

Introducing ice Contact Center 13

This document outlines the exciting enhancements and new capabilities of ice Contact Center 13. If you would like more information about ice Contact Center 13, 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

Screen recording during wrap-up:

Ensure agents are following standard procedures during wrap-up by extending screen recording to continue recording during the wrap-up state.

The maximum time for screen recording in wrap-up is configurable and defaults to 1 hour.

When agents have infinite Auto Wrap time configured for the queue that they are logged into, screen recording will continue until the maximum configured time is reached.

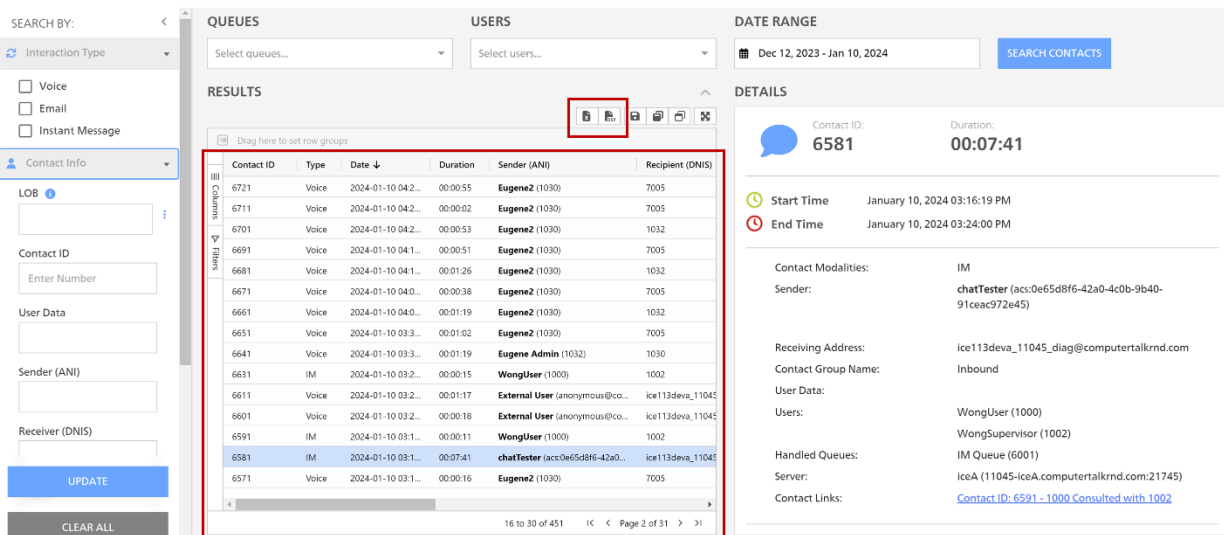
Enhanced searching:

Easily find the interaction you are looking for by searching a specific Line-of-Business (LOB) code in iceJournal, similar to what can be done for email resolution codes. When a specific contact is selected in the search results, the contact details' view shows the LOB codes for the contact along with the date and time that they were applied and by which agent.

LOBS ASSIGNED			
ID	Name	Time Applied	Applied By
2	Mortgage	2023-11-21 3:10:53 p.m.	1006
3	Credit cards	2023-11-21 3:10:53 p.m.	1006

iceJournal export:

iceJournal results are now exportable to a CSV file for further analysis or import into your BI or reporting system. In ice 13.0, Journal makes use of the same grid view technology as Monitor. Two new buttons, "Export to Excel File" and "Export to CSV File", have been added. Search results are limited to 1,000 records by default. The exported columns are those that are visible (not hidden) in the results grid.

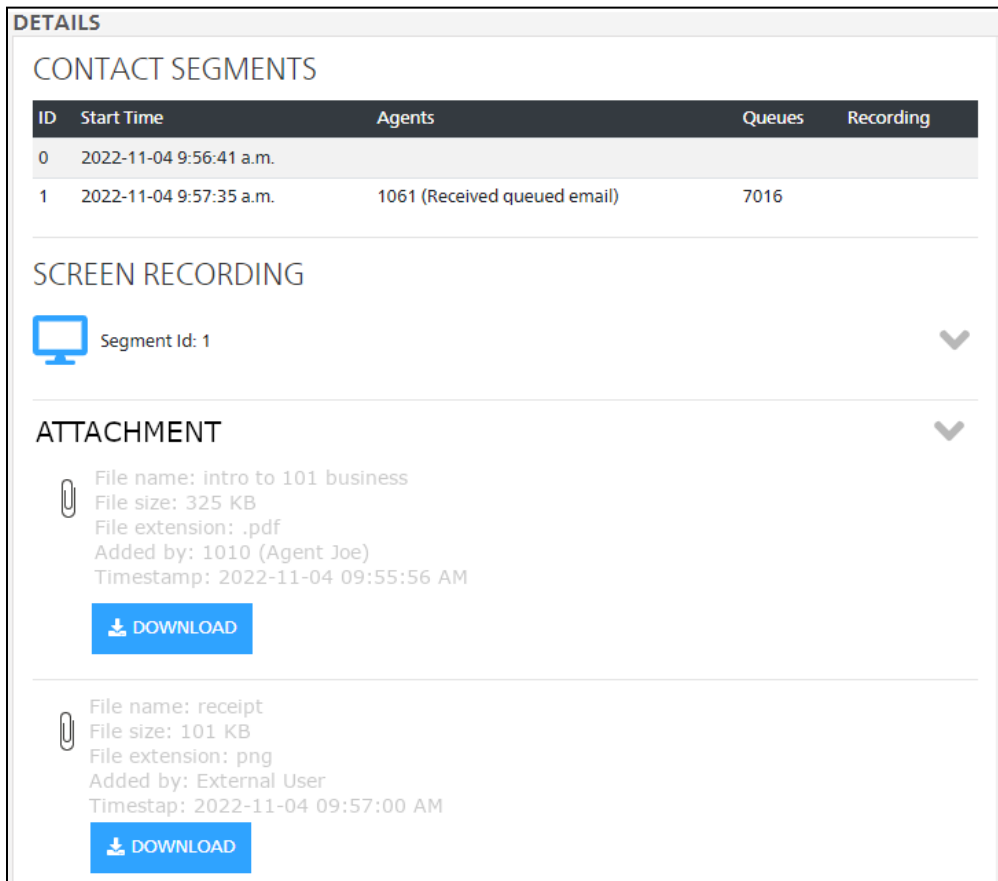
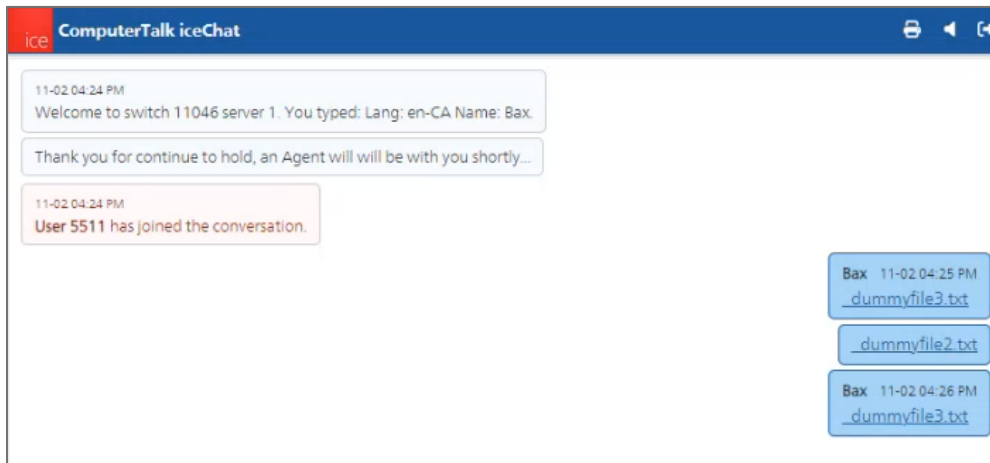


The screenshot shows the iceJournal interface. On the left, there are search filters for 'Interaction Type' (Voice, Email, Instant Message) and 'Contact Info'. The main area is divided into 'QUEUES', 'USERS', and 'DATE RANGE' (Dec 12, 2023 - Jan 10, 2024). Below these is a 'RESULTS' grid with columns: Contact ID, Type, Date, Duration, Sender (ANI), and Recipient (DNIS). The grid contains multiple rows of contact records. Above the grid, there are icons for 'Export to Excel File' and 'Export to CSV File'. To the right, the 'DETAILS' section shows information for Contact ID 6581, including Start Time, End Time, Contact Modalities, Sender, Receiving Address, Contact Group Name, User Data, Users, Handled Queues, Server, and Contact Links.

Chat attachments:

Effortlessly share files, documents, and images back and forth through iceChat using icePhone. The attachments will appear as links in the chat window and the attachments are stored in a datastore. Customers can determine:

- Retention period for attachments to remain accessible in iceJournal
- Duration the attachment link remains valid
- Maximum attachment size
- Maximum number of files uploaded in a chat session
- Types of attachments that can be sent by agents and customers



Support for multiple recipients:

Enable agents and customers to add additional recipients to emails on either the To or CC field for enhanced visibility or further information. If the sender includes additional recipients in the original email, the agent's reply will be sent to all recipients. In addition, the agent can also include additional agents or subject matter experts in the response.

Maintaining email queue times:

On server restart, iceMail will requeue emails with the same contact ID prior to the restart and any previous queue time added back on.

Streamlined SSO deployment

ice 13 streamlines the deployment of Single Sign-On (SSO) for customers by introducing support of Multi-tenant Azure applications. This allows ice to use a premade multi-tenant Azure application managed by ComputerTalk. Customers no longer need to create and maintain their own application. Customer administrators just need to provide consent to our application. For existing customer, this application can be set up during business hours with no down time.

SSO user setup is further simplified with auto-linking email on first SSO login. Ice will automatically assign the user's Azure AD GUID upon first sign on, removing the need for administrator's to manually set up SSO in iceAdministrator.