

## Improve the Client Experience with External Chat Rooms Powered by Bots

Response time is closely tied to customer satisfaction. Connect with your clients using Symphony external chat rooms to communicate quickly and securely, at your desk or on-the-go. You can leverage bots on Symphony to:

- Monitor your chat rooms & automatically create tickets for client requests
- Spin up dedicated chat rooms between required team members outside your organization
- Collect and send reports to clients

Deliver a better client experience with faster response time and transparent communication.

Contact your Symphony Admin to see if your firm enables [external communication](#).

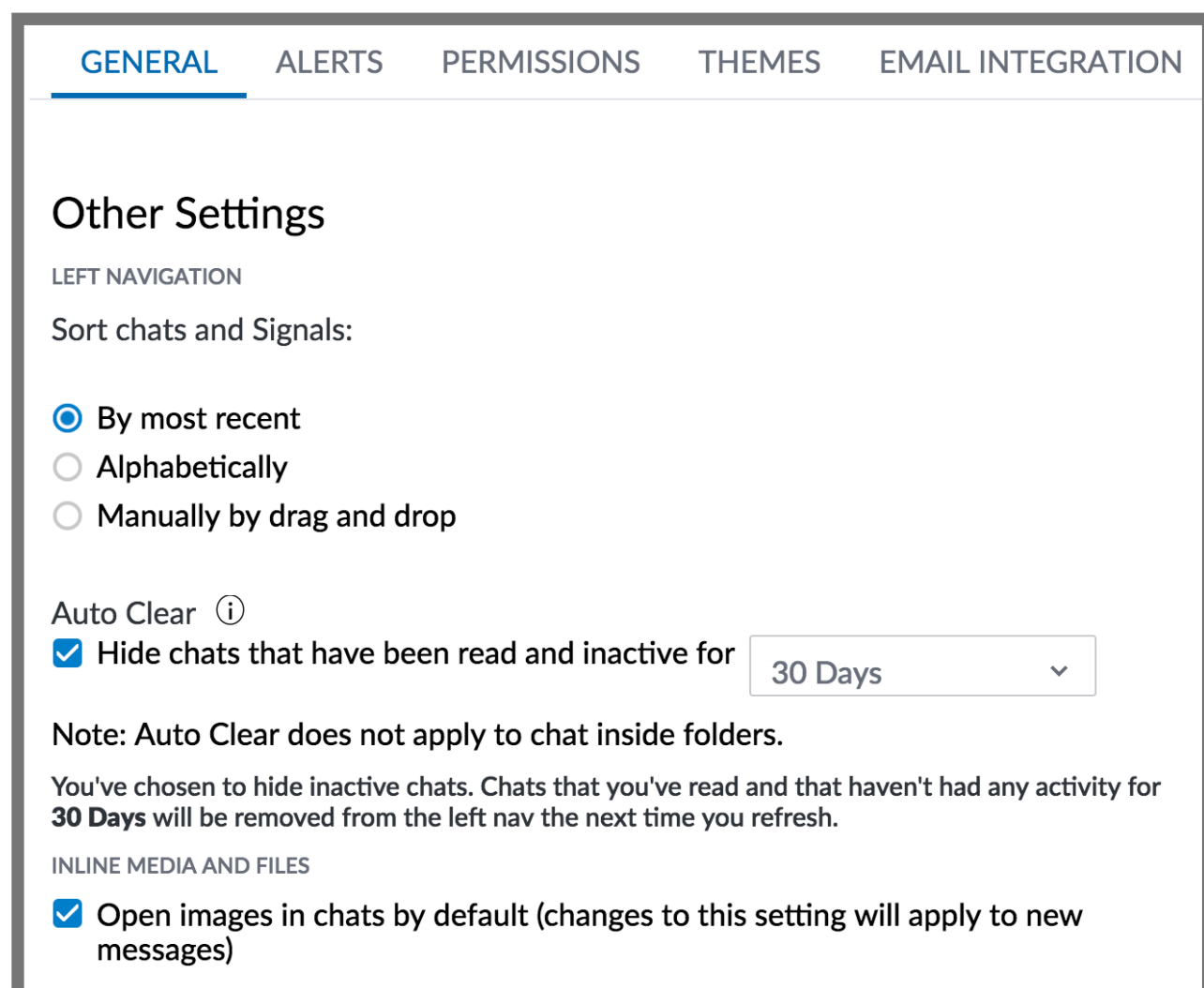
## Keep Your Left Navigation Pane Fresh & Organized

Your left navigation pane maintains all of your chats and may get noisy over time. Symphony has recently released Auto Clear, which automatically removes inactive chats from your left-nav. To use Auto Clear:

1. Navigate to Settings > General
2. Under **Auto Clear** select the box to hide chats
3. Set a timeframe for Auto Clear

Chats that you've read and that haven't had any activity for 30 Days will be removed from the left-nav the next time you refresh (but are still available via search). Check out Auto Clear the next time you need to declutter your messages.

For more tips & tricks, visit our [Help Center](#).



# SYMPHONY

## CROSS-COMPANY COMMUNITY

WEEK OF APRIL 8TH, 2019

## Must-See Webinars

### How Does Symphony's Secure Collaboration Work with Salesforce™?

Tuesday, April 9, 2019 11:00 am EST/3:00 pm GMT

Join us for a live demonstration on the new Symphony Customer Relationship Manager (CRM) chat connector. Use this integration to collaborate with the right people at the right time to achieve your business objectives, all in a secure and compliant way. [Register Now](#).

### Symphony Training Webinars

Get an overview of the platform and key features, including chat rooms, search, signals, applications, and more. Take a look at [April's Training Webinar schedule](#).

## The New Digital Workplace

Have you signed up for [Symphony Innovate Asia](#)? Contact your Symphony Representative to request a seat at our invite-only event. Symphony customers and partners will provide live demonstrations of collaboration best practices, bots, custom workflows & integrations.



## Award Nominations Open

We will also announce the next winner of the [Symphony Innovation Award](#). Has your firm created a bot or app that improves productivity or collaboration on Symphony? [Nominate it today](#) for your chance to be recognized in front of the Symphony APAC community!

