

# ice Contact Center Overview

ComputerTalk is the developer of ice Contact Center. ice modernizes the call center with business application integrations, AI, and analytics across all communication channels.



## ice Contact Center

As an all-in-one solution, ice Contact Center provides your organization with the tools needed to enhance your customers' experiences. ComputerTalk will work with you to configure your ice solution, to meet your changing organizational needs. Whether you are an agent, a manager, a supervisor, or an administrator, easily manage your contact center and connect with your customers anywhere, anytime.



### iceBar

**An easy-to-use contact management toolbar where users can handle any multimedia interaction.**

iceBar is a slim toolbar that fits at the top of a screen, giving users more real estate for other applications and interfaces. iceBar allows contact center users to handle communications from all media channels, giving them increased visibility and simplifying data collection. Users can view queue statistics, pick up queued contacts, enable recordings, and input line of business codes. Team leads and supervisors can silent monitor calls, and reroute contacts.

### iceMonitor

**Dashboards that give you a view of the entire contact center.**

The highly configurable iceMonitor dashboard enables you to monitor and address issues as they arise. Color-coded tiles present key information, and custom alerts keep you apprised of the contact center's status – anytime, anywhere. Get real-time information about agent performance, queues, and interactions to better manage your teams.

### iceReporting

**A versatile reporting tool that provides access to over 100 configurable reports.**

iceReporting provides information on queues, users, teams, contacts, and more. Generate reports that are configured to any number of fields. Reports can be viewed immediately, printed, and even sent to specific email addresses, equipping you with the data you need to make informed business decisions and effectively strategize for the future.

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## ice Contact Center

### iceJournal

**Provide contact center users with access to their contact handling history.**

Stay compliant with industry standards of recording retention and ensure contact center users are delivering the correct message by tracking their performance. Listen to voice and screen recordings as well as view chat and email transcripts. iceJournal comes equipped with a variety of filter and search options to easily find interactions. When viewing a contact in iceJournal, users can see key information about each interaction including duration, channel, contact info, chat and email transcripts, and user notes.

### iceWorkflow Designer

**A powerful drag-and-drop graphical editor to design interaction workflows for all modalities.**

iceWorkflow Designer is a visual tool that makes it easy to design and change processes, based on your changing organizational needs. Create custom applications that support industry-specific business requirements and integrate your collaboration and communication tools into one platform. Drag and drop icons make it easy to design simple functions like conditional routing and call back in queue, or more complex applications like updating databases, pulling CRM packages, and speaking search results back to callers.

### Evaluations

**Pinpoint proficiencies and gaps in contact center performance.**

ice team leads, supervisors, and administrators can evaluate contact center user interactions and provide feedback to help employees improve the way they deliver customer service. Easily create forms, view and download recorded interactions, and fill out evaluation forms at the office, remotely, or while on the go. Assess and track user performance to improve your service quality and increase customer satisfaction.

### iceAdministrator

**Provide administrators complete control over teams, users, and queues.**

Within iceAdministrator, add and remove users and queues, as well as manage all the contact center administrative settings. Change settings on the fly to ensure your contact center operations are running smoothly.

## ice Contact Center Modules

### Interactive Voice Response (IVR)

**Guide your customers' journeys through your organization and optimize every touchpoint across every system.**

Manage every step that the customer takes through the IVR, ensuring that they find what they need, every time. The IVR solution provides configurable menus, time out and invalid input prompts, speech auto attendant, and voice and DTMF digit collection values. Handle routine inquiries for faster customer service and free up agents' time to handle more complex inquiries.

### iceSurvey

**Design, test, publish, and analyze surveys to gain actionable insights and understand customers' needs.**

Attract and retain customers by listening and understanding their needs. iceSurvey provides contact center administrators with the power to create surveys for voice, IM, and email using simple, browser-based tools. iceSurvey supports seven distinct styles of questions including multiple choice, ratings, and open-ended questions, so you can cater your questions to best fit your data-collecting objectives.

## ice Contact Center Modules

### iceCampaign

**Proactively manage outbound contact center campaigns.**

Organizations can no longer afford to wait for customers to call in and request information. They need to anticipate customers' needs and keep them updated and informed. Manage all outbound contact center campaigns including lead generation, promotions, and customer service campaigns. Depending on your needs, iceCampaign offers four different campaign types: progressive, predictive, preview, and outbound IVR.

### iceBot

**Add artificial intelligence with a conversational chatbot to efficiently connect with your customers.**

iceBot is a chatbot that prompts conversations and interactions with end users. Add chat capabilities without needing a human on the other end to respond to inquiries, so users can deliver consistent customer experiences and save time from answering frequently asked questions.

### iceAlert

**Proactively send automated messages to keep your customers informed.**

When organizations use iceAlert to remind customers of their appointments, they can reduce no-shows by up to 85%. iceAlert removes the need for overbooking appointments and decreases wait times, reducing the number of staff required to send reminder communications, and enabling them to spend time on other important activities. iceAlert has many use cases for proactive communications – notify customer when their bill statements are ready, send bill payment reminders, notify customers of service maintenance, and more.

### iceMobile Connect

**Embed chat functionality within your mobile app for a seamless communication experience.**

Allow customers to reach your organization directly through your mobile app, without needing to switch to another communications app. iceMobile Connect enables you to add full chat functionality to your mobile application. Customers can interact with the contact center directly within your app, while contact center users receive the messages the same way as IMs.

### icePay

**Automate payment processing while providing secure end-to-end customer service.**

As a Payment Card Industry (PCI) compliant service, icePay allows organizations to accept credit card payments without needing to store any sensitive cardholder data in their environments. Contact center users receive an authorization number for each transaction completed by icePay, generated by the payment service provider. The solution supports tokenization so that credit card numbers are not sent over the internet, relieving customers' security worries.

PRODUCT



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## ice Contact Center Modalities

Let customers contact your organization using their preferred communication channel. ice Contact Center users can efficiently handle different methods of communication from one platform, helping them save time switching between multiple applications. Regardless of how customers reach you, ice can provide details of their interaction history. By examining the most recent communication exchanges, users can effectively and quickly equip themselves to respond to customers, saving time while increasing customer satisfaction and loyalty.

### Voice

**The most traditional channel to easily connect with customers.**

Contact center users can easily respond to questions and inquiries using voice. By reducing back and forth time to compose responses and wait for replies, voice is a reliable channel to quickly resolve customer problems. ice Contact Center provides the tools to enhance your customer experiences including CRM screen pop, the option for users to consult with colleagues, and the ability to go back and listen to voice recordings.

### Email

**Intelligently manage all email exchanges between clients, prospects, and contact center users.**

ice Contact Center's email management tool helps contact center users stay on top of email interactions and provide outstanding customer service to their clients. Increase the speed of responses with predefined automatic replies. With iceWorkflow Designer, emails can be routed to contact center users based on time of day, queue conditions, agent availability, or various other criteria.

### SMS

**Easily connect with customers via SMS while contact center users continue using the same tools they are familiar with.**

SMS messages are routed to users on Teams or Skype for Business and are then handled the same way as web chat, IMs, and social media interactions. Be proactive and allow users to send personalized outbound SMS messages to initiate interactions. Whether it be appointment reminders, notifications, change in schedules, or getting back to them about an inquiry, SMS is a convenient channel to reach your customers.

### Web chat

**Today's customers are looking for versatility in contacting your organization.**

Providing a web chat option directly from your website enables a quick and easy channel for your customers to reach you. As a highly configurable tool, web chat allows for visual and functional configurations to match your branding guidelines.

### Social Media

**Transform customer experiences by proactively resolving customer frustrations on social media.**

ComputerTalk's social media messaging platform allows for the easy integration of messaging channels such as Facebook Messenger, WhatsApp, and Twitter direct messages (DM), as they become prevalent in customer service. Social media messages are real-time communications where customers expect instant responses and a fluid back and forth conversation. Users can handle social media interactions through ice without requiring specific social media platform training or access. Monitor and route social media interactions to ensure customers are receiving the quickest response rather than waiting for an employee to check social media.



Twitter DM



WeChat



Facebook Messenger



LINE



WhatsApp



Viber



Telegram



## Deployment Types and Integrations

ice Contact Center supports cloud, CPE, and hybrid deployment scenarios. Whatever your requirements are, you can expect feature parity and the same powerful experience. Choose your deployment scenario, telephony platform, and integrations based on your preferences, requirements, and infrastructure.

### ice Contact Center with Microsoft Teams

**Expand contact center functionality to subject matter experts in order to foster collaboration and transform your customer experiences.**

New features in Microsoft Teams will unlock never-before-seen capabilities of ice Contact Center that were not possible with Skype for Business. As this next-generation platform develops, ice becomes an even more powerful tool in delivering outstanding customer experiences. Deploy ice with Teams by using iceBar for desktop, iceBar for web, or iceBar for Teams. iceBar for Teams takes the integration between ice Contact Center and Microsoft Teams one step further by adding ice functionality directly within the Teams client.

### ice Contact Center with Office 365

**Enhance your Office 365 investment with enterprise-class contact center capabilities with all your applications in one place.**

ice Contact Center with Office 365 brings all these applications into a single pane of glass. Reduce infrastructure costs and add enterprise-class contact center capabilities to your Office 365 environment. From small internal help desks to complex cross-geographical contact centers, ice Contact Center with Office 365 helps you enhance your customer service across multiple communication channels and dramatically improves the power of your contact center.

### PBX Agnostic

**Connect to various legacy PBX systems, so contact center users can continue using the same tools they are familiar with throughout the migration.**

ice works with any PBX, meaning that you can deploy ice in a legacy PBX environment, and continue using it while you transition users to Microsoft Teams. ice Contact Center extends the life of your existing PBX by adding new features. Deploy on what is most easy and convenient for you, based on your preferences, requirements, and infrastructure. ice is certified to connect to various legacy PBXs, such as Cisco and Avaya so users and supervisors can continue to use the same contact center tools they are familiar with in hybrid scenarios and migrations.

### CRM Integration

**Personalize the way your organization communicates with customers, partners, and stakeholders.**

ice Contact Center works with nearly any CRM and common ticketing software including Salesforce, Dynamics 365, ServiceNow, or your own homegrown software using pre-built connectors. Screen pop information from CRM when users receive interactions to reduce talk time and frustration. Optimize user productivity and improve first contact resolution. Auto-insert Activity Records and CRM fields to compile customer information history, equipping users with information to accelerate resolution time and save time from manual entry.

### High Availability

**Increase reliability and geographic redundancy with high availability.**

ComputerTalk's enhanced high availability allows multiple ice services to be active concurrently, enabling seamless failovers. This enables users to seamlessly fail over to another server in a cluster if the primary server fails or needs to be upgraded. Our solution is available within a single site or across multiple sites, either on-premises or in the cloud. Spread your contact center out over multiple sites to allow for geographic diversity and greater reliability.

### Professional Services

**ComputerTalk's experienced team will help you transform and configure your contact center to meet your organizational needs.**

Our quality professional services are at the core of every ice Contact Center deployment. ice Contact Center is a highly configurable platform, which means that the solution can meet the most complex of business requirements. ComputerTalk provides end-to-end solutions from design to support for your contact center. We work closely with your organization to ensure the solution meets your business needs and optimizes your communications.

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## About Us

ComputerTalk helps organizations deliver outstanding customer experiences across every communication channel, on one platform. ice Contact Center with Skype for Business and Microsoft Teams delivers solutions that help organizations grow and transform their customer experiences.

Our solutions improve contact center productivity and integrates 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 custom applications that transform the way they interact with customers.

Our solutions are available on-premises, in a private PCI compliant cloud, or hybrid. ice Contact Center delivers cost savings, productivity improvements, and mobility that the market demands.

Founded in 1987 and headquartered in Markham, Canada, ComputerTalk is an expert in custom communications-enabled business process applications. ComputerTalk is a member of the Microsoft Cloud Partner Alliance, Technology Adoption Program (TAP), has three gold competencies in Application Development, Communications, and Windows and Devices, and has two silver competencies in Cloud Platform and Datacenter.

For more information, visit us at [computer-talk.com](https://computer-talk.com).



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