

ice Contact Center + Teams

Communication is one of the most fundamental things we do as human beings. Work more effectively with your team to achieve common goals and solve customer problems.

An all-in-one customer communications solution designed to serve all your contact center needs.

PRODUCT

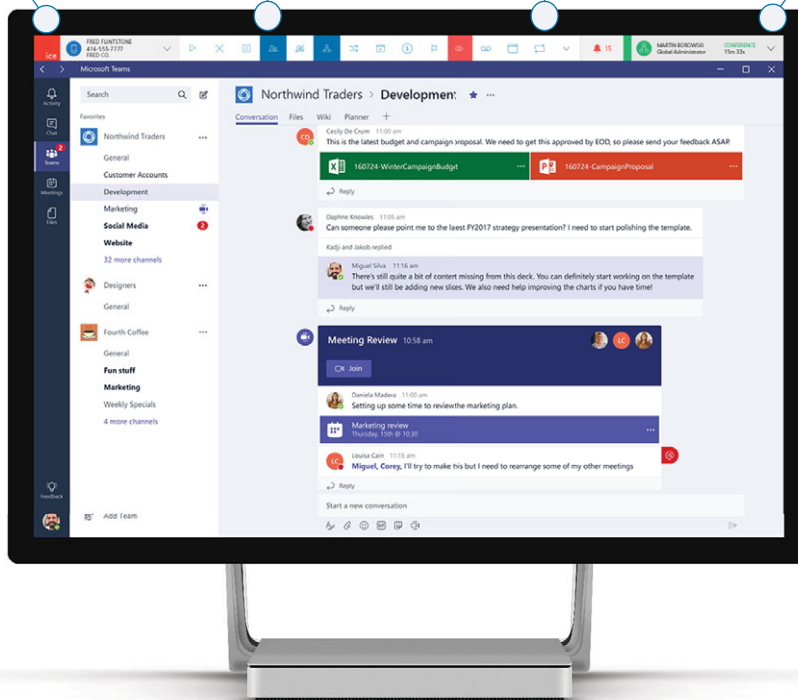
COLLABORATE

ALL-IN-ONE
PLATFORM

OMNICHANNEL
SOLUTION

APPLICATION
INTEGRATION

INTER-
OPERABILITY



Voice



Social



Video



Email



Chat



SMS



Apps



Bots

ice Contact Center for Teams is designed to provide effortless ways for groups of people to **communicate and collaborate**. Teams is a powerful universal communications platform that can provide significant benefits to the contact center.

ice Contact Center already drives collaboration in the contact center using powerful agent-to-agent features. This feature set is improved through Teams, which offers richer collaboration features. ice Contact Center for Teams opens the doors to numerous new functionalities.

As Skype for Business Online becomes Microsoft Teams, ice Contact Center will provide the most seamless transition experience, taking advantage of the rich communication and collaboration features.



Smooth transition

ice supports agents on both Skype for Business and Teams in any combination, so we're able to support you as you pilot, test, and transition to Teams. ice continues to be the only enterprise-class, native, Skype for Business contact center solution. We know how important your customer communications are to your organization, so move at your own pace, with confidence.



Same familiar experience

ice Contact Center for Teams will retain full feature parity with ice Contact Center for Skype for Business while adding new and exciting features. Your agents will continue to have all the features they are used to and depend on for day-to-day activities. ice Contact Center for Teams will have the same look and feel as all our other ice Contact Center products.



Cloud communications

ice Contact Center delivers enterprise-class capabilities through the cloud. As a highly secure, reliable, and scalable solution, the cloud enables your business process optimization. Combining ice and Teams in the cloud means that you can scale your contact center at a moment's notice while forgetting about managing infrastructure or security. ice and Teams is the fastest way to bring your operations into the 21st century.

Collaboration and communication, **all in one place**. Secure your future by aligning with the latest communications platform.

ice Contact Center for Teams is a robust universal communications platform that delivers significant advantages to your organization.



Teams built for group collaboration

Teams allows you to host your team's complete knowledge base in one place, making collaboration effortless between users through the powerful chat interface. ice Contact Center is designed to make your contact center groups as efficient as possible and Teams makes this easier than ever.



Maximize agent efficiency through knowledge management

Persistent conversations provide you with a record of every interaction. Agents have access to all their conversations with team members in one place, making it easy to access a wealth of knowledge. Never ask the same question twice and collaborate with your team in real-time.

PRODUCT



New ice capabilities via Teams

New features in Teams will unlock never-before-seen capabilities of ice Contact Center. As this next-generation platform develops, ice becomes an even more powerful tool in delivering exciting customer experiences. ice already has the ability to present actionable alerts from iceMonitor to a Teams channel, and publish iceReporting reports to a team for immediate viewing and discussion. Stay tuned, as more functionalities will become possible as the functionality of Microsoft Teams expands.



Powerful business tool integrations, all in one place

ice Contact Center for Teams offers valuable business tool integrations to make work even easier. You can embed your favorite Office 365 applications including Word documents, Excel spreadsheets, OneNote pages, and PowerPoint presentations. All these integrations mean that you can have every productivity tool, including Office 365 apps and ice Contact Center modules in one place, enabling your contact center operations to become more efficient than ever before.

ice enables organizations to optimize their business processes for handling customers, prospects and partners. Interested in seeing this live? Schedule a demo with us today at:
www.computer-talk.com/request-demo

computer-talk.com/request-demo

About Us

ComputerTalk helps organizations deliver excellent customer experiences across every communications channel.

Our solutions improve contact center productivity and integrate the contact center with the rest of the organization so companies can truly leverage their knowledge workers. ComputerTalk is a global provider of enterprise-class contact center and advanced IVR solutions powered by an application designer tool. This tool empowers organizations to build their own custom applications that transform the way they interact with customers.

Our solutions are available on-premises, in private PCI-compliant cloud, or hybrid. These solutions deliver cost savings, productivity improvements, and mobility that the market demands. Our latest contact center solution is ice, intelligent communications exchange, the only enterprise-class, native Skype for Business contact center product.

Founded in 1987 and headquartered in Markham, Canada, ComputerTalk is an expert in custom communications-enabled business process applications. We are a member of the Microsoft Cloud Partner Alliance, Technology Adoption Program (TAP), and have two gold competencies in Communication and Application Development.

ice Contact Center, working in conjunction with Microsoft Skype for Business, delivers contact centers that help businesses grow. This is just one way ComputerTalk can help you meet your business needs. For more information, visit us at computer-talk.com.



Gold Communications
Gold Application Development



@iceComputerTalk
Linkedin: ComputerTalk Technology, Inc.
fb.me/iceComputerTalk

1-800-410-1051
computer-talk.com

computer-talk.com/blog

computer-talk.com/request-demo