



## Best Practice Integration WeChat and WhatsApp With 4me Enterprise-Service Management

### Challenges in Modern IT Organizations

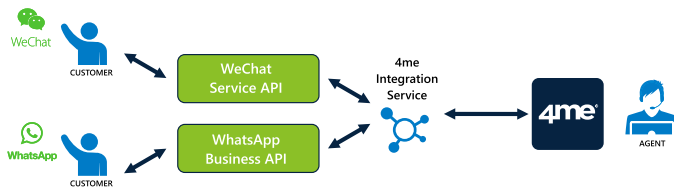
A new generation of consumers and employees comes with a new way of working: this generation no longer uses telephony, SMS or email as their favorite communication channel. These users want to communicate with a support organization via WhatsApp and WeChat.

4me service management and messenger applications work together and allow the customer and end users simple and highly efficient communication with the 4me service organization.

### Functionality:

#### The customer asks a question via messenger

A request is automatically created in 4me. An automatic response informs the customer and includes an URL to the request for the 4me Self Service portal.

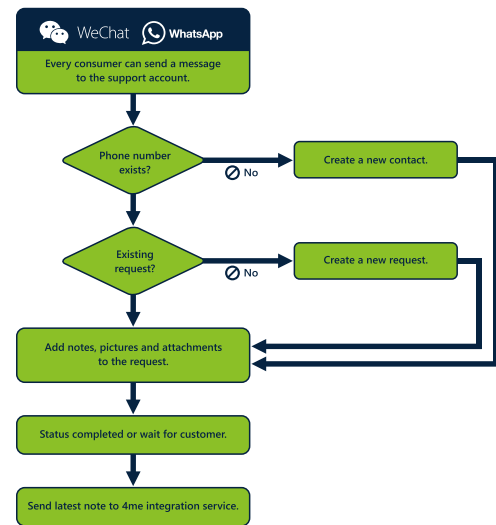


#### Questions about the request are displayed to the customer in Messenger.

The customer can reply directly via messenger. Using the URL, the customer can also open the request in the Self Service Portal (4me App).

### Information flow with messenger 4me integration

Every consumer can send a WhatsApp/WeChat message to the support account. The 4me Integration Service gets triggered by the messenger API. Within the 4me settings it can be defined whether requests from new (unknown) users are accepted or not.



### Integration into 4me Service Management

The Inbox console offers you a prioritized list of all your assignments (ie requests, problems and tasks). You can also use this console to obtain an overview of the assignments for the team (or teams) of which you are a member. Above the view that lists the assignments, you will see two buttons. The first is the My Inbox button; the second is the My Team's Inbox button. The assignments in the "My Inbox" and the "My Team's Inbox" views are by default sorted by the next target.

Messenger chats are listed in the agent's inbox as requests with WhatsApp or Wechat as the source.