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Ivanti Skype for Business Adapter

IT teams often communicate with end users through Skype for Business, yet these exchanges aren't recorded and important details are lost.

Ivanti® Skype for Business Adapter captures these valuable interactions within Ivanti® Service Manager automatically. Keep accurate records to reduce handling time without disrupting end-user productivity.

## Integrate Skype into Service Management Workflows

Ivanti Skype for Business Adapter integrates Skype for Business with Ivanti Service Manager. Users can take advantage of industry-leading instant messaging (IM) chat and voice calls as part of their normal working routine.

Create a Process without Delay

Eliminate switching between screens as staff copy-and paste a chat message into Service Manager. Start a new incident or request from a Skype chat without opening Ivanti Service Manager. The related chat conversation records as a note automatically. Thanks to tight integration, end-user profile details stored in Service Manager populate the relevant fields.

Augment Existing Records and Keep Track

Already working on an incident or request? No problem. You have the identical capabilities for open records as you do for new ones. Enable analysts to save chat text to an existing record in Ivanti Service Manager. You retain traceability of all interactions and never lose the chain of facts.
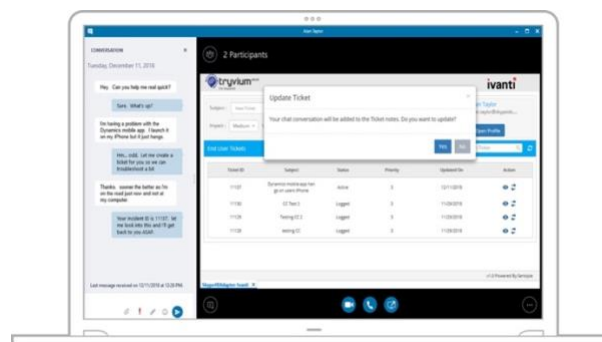
End-User Profiles at Your Finger Tips

Your team members see the end user's profile description when they receive incoming and outgoing Skype calls, or new chat requests. This includes all related support, service, and satisfaction information for that user. Analysts know who is calling without the need to request details each time.

Boost the end-user experience

Skype for Business lets your analysts know the reason for a call, keeping the context when working with a caller over chat. This saves time, manual rework and lets analysts stay connected in real-time to quickly resolve issues and maintain high caller satisfaction.

Collaborate with Group Chat

Skype for Business enables groups of people to use chat simultaneously. If you need to add another service management team member to a chat, the Skype for Business Adapter saves the complete chat record in Service Manager.

Learn More   ▶ **www.ivanti.co.uk**   📞 **+44 (0) 1344 442100**   ✉ **sales@ivanti.com**