

Case Study | Skype4B Adapter



Skype4B Adapter for ManageEngine to Insurance Industry

About Client

Customer is one of biggest names in Ireland when it comes to Insurance industry.

Product Used

Skype4B Adapter for ManageEngine

Business Benefits

- Provision for a more personalized interaction
- Saves Agent time
- Improves First Call Resolution rate

Business Challenges

- Time spent by the service representatives working on siloed systems to resolve an issue
- Customer difficulty in connecting with the right agent

Solution Provided

- Developed a Skype4B Adapter with **Chat ACD** to connect with the right agent through **Virtual Agent**
- Extension window to handle all service desk requests
- **One-click** ticket creation /update functionality
- Storing the Chat contextual information in **ManageEngine Servicedesk plus** after the chat interaction

