



# INSTANT 'ASK THE EXPERT' SERVICES WITH IM HELPME

The quickest way for users to get the answers they need to stay productive every day

## QUICK & EASY STAFF COMMUNICATION

IM HelpMe from Modality Systems provides quick and easy access to the in-house experts your users need to stay productive every day. No more wandering the corridors, hanging on the phone or waiting for a call back when they have questions. Just instant help when it's needed.

With IM HelpMe organisations can quickly establish 'ask the expert' services. Simply identify your subject matter experts, create your group, and provide employees with the appropriate IM address. Then you're ready to go.

All enquiries are intelligently routed via Skype for Business to all available agents in the assigned expert group - wherever they are in the world. Should the chat need to be escalated, experts can instantly initiate a video or audio Skype for Business conversation.

'Ask the expert' services make it easier for staff to do their jobs. They add value across the organisation – providing easy access to HR, legal or policy/compliance experts, and offer instant support to customer facing teams.

Modality Systems makes it simple; eliminating every day staff frustrations, improving knowledge share across the business and reducing the burden on existing internal help desk functions.

## DELIVERING BUSINESS VALUE

### RESOLVE

Answer everyday questions from staff in an instant.

### ESCALATE

Video or audio calls can be initiated to solve complex or non-standard questions.

### REPORT

Receive a report of all questions to identify common issues and plug knowledge gaps.

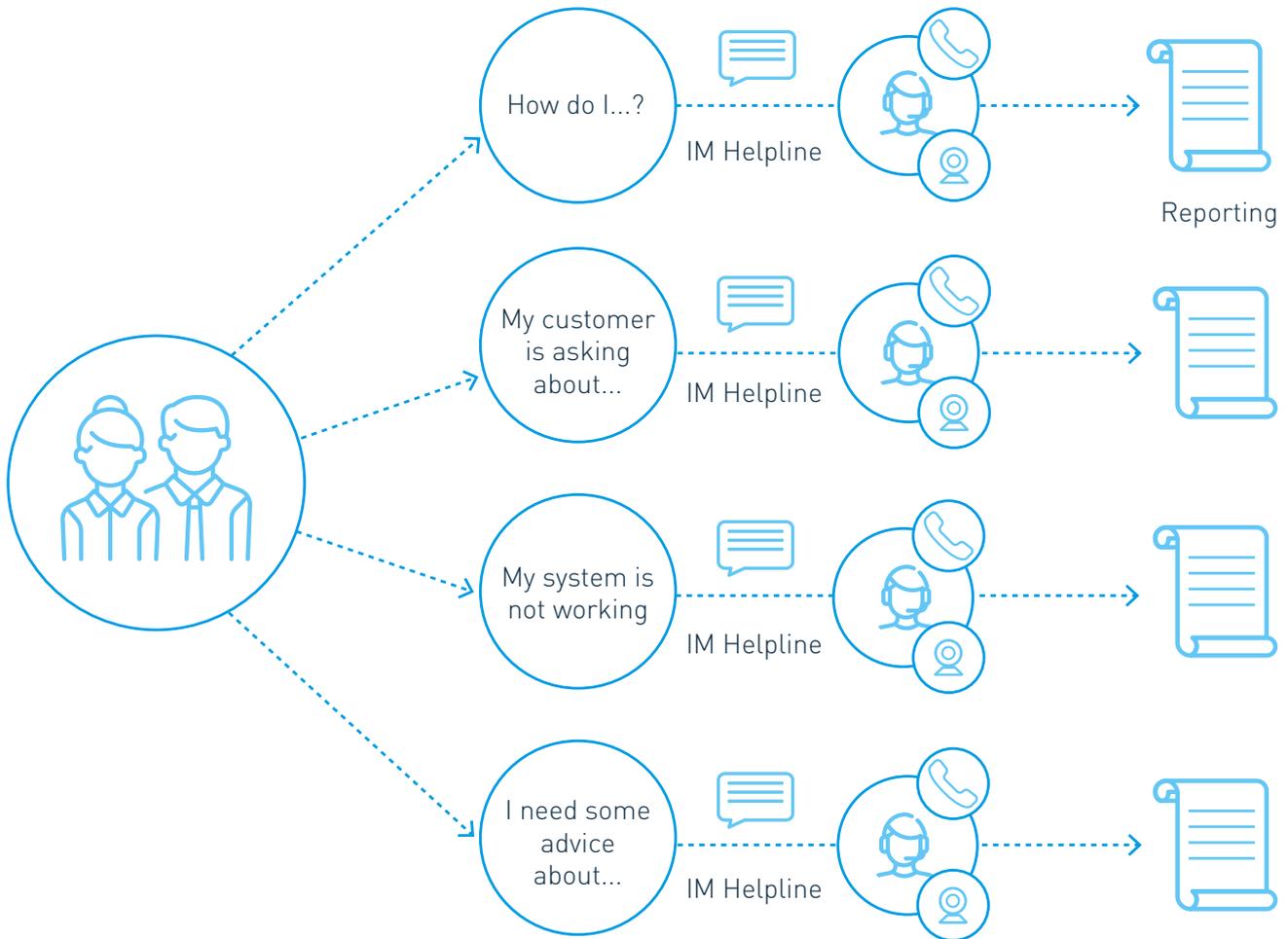
### IMPROVE

Eliminate time searching for answers to improve staff performance and productivity.

IM HelpMe delivers instant access to specific areas of expertise in your business – saving time, enhancing performance and increasing employee satisfaction.

## DRIVING IMPROVEMENTS

With detailed reporting as standard within IM HelpMe, businesses can view and analyse questions sent to individual response groups to identify common issues and information gaps. This data can be used to inform new knowledge sharing and upskilling initiatives, so staff can complete their day to day tasks more quickly and confidently.



## WEBSITE INTERGRATION

IM HelpMe is the perfect tool for support desks, customer service centres and any business with silos of knowledge and multiple sites and geographies. With additional customisation, it can also be configured with a web client interface to allow integration with externally facing websites - providing web-chat facilities to customers and visitors.