

# Formicary Executive Chat

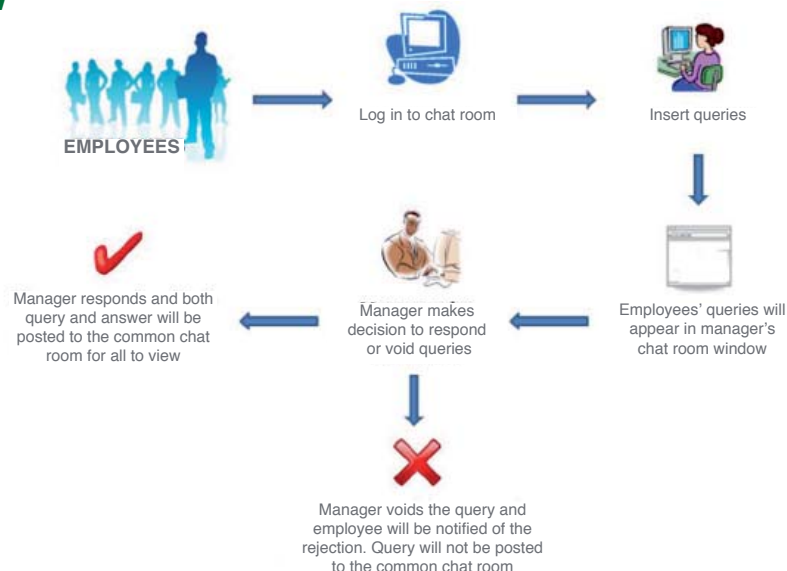
*Governed real-time and open communication within the organisation*



Executive Chat is a global collaboration tool that extends the value of chat rooms by providing the opportunity for senior management and employees to openly discuss topics in a controlled environment.

Used extensively by several major organisations, rather than having uncontrolled chat room, the bot facilitates enterprise briefings by allowing users to privately post their questions to the Executive Team who can then decide which questions they wish to answer. When they respond, both question and answer is added to the chat room.

## Overview



## Executive Chat Workflow

1. Management informs employees of service availability
2. Approved chat room managers create chat rooms (if not already created by default)
3. Chat room managers to determine whether channels are open to all or only selected employees
4. Employees to join chat rooms
5. Employees in common chat room send query
  - Employee types in query
  - Bot picks up query
  - Bot sends private message to user that query is being reviewed
  - Bot sends query to managers chat room for approval
  - SIOF on managers' chat room displays new query with check box
6. Chat room manager approves query on managers' chat room
  - Chat room manager selects query(s) to approve
  - Chat room manager writes response to query (one query at a time)
  - Chat room manager clicks send
  - Bot forwards query + reply to common chat room
  - Query is removed from chat room manager's list of messages waiting approval
7. Chat room manager rejects query on managers chat room
  - Chat room manager selects query (s) to delete
  - Bot privately informs user(s) that their query has been rejected from appearing on common chat channel
  - Query is removed from Chat room manager's list of messages waiting approval



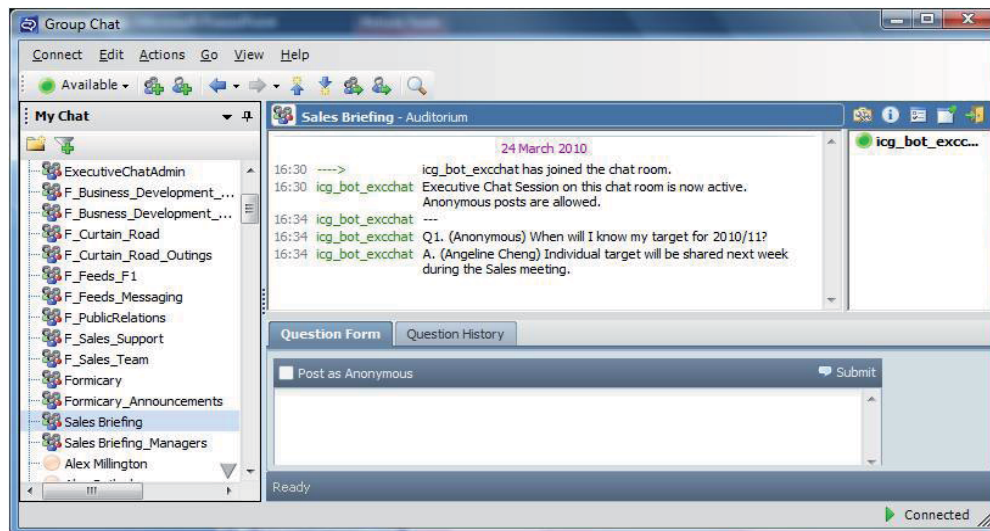
## User Accessibility Settings

### Employees

- View communication in common chat room
- Post queries private to chat room managers
- Choice to remain anonymous when postings queries
- Receive rejection message if query is unsuitable

### Chat Room Managers

- Create and moderate common chat rooms
- View and determine communication to be published
- Receive queries on the managers' chat room and choose who answers
- Make decision to respond or reject a query



Employees' Common Chat Room

## About Formicary

Formicary is an information technology company that specialises in building integrated applications/solutions to maximise business efficiency and streamline business processes for the Financial Services industry.

Founded in 2000, Formicary brings together a world class team of talented and dedicated professionals with industry experience covering Unified Communications (particularly Persistent Group Chat), business integration, trading and risk systems integration and Cross Asset Trading applications. This knowledge, coupled with technical excellence ranging from legacy client/server to cutting edge technologies, enables Formicary to offer innovative and sophisticated services and software to help clients improve their productivity and increase their return on investment.

Formicary has offices in Europe, North America and Asia Pacific.

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