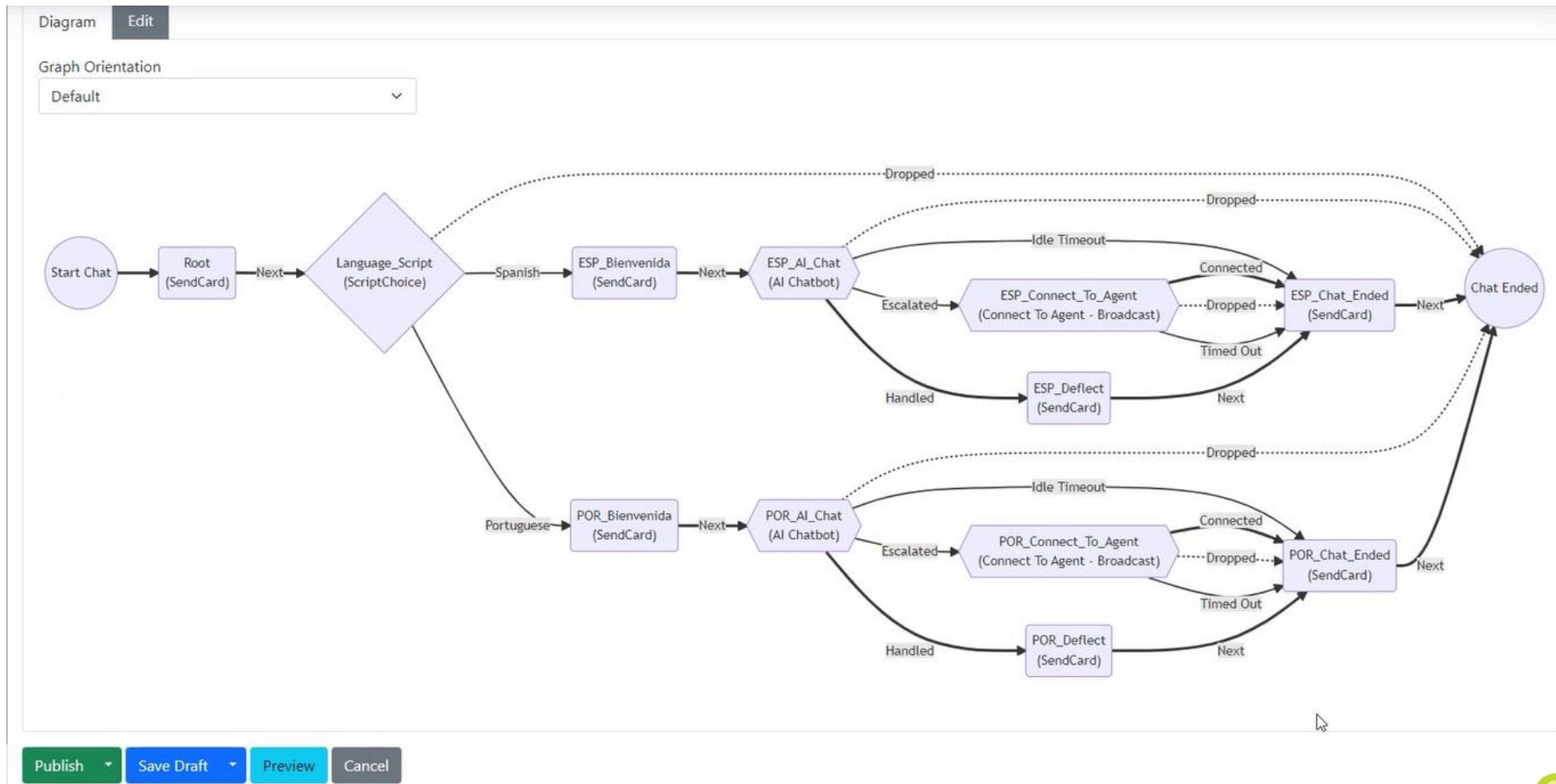
[1]: [How can I connect to a printer - Brother HL-L5100DN](#)

This response has been generated by the Chime AI Assistant

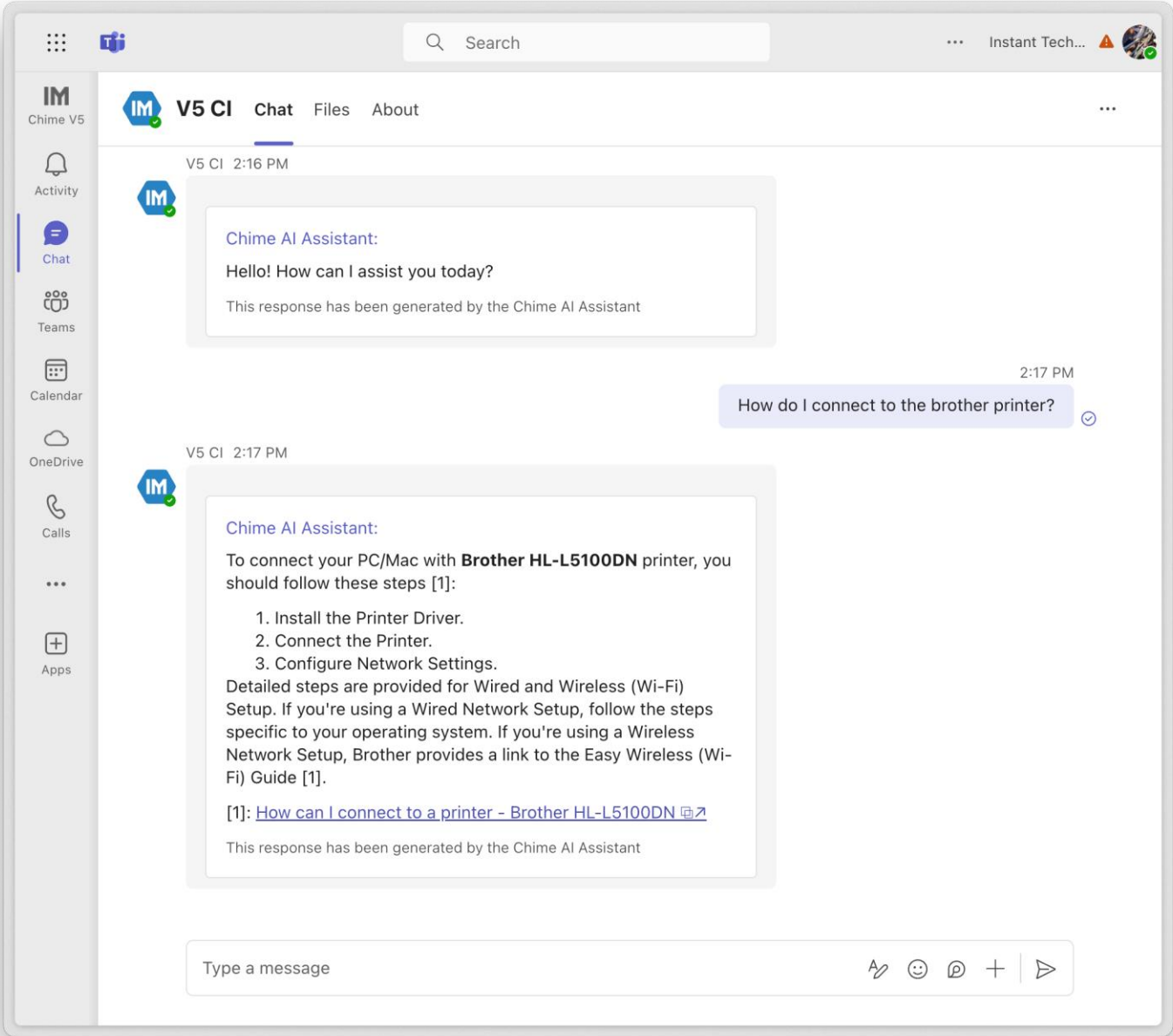
Type a message

Chat Workflow Examples

Select a language, engage with ChatGPT, and optionally route to an agent



Conversational UI from MS Teams




FAQs With Portal Landing Page


Chime V5 AI Features


- **AI Services** are layered across almost all areas of the chat engine and agent UI – document storage designed to support flexible metadata
- Chat workflow engine may call **various AI related** service during or after the lifecycle of a conversation – or as part of a background task
- **Microsoft Azure OpenAI** is used exclusively for AI based services with unique configuration at the tenant level
- **Azure AI Search index**, and data, is segmented at the tenant level (not shared and is private)
- **No data is used to train any custom models** – although public models may be used behind a cognitive index – where index is created based on private data


Help Center



Support Help Center
Instant Technologies Help Center



Simple AI
Talk with A service desk chatbot for support


Training and Development
Get guidance, resources, and training for employees to improve skills and get the most out of internal tools and processes.







HR and Administrative
Assist with inquiries related to benefits, payroll, leave management, and company policies.


Quick Actions 

- [Install imchime.com Certificate](#) 
- [View my Jira Tickets](#) 

My Recent Chats 

Currently showing up to five of your most recent chats.

- [I need help logging into Outlook](#)  Killed
10/18/2024, 1:11:56 PM
- [I need help logging into Outlook](#)  Completed
10/16/2024, 10:24:29 AM
- [I need help logging into Outlook](#)  Completed
10/10/2024, 1:27:02 PM
- [Hi I could use some help with my OpenAI settings](#)  Dropped
10/7/2024, 3:48:59 PM
- [I need help setting up my Printer](#)  Dropped
10/1/2024, 3:48:41 PM

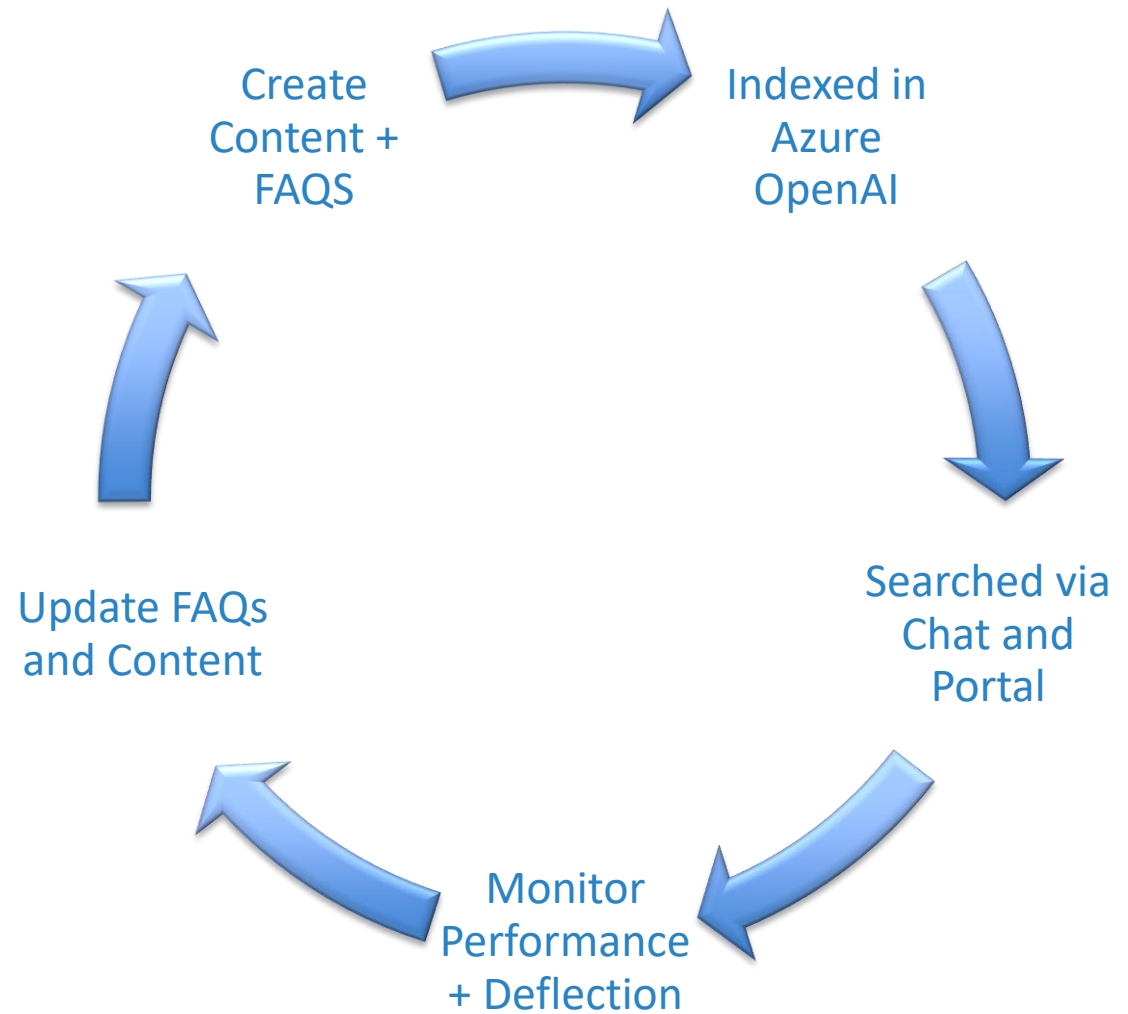
Outages 

We are updating our hosted instances to the latest version on Saturday at 1:00 PM ET Ongoing

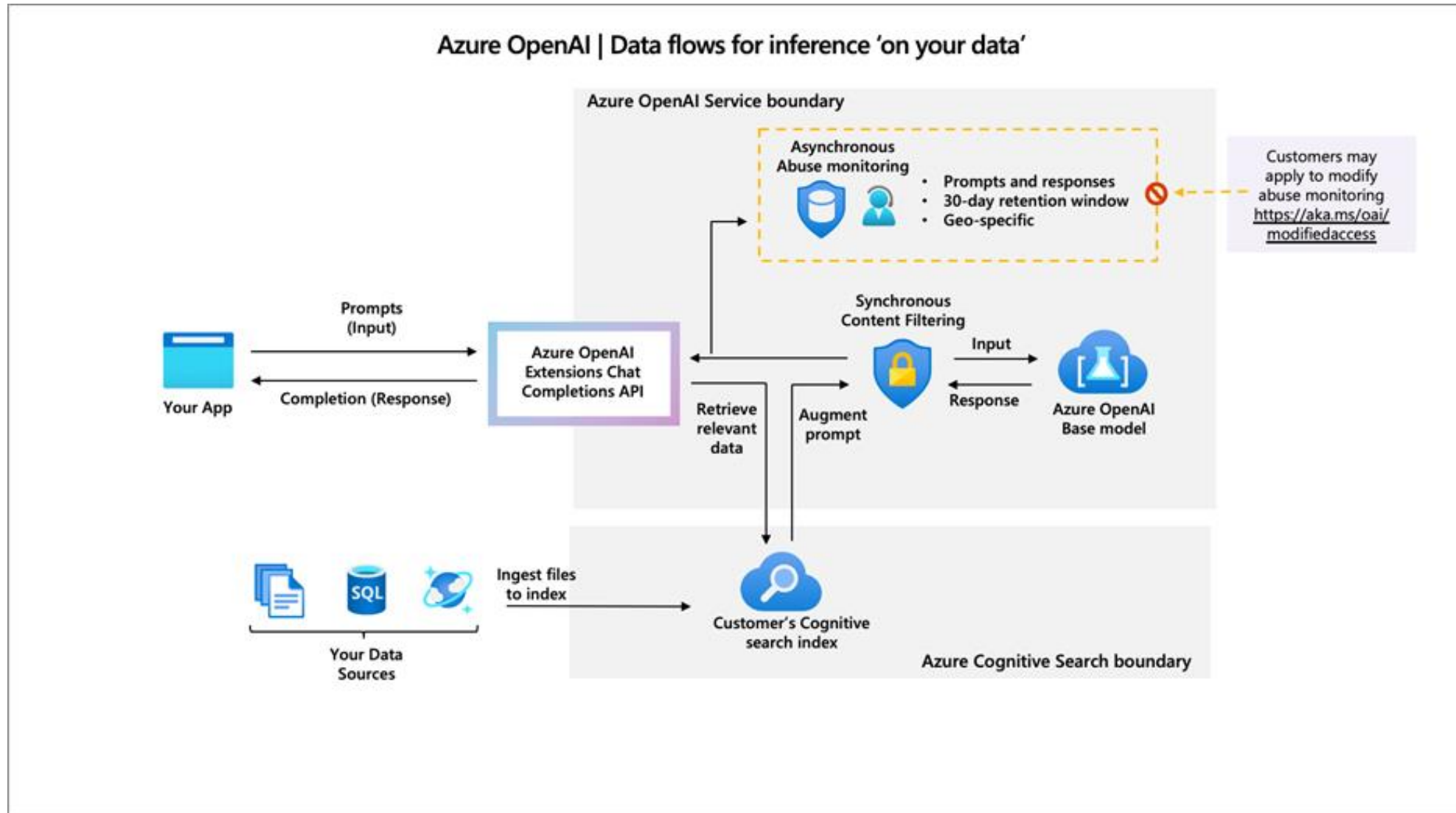
Improve Responses by Managing FAQs

Your Data – To Enhance Not Train

- Chime is built using a content management system
- Content, like FAQs, will be used to help overlay and enhance chat responses
- These searches are exposed via portal, chat, and ChatGPT services
- Your data is not used to train a model
- Your data can be used to enhance the response from a model – and make it specific



Data Flow for Indexed Data



- Agents answer questions in real-time
- Notifications using MS Teams, browser, or maybe email
- Real time language translation at chat level
 - Any language supported by Azure Language Translation (30+) in either direction
- Agent AI Assist for conversation assistance
 - Agent can request help during conversation
 - Feature will show suggestions based on active conversation
- Agent dashboard for notifications
- Agents may be grouped into agent lists

V5 Overview














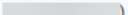




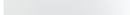














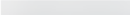




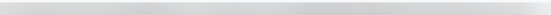











- Can start simple and evolve to complex enterprise chatbot
- 3 feature tiers depending on requirements
- Evaluation may connect to your 0365 lab or production environment
- Features for admin, manager, and agents
- Chat pipelines (workflow) –modular and delivered via feature updates
- CMS is valuable for quickly updating chat replies and answers
- Bring your own data to enhance AI responses
- FAQs automatically manage and update AI response – add FAQs to improve responses and self-service

Chime V5 Technical Components

- Azure Open AI and cognitive search
- Microsoft Bot Framework – for integration and channels
- CMS and ‘Features’ using Orchard
- Microsoft Adaptive Cards – for great chat UI, input, conditional
- Features delivered to instance (Orchard)
- Integration with Azure AI services (FAQ automatically)
- Update Chime dashboards using SignalR
- Real time translation service using Azure Translation

Daily Chats Basic Display

Version 2025.1.2.2684    Available  chimev5tenant 

| | | | | | | |
|--|---|--|---|-------|-------|---|
|  Overview Dashboard |   1/6/2025 12:18 PM - 1/6/2025 12:20 PM |  |  | | | |
|  Active Chats |   1/6/2025 11:28 AM - 1/6/2025 11:30 AM | <p>Question: My webcam is stuck on blurry</p> |  | | | |
|  Reports and Metrics  |   1/6/2025 11:14 AM - 1/6/2025 11:34 AM | <p>Question: My teams is now pulling my old cisco extension as my "number" so if I dial out it shows that I am calling from the falkland islands and if I dial my work phone () from my cellphone it says that my number has been disconnected.</p> |  | | | |
| Chats by Date |   1/6/2025 11:14 AM - 1/6/2025 11:34 AM | <p>Question: Can you pls help enabling screen sharing on teams..</p> |  | 00:17 | 09:54 |  |
| Standard Reports |   1/6/2025 11:03 AM - 1/6/2025 11:05 AM | <p>Question: Hi I am having issues with my new to me computer in that my font seems super thin. Not sure if there's a setting that can fix that easily. I tried several on my own to no avail.</p> |  | | | |
| FAQ Reports |   1/6/2025 10:59 AM - 1/6/2025 11:16 AM | <p>Question: Hello, I have a new laptop and for some reason docker can't be started. I get this error I don't have access to local groups, but from the console checks it would seem I don't have docker group added.</p> |  | 00:26 | 14:09 |  |
| Report Definitions |   1/6/2025 10:52 AM - 1/6/2025 10:54 AM | <p>Question: My Jabber icon keeps showing red</p> |  | | | |
| Help  |   1/6/2025 10:51 AM - 1/6/2025 11:10 AM | <p>Question: Hi team, hope you are well. I am currently setting everything up as this is my first day. I am using a Macbook and when trying to install the DisplayLink Manager, nothing happens after I installed it. Could you help me out with this? I have two monitors and I attached a KVM switch to my macbook</p> |  | 00:22 | 10:53 |  |
|  Agent Tools  |   1/6/2025 - 1/6/2025 | <p>Question: </p> |  | | | |
|  FAQs  | | | | | | |
|  Chat Development  | | | | | | |
|  Content  | | | | | | |
|  Manage People | | | | | | |
|  Outage Notifications | | | | | | |
|  Help - Get Started  | | | | | | |

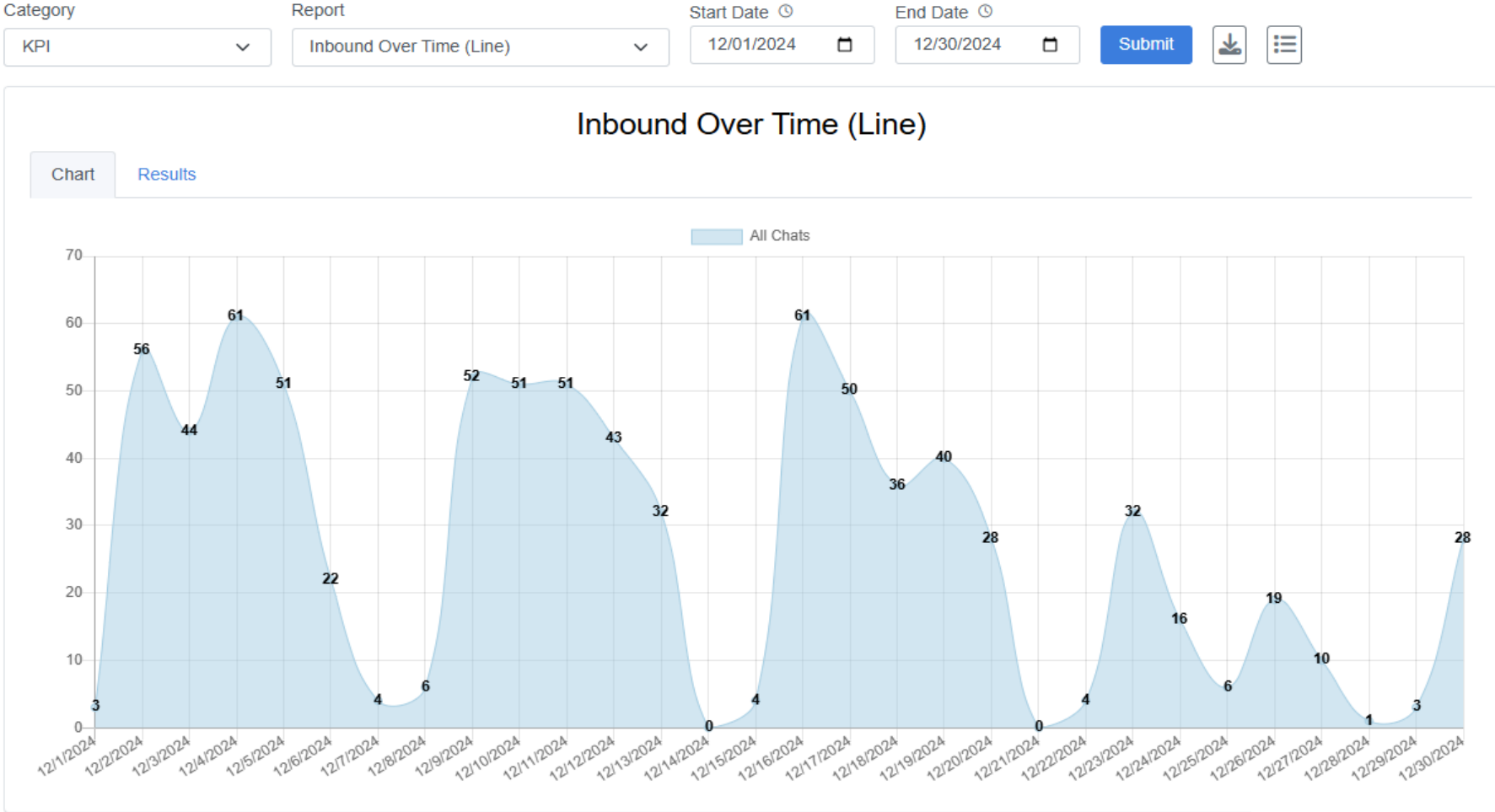
AI Feature Based Reporting

Version 2025.1.2.2684 ! ? 👤 ● Available ▼ 👤 chimev5tenant ▼

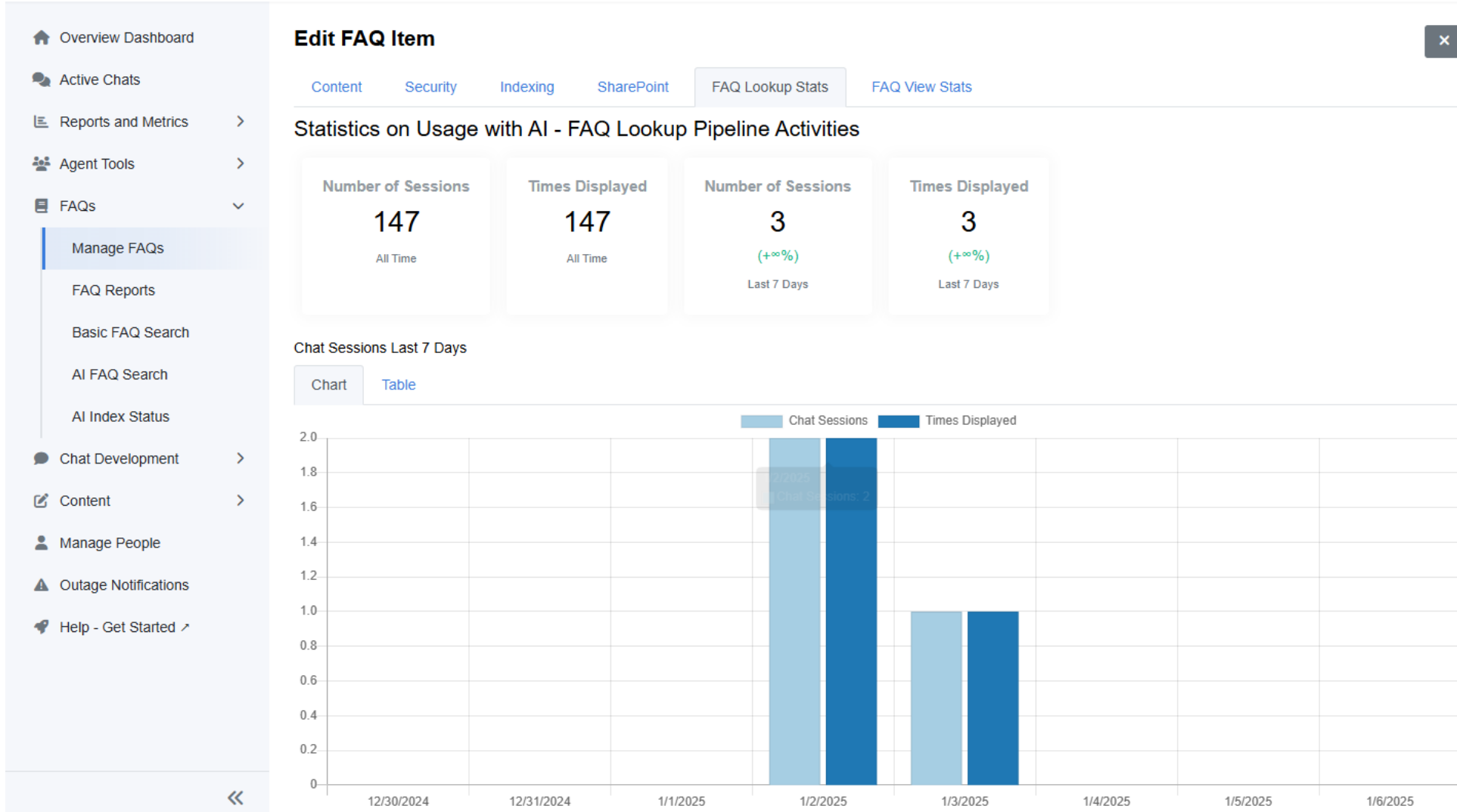
The screenshot displays the Instant AI reporting interface. On the left is a navigation sidebar with categories like Overview Dashboard, Active Chats, Reports and Metrics, Agent Tools, and FAQs. The main area shows a report configuration section with filters for Category (AI), Report (AI - Average Number of Chat Response), Start Date (01/01/2024), and End Date (12/30/2024). A dropdown menu is open, listing various report options such as AI - Agent Assist Feature Usage, AI - Average Time Spent With ChatGPT Chatbot, and AI - Average Number of Chat Responses from ChatGPT Chatbot. Below the menu, a bar chart is visible with a y-axis from 0 to 400. One bar is labeled with the value 184, and another with 0.46. The Instant logo is in the bottom right corner.

Sessions Across a Month

- 🏠 Overview Dashboard
- 💬 Active Chats
- 📊 Reports and Metrics ▼
 - Chats by Date
 - Standard Reports**
 - FAQ Reports
 - Report Definitions
 - Help >
- 👤 Agent Tools >
- 📄 FAQs >
- 💬 Chat Development >
- 📄 Content >
- 👤 Manage People
- ⚠️ Outage Notifications
- 🔧 Help - Get Started >



FAQs- Track Usage with AI Chat



Sessions by Platform

Version 2025.1.2.2684 ! ? ☰ ● Available ▼ 👤 chimev5tenant ▼

🏠 Overview Dashboard

💬 Active Chats

📊 Reports and Metrics ▼

📅 Chats by Date

📄 Standard Reports

📄 FAQ Reports

📄 Report Definitions

📄 Help >

👥 Agent Tools >

📄 FAQs >

💬 Chat Development >

📄 Content >

👤 Manage People

🚨 Outage Notifications

📄 Help - Get Started ↗

Category

Product Adoption ▼

Report

Inbound Chats by Platform (Pie) ▼

Start Date 🕒

01/05/2025 📅

End Date 🕒

01/07/2025 📅

Submit

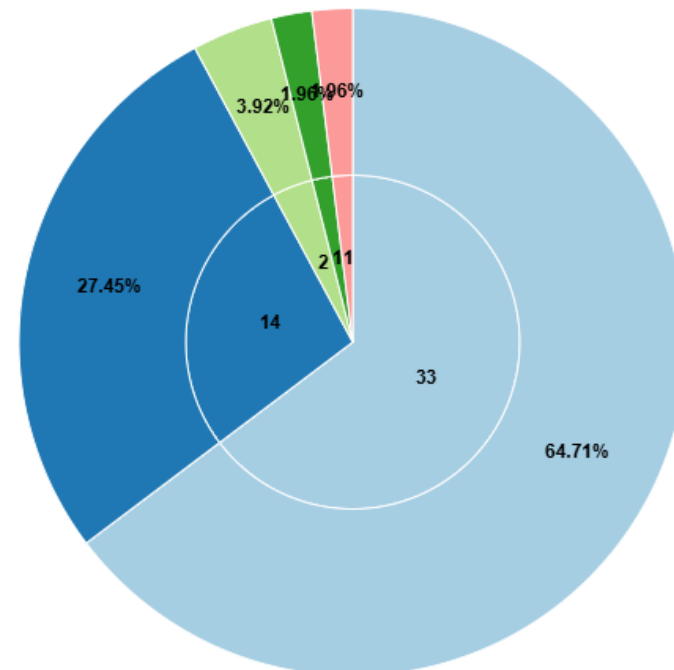


Inbound Chats by Platform (Pie)

Report that covers what platform inbound chats are using








Chart Results






Windows Mac Web Android iOS

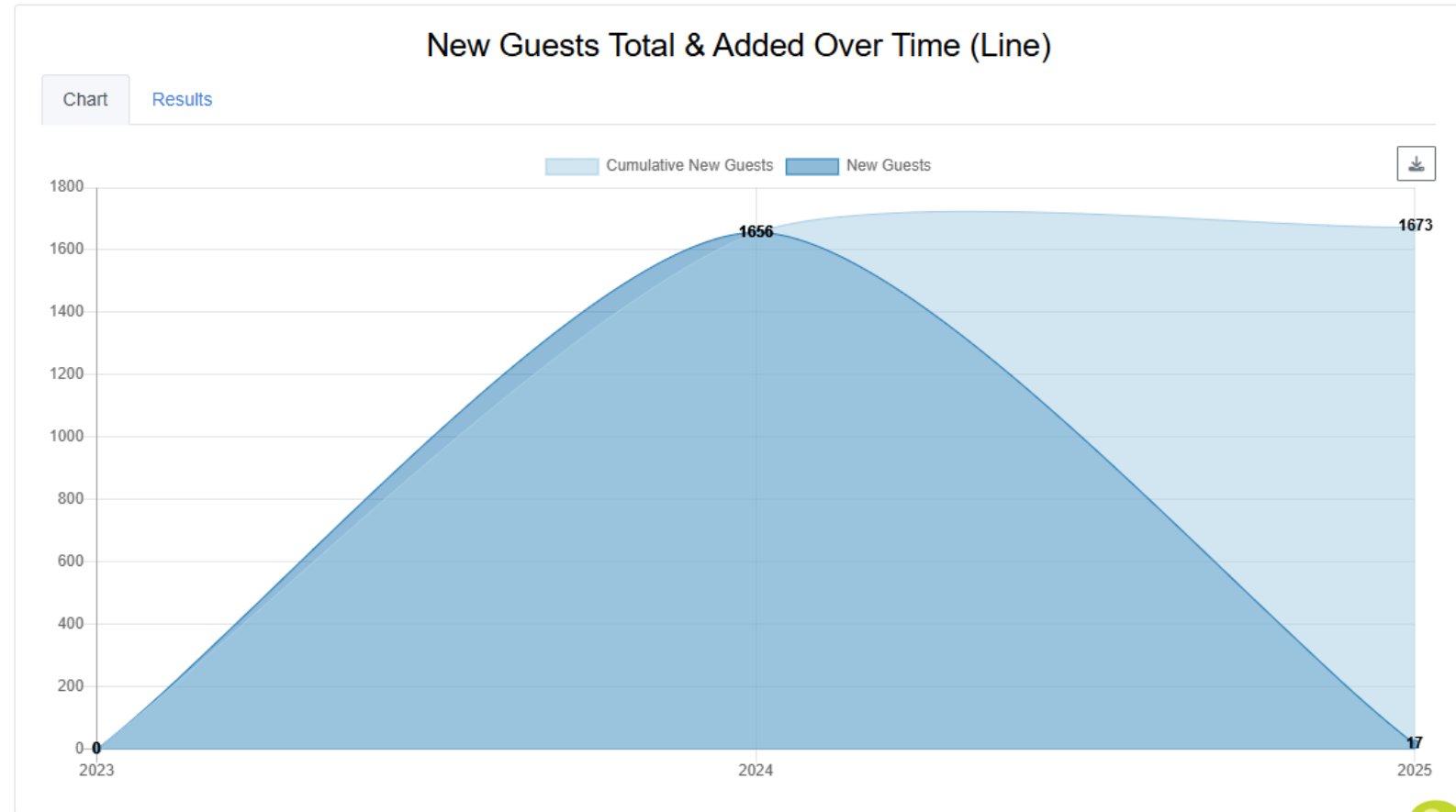


User Adoption Over Time

Version 2025.1.2.2684    Available  chimev5tenant 

- Overview Dashboard
- Active Chats
- Reports and Metrics 
 - Chats by Date
 - Standard Reports
 - FAQ Reports
 - Report Definitions
 - Help 
- Agent Tools 
- FAQs 
- Chat Development 
- Content 
- Manage People
- Outage Notifications
- Help - Get Started 

Category: Product Adoption  Report: New Guests Total & Added Over Time ( Start Date: 10/01/2023  End Date: 01/07/2025  [Submit](#)  




Inbound Sessions v Connected to Agent

Version 2025.1.2.2684    Available  chimev5tenant 

Overview Dashboard

Active Chats

Reports and Metrics 


Chats by Date


Standard Reports

FAQ Reports


Report Definitions

Help 

Agent Tools 


FAQs 

Chat Development 

Content 

Manage People

Outage Notifications

Help - Get Started 



Category

Favorites 

Report

Inbound vs Connected Chats by Date (l 

Start Date 

01/01/2024 

End Date 

12/30/2024 

Submit

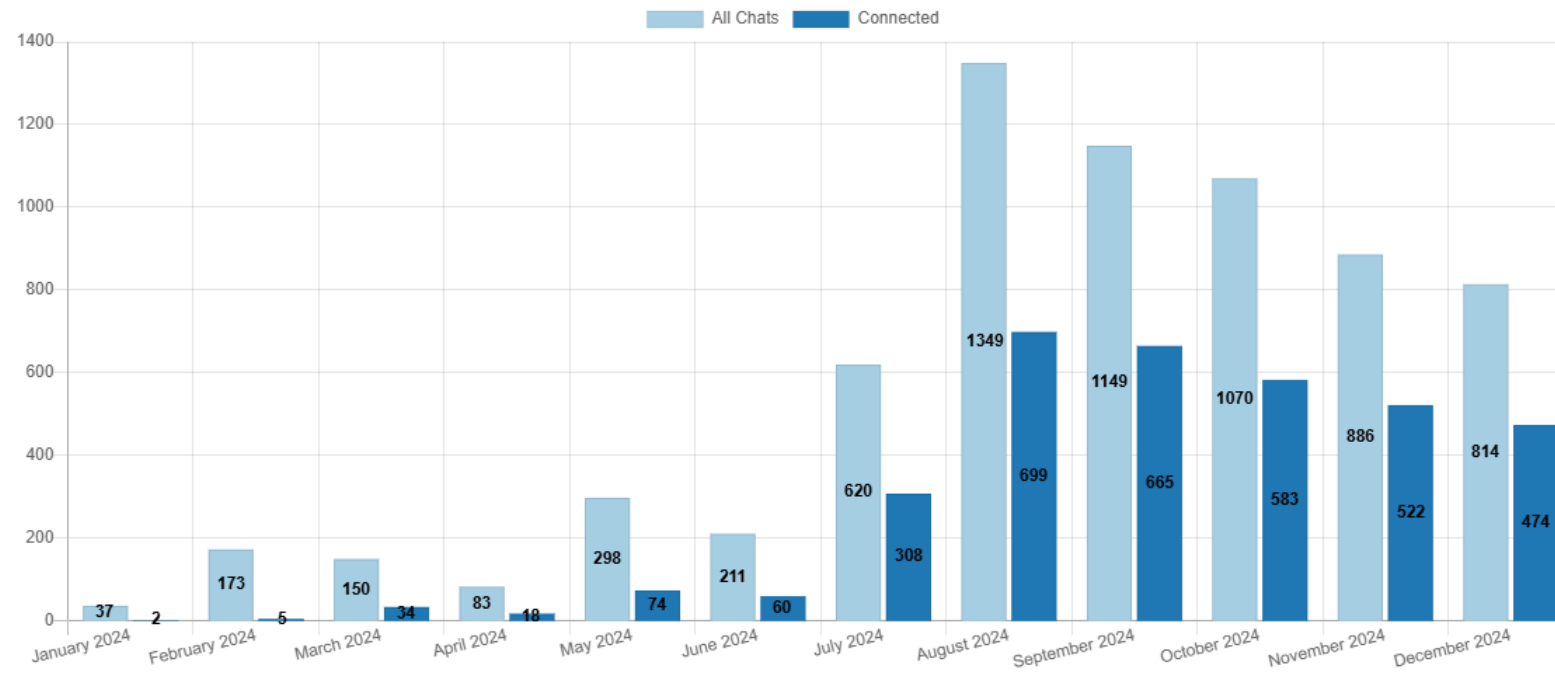


Inbound vs Connected Chats by Date (Bar)

Inbound vs Connected Chats by Date

Chart

Results



KnowledgeWave Training Center


KnowledgeWave On-Demand Videos, Webinars, Live Classes All in One Sweet Training Package



Training Videos
KnowledgeWave On-Demand Videos








Chime Chat GPT Trainer
Chime Chat GPT Trainer




IT Helpdesk AI
Chime IT Helpdesk AI

Quick Actions

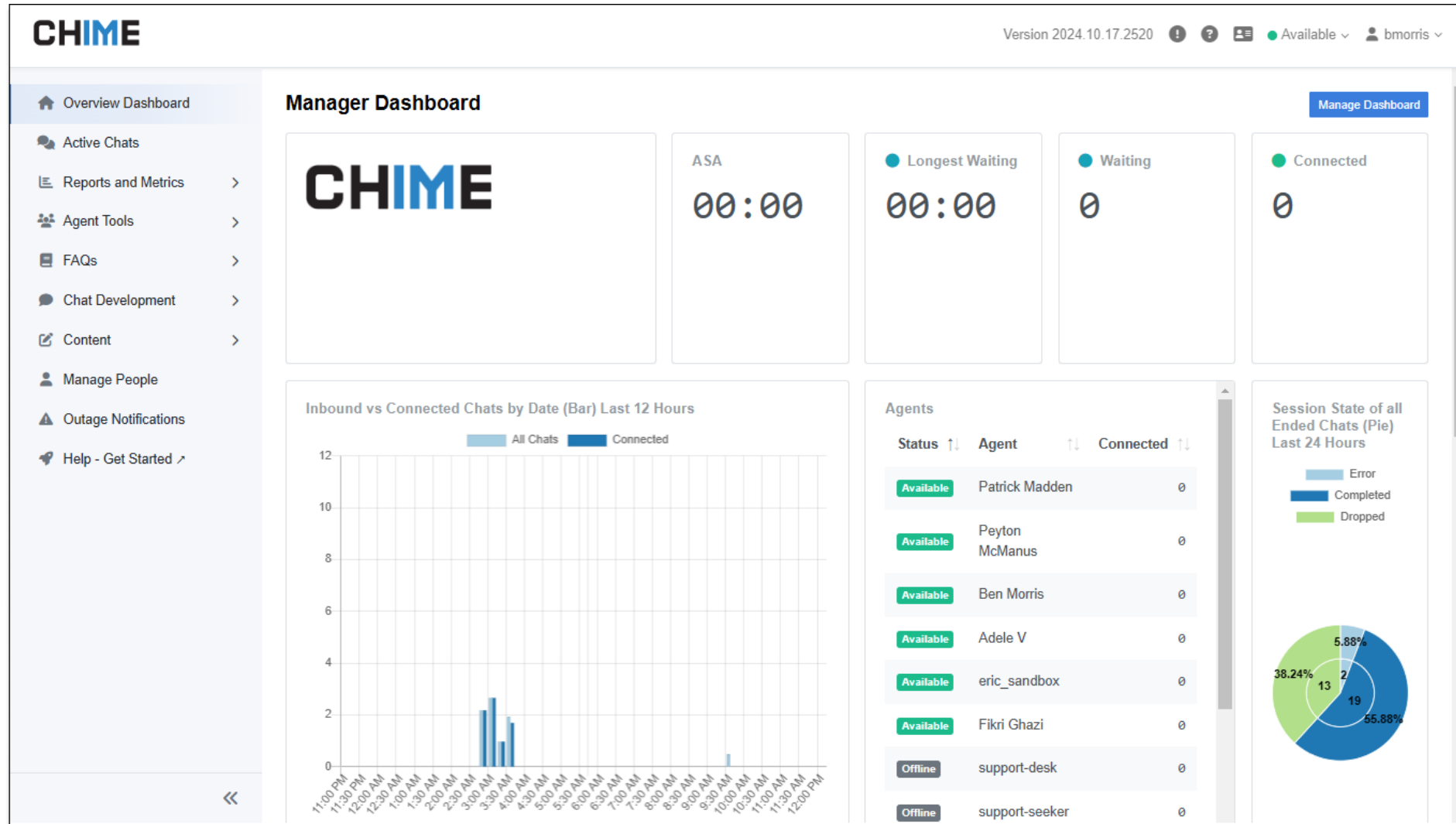
-  KnowledgeWave - Upcoming Webinars
-  KnowledgeWave - Microsoft 365 Training
-  KnowledgeWave - Microsoft Teams Training
-  KnowledgeWave - SharePoint Training
-  KnowledgeWave - Windows 11

My Recent Chats

Currently showing up to five of your most recent chats. 

| | |
|---|-----------|
| KnowledgeWave - Webinars ↗ 1/3/2025, 10:28:59 AM | Dropped |
| how do I use sum in excel ↗ 12/27/2024, 12:12:33 PM | Completed |
| ↗ 12/18/2024, 1:15:21 PM | Completed |
| hello ↗ 12/18/2024, 12:16:53 PM | Completed |
| can I get some help with my brother printer configuration ↗ 12/17/2024, 1:03:25 PM | Completed |

Manager Dashboard



Agent Dashboard – Monitor and Accept

The screenshot displays the CHIME Agent Dashboard interface. At the top left is the CHIME logo. The top right shows the version number (2024.10.21.2522), status indicators (warning, help, chat), a green 'Available' status, and the user name 'bmorris'. A left sidebar contains navigation links: Dashboard, Reports, Standard Replies, Settings, Test Chat, and Get Started. The main content area is titled 'Agent Dashboard' and features a summary bar with 'Waiting 2', 'Longest Wait 00:55', and 'Agents Online 4'. Below this, there are two sections: 'Chats to accept' and 'Active Chats'. The 'Chats to accept' section lists two pending chats: one from 'Ben' at 03:05 PM with the message 'I need help setting up my HP printer' and a 'Waiting 00:55' timer, and another from 'Fikri Ghazi' at 03:06 PM with the message 'I need help with my Lenovo laptop' and a 'Waiting 00:50' timer. Each chat has 'View Details' and 'Accept Chat' buttons. The 'Active Chats' section shows one active chat from 'Tom Smith' at 03:07 PM with the message 'I need help setting up VPN', a 'Pre-Chat' button, and an 'FAQLookup' icon, along with a 'View Details' button. A double-left arrow is visible at the bottom left of the dashboard area.

Manage Create and Edit Your FAQs

CHIME Version 2024.10.21.2522 ! ? ☰ ● Available ▼ bmorris ▼

Manage FAQ Item Content

New FAQ Item

30 items / 135 items in total Latest ▼ Recently modify ▼

| | | |
|--------------------------|---|--|
| <input type="checkbox"/> | How to use pipeline action: Evaluate JavaScript for accessing Solarwinds Tickets? FaqItem Published 26 seconds ago bmorris | Edit View Actions |
| | API ITSM javascript solarwinds Ticketing tickets English | |
| <input type="checkbox"/> | How to use pipeline action: Evaluate JavaScript for accessing ServiceNow Tickets? FaqItem Published 35 seconds ago bmorris | Edit View Actions |
| | API incidents javascript pipeline service-now tickets English | |
| <input type="checkbox"/> | How to use pipeline action: Evaluate JavaScript for accessing JIRA Tickets? FaqItem Published 45 seconds ago bmorris | Edit View Actions |
| | API incidents javascript JIRA pipeline Ticketing tickets English | |
| <input type="checkbox"/> | How to use pipeline action: Evaluate JavaScript for accessing Cherwell Tickets? FaqItem Published 1 minute ago bmorris | Edit View Actions |
| | API cherwell incidents javascript pipeline Ticketing tickets English | |
| <input type="checkbox"/> | Enterprise Service Desk Using MS Teams FaqItem SharePoint - Up-to-date Published 2 minutes ago bmorris | Edit View Actions |
| | Any Language | |
| <input type="checkbox"/> | Microsoft Teams Help Desk For Employees FaqItem SharePoint - Up-to-date Published 2 minutes ago bmorris | Edit View Actions |
| | Any Language | |
| <input type="checkbox"/> | How do I setup outlook email on my phone FaqItem Published 2 minutes ago bmorris | Edit View Actions |
| | Email Install Mobile Software English | |
| <input type="checkbox"/> | How to use pipeline action: Solarwinds Ticket Listing? FaqItem Published 2 minutes ago bmorris | Edit View Actions |
| | pipeline solarwinds Ticketing tickets Any Language | |
| <input type="checkbox"/> | How to use Azure AI Translation Service in Chime? FaqItem Published 3 minutes ago bmorris | Edit View Actions |
| | API Azure AI language language translation REST Translation translation language Any Language | |

Manager Upload Files As FAQs

The screenshot displays the CHIME user interface. At the top left is the CHIME logo. The top right shows the version number 'Version 2024.10.15.2515', a status indicator 'Available', and the user name 'bmorris'. A left-hand navigation menu includes items like 'Overview Dashboard', 'Active Chats', 'Reports and Metrics', 'Agent Tools', 'FAQs', 'Manage FAQ Files', 'FAQ Reports', 'Simulate FAQ Search', 'Chat Development', 'Content', 'Manage People', 'Outage Notifications', and 'Help - Get Started'. The main content area is titled 'Edit FAQ File Item' and contains several input fields: 'Title' (filled with 'Technical Manual FX 2016'), 'Description' (filled with 'Technical manual for the COMBI oven FX/BX 2016'), and 'Tags' (with a search box). Below these is the 'FAQ File' section, which includes a file upload area showing a selected PDF file named '6c7b5d594ef49c684e5d0906430d8229.pdf (10661 KB)'. A large empty box is provided for the file content, and a download icon is visible at the bottom of this box.

Custom Web Client Examples

We are connecting you to one of our support team members.

Please note our team members are primarily available from 6am to 6pm EST

Please wait...

You are now connected with agent Patrick.

Patrick:
Hello, I can help you with any information you might need on deploying Chime V5. Did you have any specific questions I can help with?

Hi, I would like to deploy Chime V5 in my organization and was wondering how long it would take?

Patrick:
Chime V5 can be deployed in a day or two, we can stand up a tenant for you and would just need authorization from an Azure Admin for the app to run for your Team. Onboarding could take anywhere from a few days to a few weeks depending on how much customization you would like in Chime.

Type your message



CHIME Features Get Started Solutions Explore About Us Support **Free Evaluation**

Instant Service Desk for Microsoft Teams.

Chime V5 creates an AI powered service desk enabling companies to deliver outstanding support.

[Schedule a 30 min Live Demo](#) [Register for a Free Evaluation](#)

CHIME

Easily connect your employees to your service desk agents within Microsoft Teams

Name:

Email:

Please enter your question: (Based on your question, Chime will use AI to search for relevant FAQ articles)

Continue

Chime AI Assistant:
To get started with Chime V5, you can request an evaluation and our team will create a Chime V5 tenant for you and your team [3]. Once the tenant is set up, an Azure admin will approve the application, and then you will be able to authenticate into the application and start using Chime V5 [4]. To set up additional reporting data, you will need to have an admin account in both Chime V4 and Chime V5, and have a pipeline set up in Chime V5 that connects to Chime V4 [1]. If you have any further questions or need more guidance, you can refer to the "Onboard

Type your message

Chime V5 5:14 PM

CHIME

Your first name:
Pradeep

Please enter your question: (Based on your question, Chime will use AI to search for relevant FAQ articles) *

Hello, I need help with password reset










instant

Manager - Manage People

CHIME Version 2024.10.21.2522 ! ? 👤 ● Available ▼ 👤 bmorris ▼

Users + Add New User

Show entries Search:

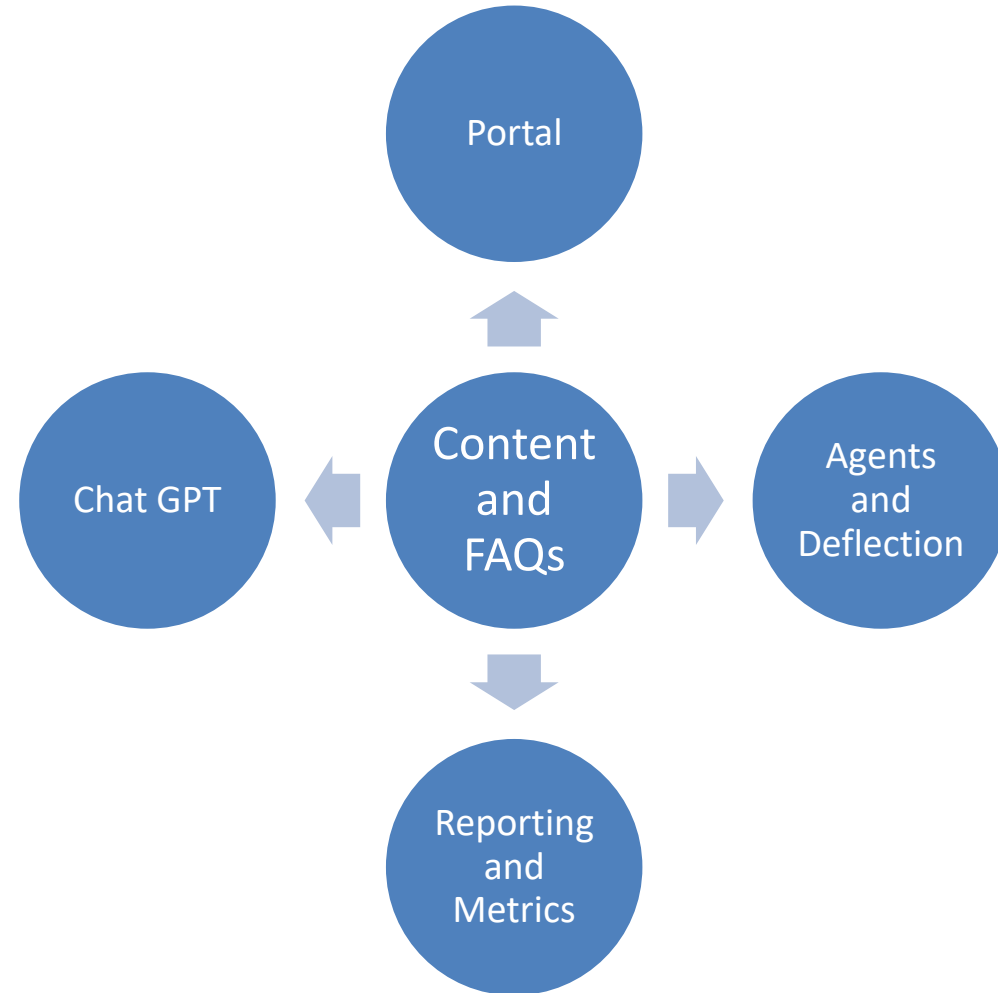
| | ↑↓ Username | ↑↓ Name | ↑↓ Email | ↑↓ Role | ↑↓ Is Enabled? | | |
|---|-------------|-------------------|----------------------------------|---------------|----------------------|-------------------|----------------------|
|  | vgarg | Vivek Garg | vgarg@instant-tech.com | Administrator | Enabled | Edit | Disable |
|  | AdeleV | Adele V | AdeleV@vz0dc.onmicrosoft.com | Manager | Enabled | Edit | Disable |
|  | PradeepG | PradeepG | PradeepG@vz0dc.onmicrosoft.com | Manager | Enabled | Edit | Disable |
|  | PattiF | PattiF | PattiF@vz0dc.onmicrosoft.com | Agent | Enabled | Edit | Disable |
|  | bmorris | Ben Morris | bmorris@vz0dc.onmicrosoft.com | Administrator | Enabled | Edit | Disable |
|  | henriettam | Henrietta Mueller | HenriettaM@vz0dc.onmicrosoft.com | Agent | Enabled | Edit | Disable |
|  | pmcmanus | Peyton McManus | pmcmanus@instant-tech.com | Administrator | Enabled | Edit | Disable |
|  | erichards | Eric Richards | erichards@instant-tech.com | Administrator | Enabled | Edit | Disable |
|  | fghazi | fghazi | fghazi@instant-tech.com | Agent | Enabled | Edit | Disable |

Not Yet Implemented

As of October 2024:

- Notification to agents using small Windows client application
- New 'tab' in MS Teams to provide landing page for employees in addition to chat service

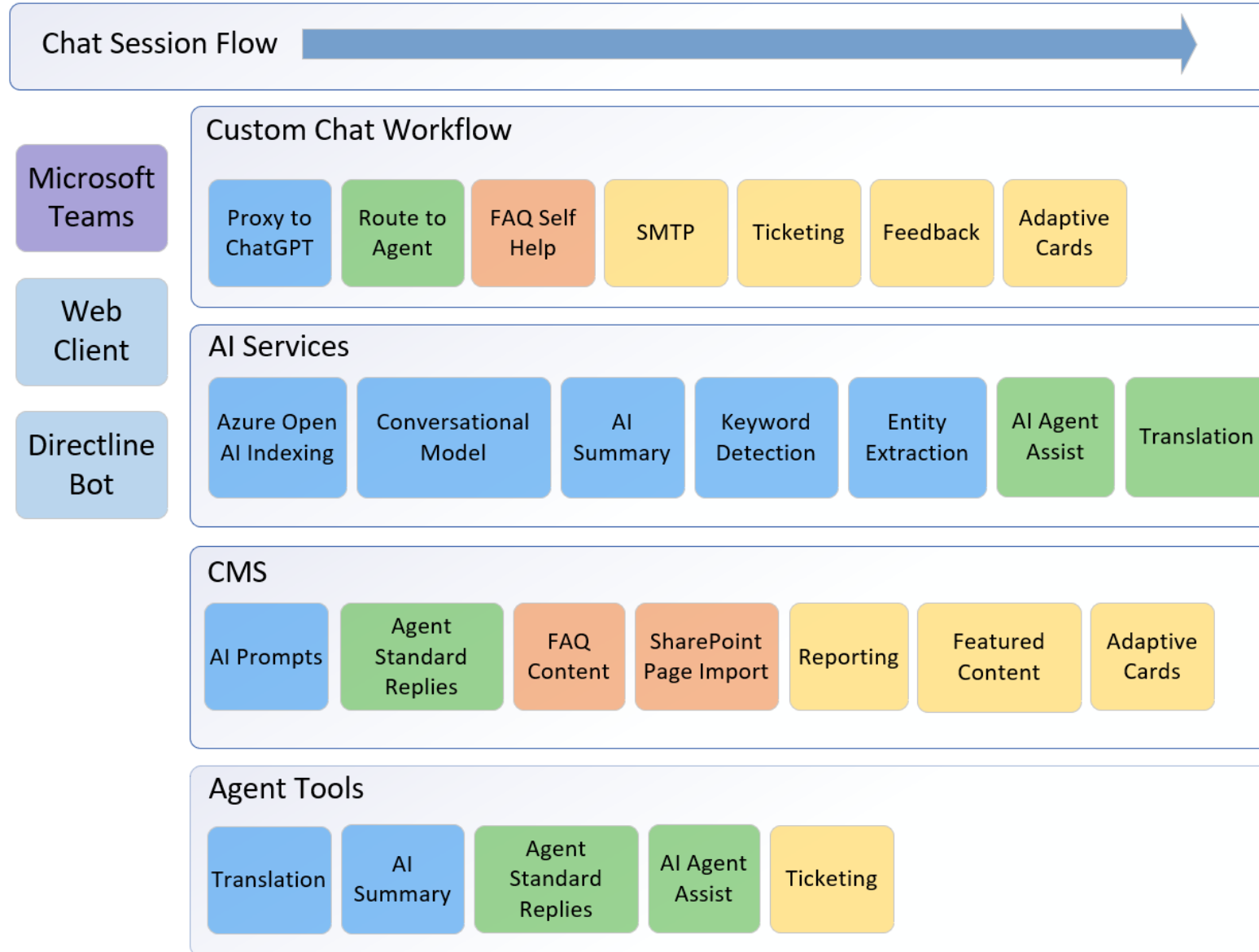
Opportunity for Self-Service + Agent Tools



Next Steps

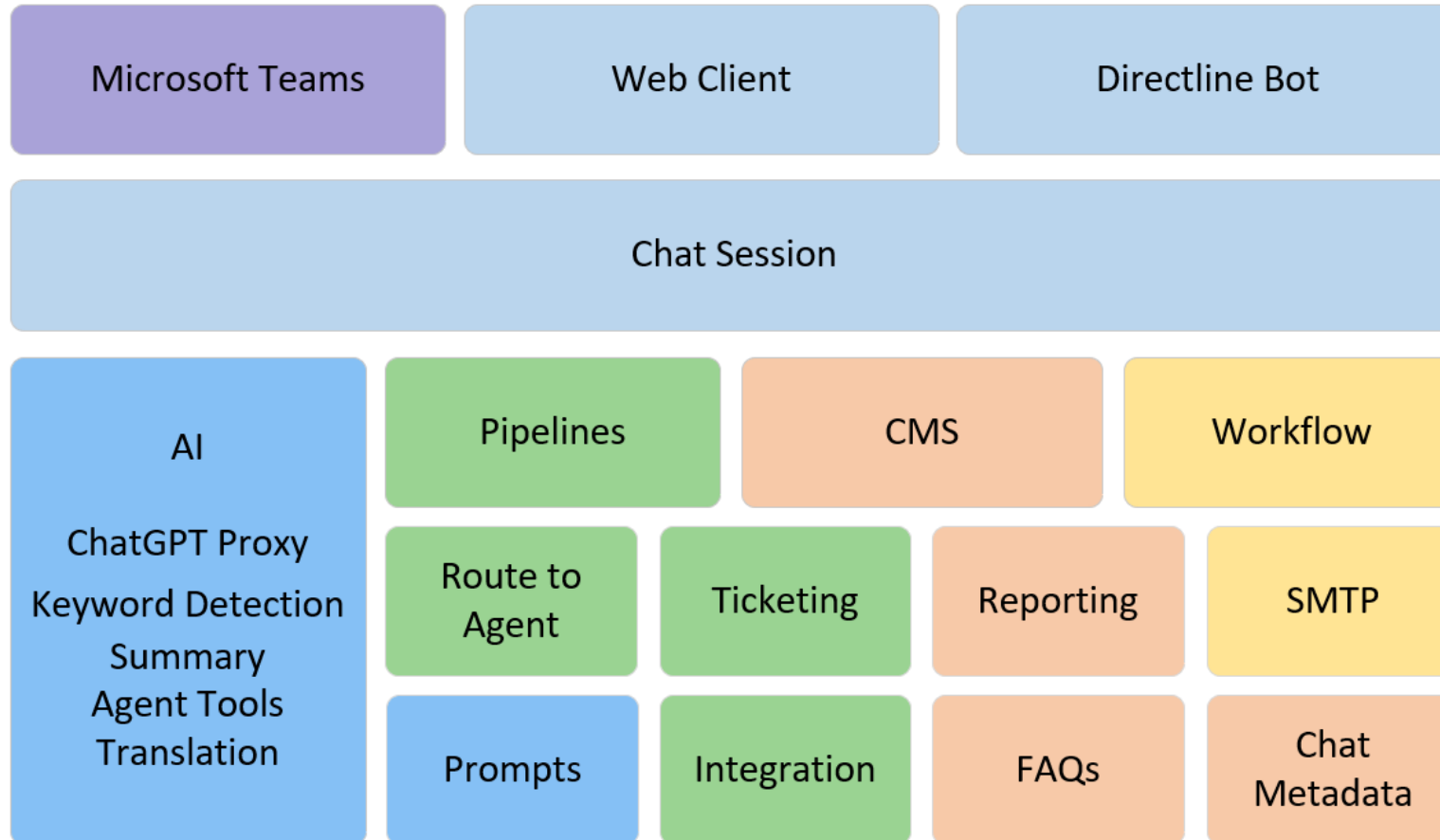
- We gather information from you on
 - Tenant name
 - List and email of tenant admins and managers
 - 2 branding images
- We create the tenant
- You cross authenticate the Chime V5 tenant with your Office 365 tenant
- We stage your tenant with default content, and you start to review
- You share feedback: like, dislike, improve, change, create
- We listen and do our best to implement valuable updates
- Request eval here:

High Level Chat Session (Flow)

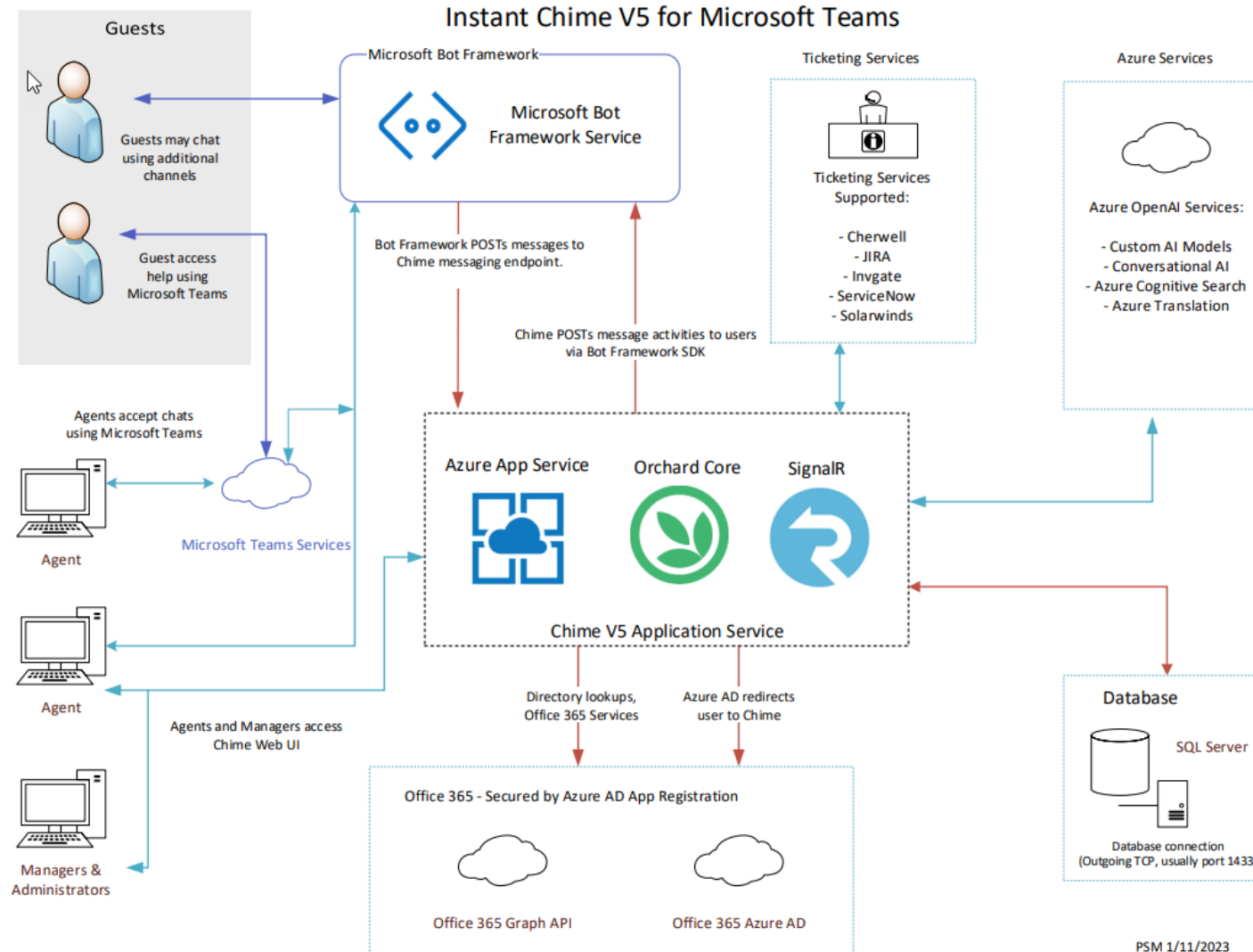


Service Stack Overview

Instant Chime Service Stack



High Level Architecture (Flow)



Existing Chime Applications

- Queue Manager for IBM Sametime
- Chime for IBM Sametime
- Chime for XMPP
- Chime for Skype for Business (and Lync)
- Chime for Skype for Business 0365
- Chime for MS Teams
- Chime for Slack
- **Chime V5 for MS Teams (2023)**

Any Questions?

We are here for any feedback or questions

Thank you for taking part – V5 is exciting,
and we value your feedback, ideas, and
input!

