

Case Study | Skype4B Adapter



Skype4B Adapter for BMC Remedyforce to Entertainment Industry

About Client

Customer is one of the largest online entertainment company in Australia.

Product Used

Skype4B Adapter for BMC Remedyforce

Business Benefits

- Enhanced Customer Service levels and Cost Optimization
- Provision for a more personalized interaction
- Saves Agent time
- Improves First Call Resolution rate

Business Challenges

- Tracking, recording and monitoring issues reported through Chat
- Duplicating Effort to create ticket and store interaction information in the Service desk

Solution Provided

- Developed a Skype4B Adapter with **Chatroom ACD** to connect with the right agent through **virtual agent**
- **Dashboard** to measure and monitor agents
- Extension window to handle all service desk requests
- **One-click** ticket creation /update functionality
- Storing the Chat contextual information in Remedyforce after the chat interaction

