



Skype4B Adapter for BMC Remedyforce
to Entertainment Industry

Client Profile

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

Company Profile:

Sensiple Inc. is a world class FinTech solution provider based out of New Jersey, offering state-of-the-art technology solutions and IT services across BFSI Industry. Sensiple's expertise is built upon 2500+ man years of experience with center of excellence and dedicated R & D team. Sensiple was an early adopter of FIX protocol and it offers solutions to client's business needs across the entire spectrum of banking, financial operations and trading workflow complementing with latest technology which aids market participants to maintain a competitive advantage in the current scenario.

For more info, visit: www.sensiple.com

Technology 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 Ser-vice 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 /updatation functionality.
- Storing the Chat contextual information in Remedyforce after the chat interac-tion

Reach us

info@sensiple.com
www.sensiple.com