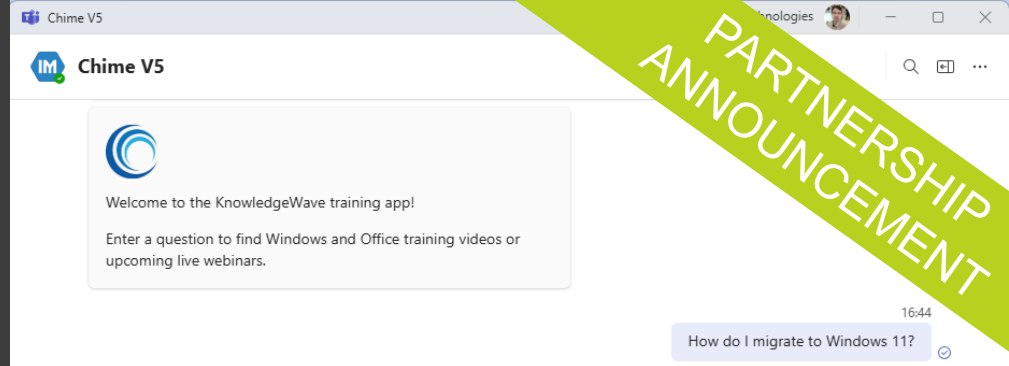


# KnowledgeWave and Instant Technologies Announce Innovative Training Integration



PARTNERSHIP  
ANNOUNCEMENT

16:44  
How do I migrate to Windows 11?

## AI Chat Service in Microsoft Teams Now Offers Embedded End User Software Training

- One-stop support in Microsoft Teams
- Improved ticket deflection
- Best-of-breed Microsoft end user training
- Short videos plus live interactive training
- ROI guaranteed

## Narrowing the Training Gap at the Service Desk—One Lesson at a Time

KnowledgeWave and Instant Technologies are thrilled to announce a powerful new integration, combining cutting-edge chat interactions with just-in-time video training, live webinars, and targeted professional development opportunities. This dynamic partnership empowers organizations to upskill employees efficiently, optimize resource allocation, and drive ROI through tailored learning experiences and actionable insights.

## The Magic of Microsoft Teams: Seamless Support and Training Right Where Employees Work

Microsoft Teams is now a central hub for workplace collaboration, making it ideal for quick access to resources like help desks and manuals. Chime, the AI chat service from Instant Technologies, integrates seamlessly with Teams. Clients can now enhance chat support with KnowledgeWave training, helping users stay current with Microsoft applications right within Teams, deflecting those inevitable “how do I...” questions from tying up human agents.

“*At Instant, we have built a powerful chat platform designed to enable immediate assistance in real time.*

*It's wonderful to partner with KnowledgeWave and see our work leveraged to help improve learning outcomes for more employees and companies.*

*-Peyton McManus, CEO of Instant Technologies*

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## Empowering Employees with Unified Access to Training and Assistance

Quick access to information is vital for employee performance. Providing technical support, HR help, and training via a single Teams chat streamlines support. Sharing reports and metrics with stakeholders ensures coordinated resources and efforts across departments.

## Chime V5 AI Chat

- Service desk solution
- Microsoft Teams implementation
- Index files, FAQs, procedures, etc.
- Route to agents
- Ticketing integration

## KnowledgeWave Learning Service

- On-demand video training
- Monthly LIVE training webinars
- LMS integration

“*Integrating Chime into the customer engagement model enables KnowledgeWave to extend the learning experience to span the entire end user journey, from new hire, to service desk encounters and beyond.*

*- Eric Sokolowski, CEO of KnowledgeWave*

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