Introducing ice Contact Center 12

This document outlines the exciting enhancements and new capabilities of ice Contact Center 12. If you would like more information about ice Contact Center 12, please contact your account executive.

About ice

- Agents can use icePhone, Microsoft Teams via Direct Connect, or PSTN for their UC, providing freedom to migrate as you see fit.
- ice Contact Center is an all-in-one customer communications solution for Microsoft Teams, Microsoft 365, and Dynamics 365.
- ice was one of the first contact centers certified for Microsoft Teams.
- ice is compatible with other IP-PBXs such as Avaya, Cisco, Mitel, BroadSoft, etc.

New features

icePhone

Provides one interface for agents to receive and handle interactions on. Includes a built-in softphone and chat client. Agents can take and place calls and chats from either the iceBar for Desktop or iceBar for Web without needing a separate softphone such as Teams. Organizations can use any combination of agent connectivity such as icePhone, Teams, and PSTN and users in the same call can be on different platforms. icePhone uses WebRTC, enabling it to work out of the box in modern web browsers.
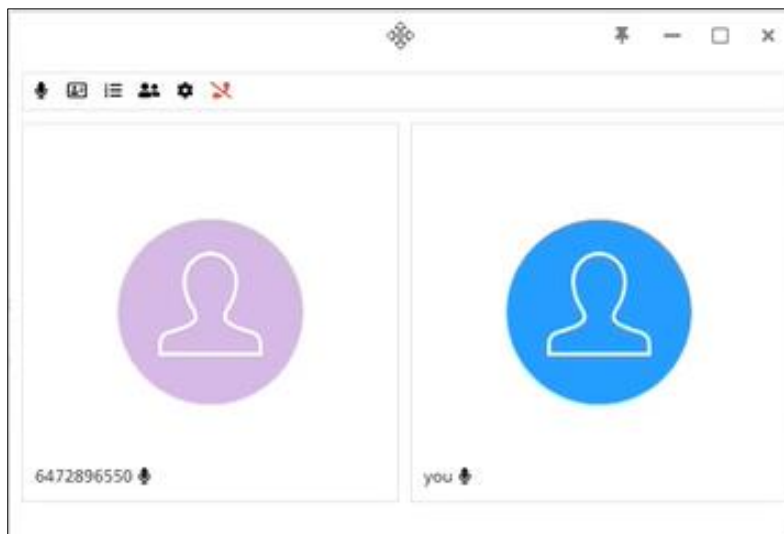
Web chat configurations

Personalize your web chat page to your company's branding with new configuration options. Select the font, styling, system messages, and more. The login page supports reCAPTCHA v3.

Enhanced security

Identity server provides a secure login for agents to iceBar. It is part of our continuous effort to provide a highly secure environment using the latest standards. Identity server saves a token locally which expires for enhanced security.

Speech analytics integration

Streamline customer service by automating the analysis of your interactions. Discover emerging trends within conversations and react quickly, analyze a customer's sentiment to find out how the exchange went, automatically tag interactions, ensure you are following compliance, and more. ice Contact Center integrates with 3rd party speech analytic solutions to provide you with the insights you need to excel in customer service. The transcripts and analytics are available on the 3rd party platform with support for single sign-on (SSO).