Unified communications (UC) software has been widely adopted in order to consolidate multiple communication channels onto a single platform: it combines instant messaging and presence, web meetings, audio and video conferencing, screen sharing or documents transfer into a single, easy to use, system. People stay connected on any device, from anywhere at any time.

Microsoft’s offering on the UC market is named Lync®, which owns 40% of market share, and a growing position on the VOIP market. Microsoft’s key differentiator is the wide integration possibilities offered by Lync®: “53% of customers consider Lync’s integration capabilities as the main adoption driver”[source: Nemertes Research]

However, Microsoft doesn’t provide integrations with major IT Service Management platforms, such as BMC Remedy®.

In facts, in most organizations, Service Desk agents and specialists are already using Ms Lync® to communicate between them or with the Customers they serve. This affects the productivity and efficiency of Service Desks: Customers bypass the SPOC via Lync, there is no automation regarding call creation, no queue management, no prioritization, or even worse: the temptation is high for SD agents to address customers issues via Lync without even registering a ticket. And you can’t measure it!

Service Desks willing to adopt Microsoft Lync® as an efficient communication channel need a well-designed Lync-Remedy integration: expressdesk.
Features and Benefits

Expressdesk consists of a suite of modules that can be combined depending on your Service Desk’s needs:

- **expressAgent**: A Remedy-Aware, Lync Virtual Agent. This virtual agent acts as a Single Point of Contact (SPOC): it appears as a contact in your Customer’s contact list. When your Customer starts a conversation with the Virtual Agent, it will ask a few (configurable) questions to route the call to the right queue, and to the right Service Desk agent, based on availability, skills, or call priority. The Virtual Agent is ‘Remedy-Aware’ as it connects to Remedy through webservices, and retrieves information such as existing tickets per customer, support groups and members, customer language or VIP flag... It uses that information in the dialogue with the Customer, or in the call routing logic. Using the information already present in Remedy helps decreasing the costs as configuration is maintained in a single place.

- **expressHelp**: Remedy inside Lync
  When expressAgent transfers a call to a Service Desk agent, a Lync Conversation will pop up on the SD agent’s side, with a Remedy ticket embedded in the conversation window. If the customer calls to report a new issue, it is a new ticket that will appear, pre-filled with all possible information such as the customer’s details, but also the impact, urgency and priority as that information was gathered by the Virtual Agent. If the customer’s call is related to an existing ticket, it is that ticket that will appear in the Lync window of the Service Desk Agent. This saves time, drastically reduces the number of clicks, and maximizes the efficiency of Service Desk agents. The conversation contents are automatically appended in the ticket’s work log to provide full traceability of any interaction with the Customer.

- **expressSignOn**: Remedy Single-Sign-On
  When a Service Desk agent starts a conversation, and a Remedy ticket opens automatically in his Lync conversation window, the least thing he wants is to enter his login and password to authenticate in Remedy. ExpressSignOn offers a Single-Sign-On experience not only to Service Desk agents, but to every Remedy user who is connected to the Domain. Windows credentials are used in a transparent and secure way to authenticate users in Remedy.

- **expressContact**: Lync presence inside Remedy
  When a Service Desk agent or a support specialist opens Remedy and scrolls through the list of tickets assigned to him, or when he opens a ticket, he can see now see if the Customer is available for a Lync conversation, and start a conversation in one click. Of course, the ticket that the Customer submitted will open in the Lync conversation windows of the Agent, so that he can review the contents of the ticket, immediately enrich it, and keep track of the conversation in the ticket’s Log.

- **expressOut**: Remedy uses Lync as Notification Engine
  Send Notifications such as ticket creation receipts, assignment notification, or Customer Satisfaction Surveys, via Lync rather than by Email. People often complain about being ‘spammed’ by Remedy: stop the complaints by adopting Lync as notification engine.

- **expressReport**: Measure and Manage Service Desk activity
  Reporting made easy: follow your Service Desk’s activity, identify workload peaks, bottlenecks, measure Agent’s efficiency, and define your own indicators with that easy to use and flexible reporting tool.