



INSTANT QUEUE MANAGER FOR LOTUS SAMETIME ADDS VIRTUAL QUEUES FOR THE LOTUS SAMETIME HELP DESK

Instant Queue Manager for Lotus Sametime:

- Virtual Instant Messaging Queues
- Point to Multipoint
- Prioritize queues
- No Client Installation
- Leverage your existing Lotus Sametime
- Mobile PDA Access
- Flexibility in managing Agent availability

System Requirements:

- Microsoft Windows 2000 or later
- IBM Lotus Sametime 2.5 or later
- Sametime Connect 3.0 or later
- IBM Lotus IM Client 6.x or later

More Information:

www.re-soft.com
/instantmessaging/

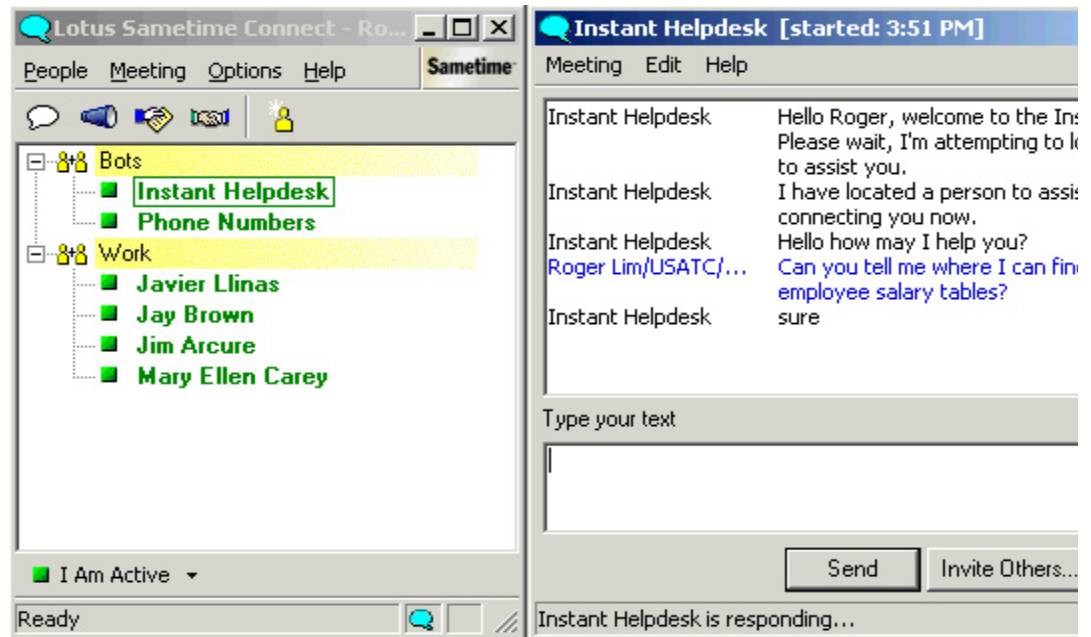
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Does your company have internal help desks such as support or accounting groups who are constantly bombarded with questions from all parts of the organization?

Instant Queue Manager enables you to publish a single Lotus Sametime id for a group of experts and use Queue Manager to create virtual queues that sort chat requests and direct them to the next available queue agent. Great for IT and HR help desks, sales & support teams.

Use it for creating virtual queues for visitors of your company's website. Using STlinks and Instant Queue Manager you can offer real-time sales or technical support directly through your website.

Instant Queue Manager enables the quick development and deployment of virtual Lotus Sametime instant messaging queues.



- **Virtual Instant Messaging Queues** Easily create and manage Lotus Sametime based IM queues.
- **Point to Multipoint** instant messaging and presence.
- **Prioritize** Easily define a list of queue participants. Route incoming request to all queue participants or sequentially by order of priority
- **Agent Flexibility** Agent's appear as a single entity to outside parties, agent's can 'opt out' of a queue at anytime.
- **No Programming Required** Wizard Based Development.
- **No Client Installation** uses Sametime Connect client already on their desktop.
- **Leverage your existing Lotus Sametime Environment** Works with Sametime 3.0 and later.
- **Mobile Access** Available from mobile devices such as PDAs, or cell phones.
- **Logging** Database tracks all queue activity