



What's Changed in ice 12

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What's Changed in ice for server version 12

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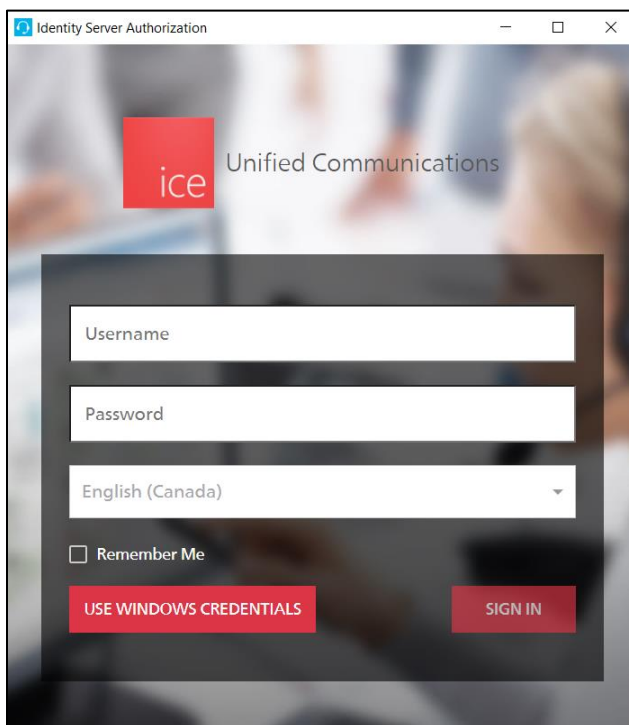
Introduction

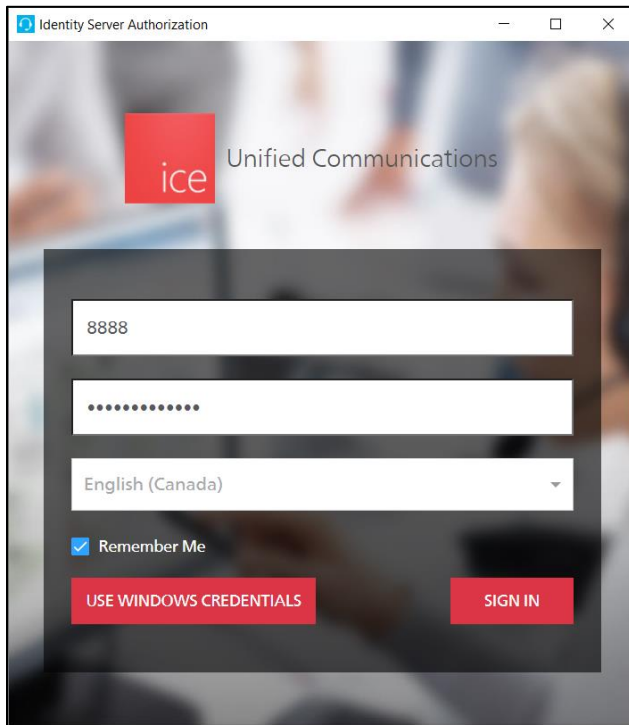
This document introduces the new features in ice 12. For more information on specific settings and features, please refer to the User Manuals accessible in the eLearning site and in the iceManager Help Center.

Identity Management Service

In ice 12, the new standalone service, Identity Management Service, handles all authentication including logging in with ice credentials, and Single Sign On (SSO) logins. Identity management service will continue to support the same SSO providers (including Azure AD and Okta) that were available in ice 11.

After launching iceBar, the Identity Server Authorization window will open and you may enter your User ID and Password.





The *Remember Me* checkbox will allow you to save your User ID.

To login using Single Sign-On, click the *Use Windows Credentials* button. You will be prompted to enter your Windows Credentials. Otherwise, click the Sign In button to proceed.

The toolbar will load with your profile settings at the top of your screen.



Note: You will be required to enter your password each time you login for security purposes.

icePhone

Note: There is an additional cost associated with icePhone. For more information, please speak with your account manager.

The new icePhone based on Azure Communications Services (ACS) supports voice calling and chat on iceBar for Desktop and iceBar for Web without dependency on Microsoft Teams. It allows users to handle phone and chat contacts natively within iceBar without needing a separate softphone such as Microsoft Teams or Skype for Business.

Understanding the icePhone

The icePhone provides an interface to handle chat and voice contacts within the same client. You can find the icePhone buttons beside the Contact Functions panel.



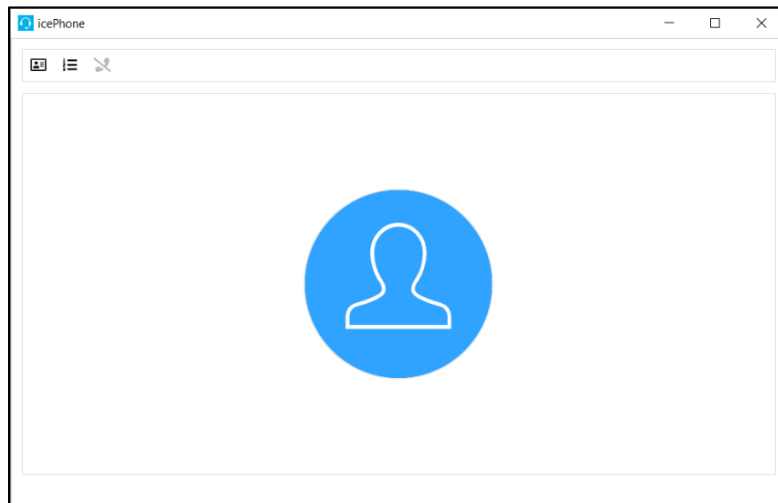
Note: The icePhone buttons will only be available if the 'Use icePhone' checkbox is enabled in your User Panel.

icePhone Buttons

The following section will describe the icePhone buttons available on the iceBar.

Show icePhone

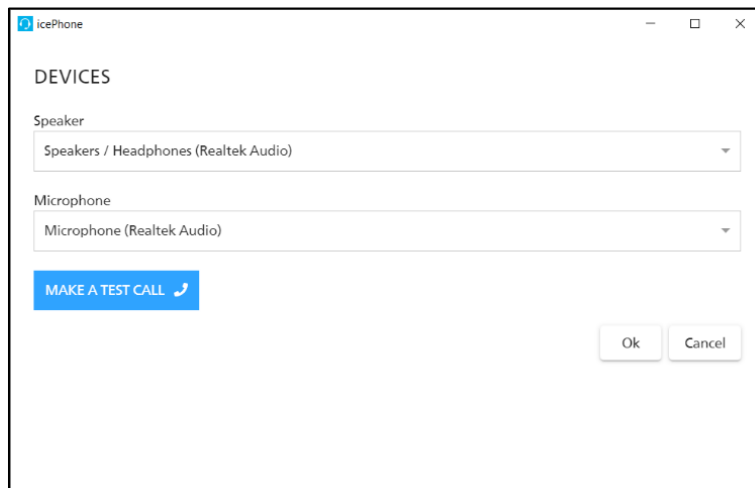
The *Show icePhone* button opens the icePhone client. If you are handling a contact, it will populate with the contact's information allowing you to handle the contact using the buttons along the top of the window.



Note: Closing the icePhone window does not release your contact.

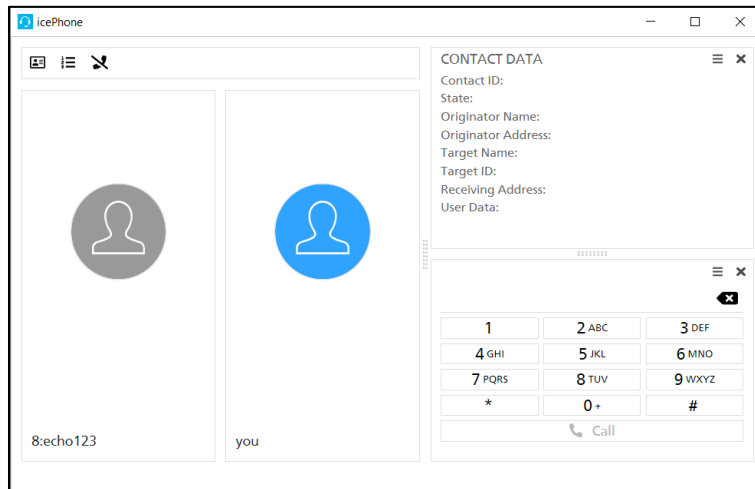
Devices

The *Devices* button opens the devices window to set the user's speaker and microphone device preferences.

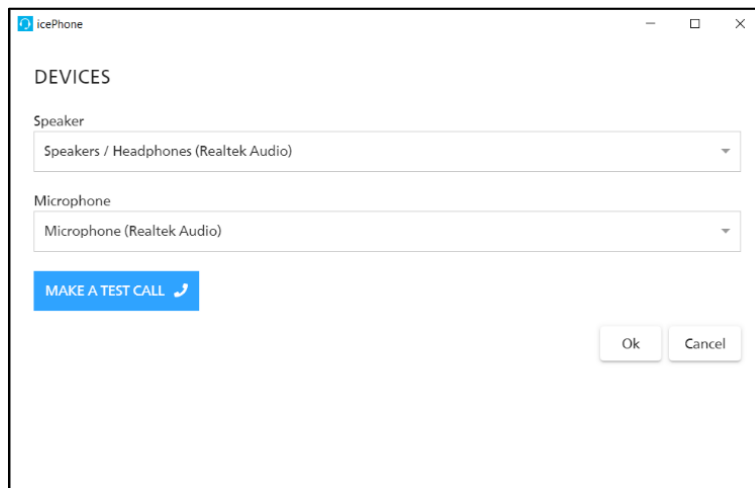


The *Make a Test Call* button allows you to place a test call to test your speaker and microphone input.

You will be asked to record a message after the beep to test your audio configuration.

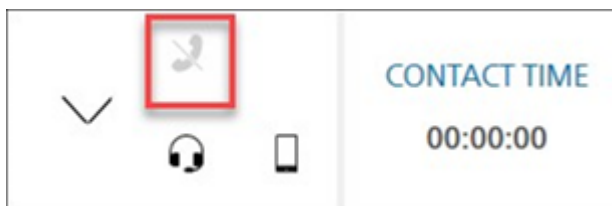


To close the Devices window, click Ok to save your changes or Cancel to exit.



End Off Hook

The *End Off Hook* button releases the contact and places the user back on hook.



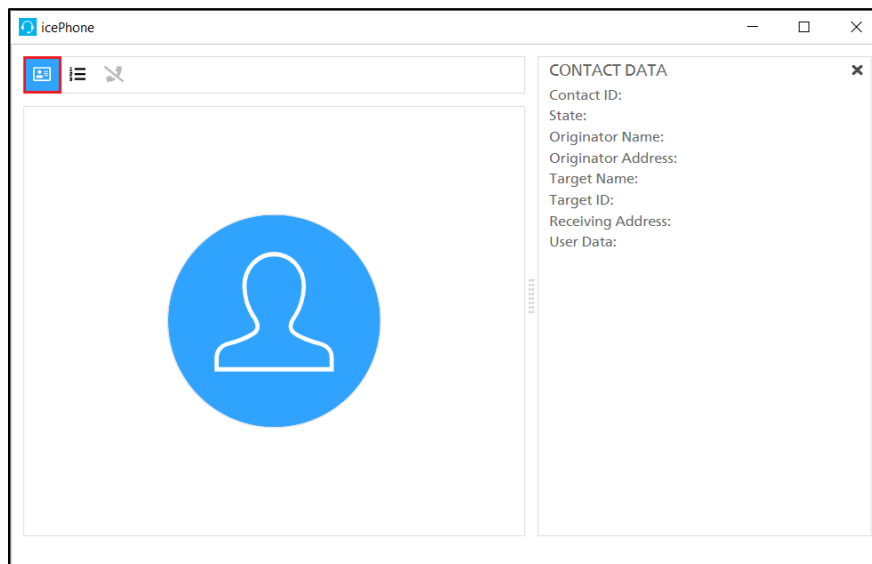
Note: You must have the 'Use icePhone' checkbox enabled in order to be able to use the icePhone buttons.

icePhone for Voice

The icePhone client allows agents to receive and handle interactions through one interface. Agents can handle and place calls from either the iceBar for Desktop or iceBar for Web.

Contact Data

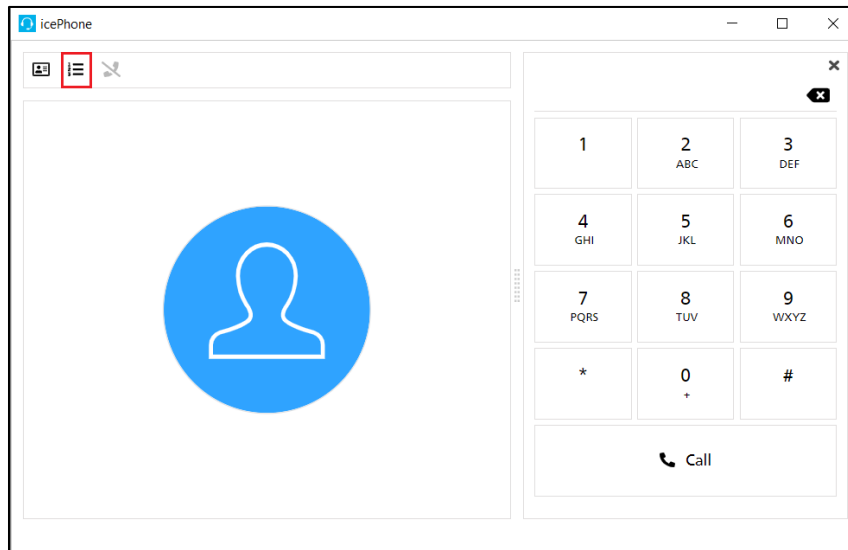
The *Contact Data* button displays information about your contact including the Contact ID, State, Originator Name and Address, Target Name and ID, Receiving Address and User Data.



To close this tab, either click on the *Contact Data* button again, or click on the 'x' in the top right corner of the screen.

Dial Pad

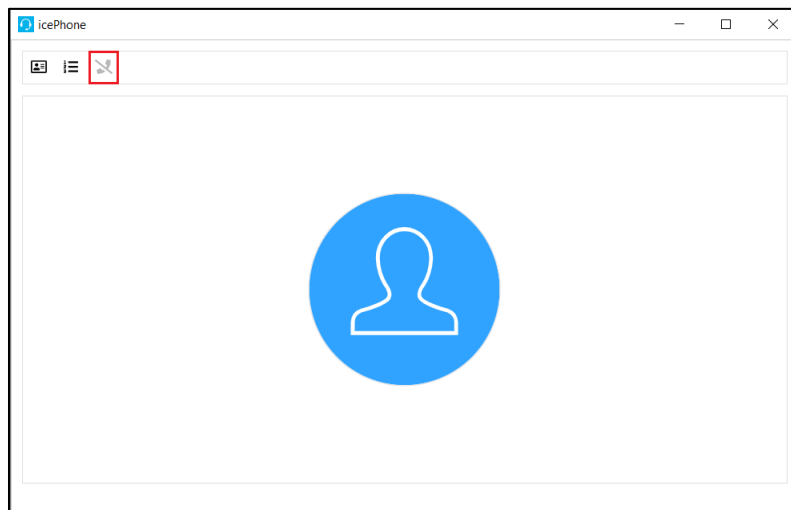
The *Dial Pad* button opens the icePhone dial pad. You can dial a number and click the Call button on the bottom of the dial pad.



To close this tab, either click on the *Dial pad* button again, or click on the 'x' in the top right corner of the screen.

End Off-hook

The *End Off-hook* button releases the contact and places the user back on-hook.

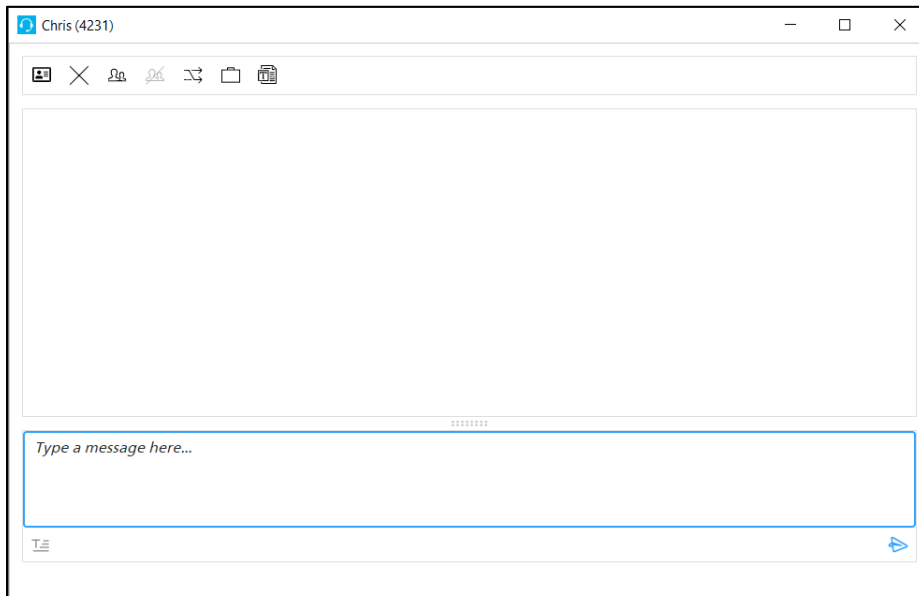


To close this tab, either click on the *End Off-hook* button again, or click on the 'x' in the top right corner of the screen.

Note: Closing the icePhone window does not end your call. You must click the *Release* button on your toolbar, or the *End Off-hook* button on your icePhone to end the call. If you close the icePhone and would like to open it again at any point during your call, you can do so from the icePhone button on your toolbar.

icePhone for Chat contacts

The icePhone chat client can be used to handle chat contacts. The client is composed of a content panel, where the chat conversation with your contacts is displayed and a set of contact handling buttons along the top of the window.



The following section will describe the additional icePhone buttons available when handling a chat contact.

Note: Your profile must be configured for IM handling to be able to use the buttons for the icePhone for Chat.

Consult

There may be occasions when you wish to consult a third party while you are handling an IM. Perhaps you need assistance with a customer or would like to confirm something with a supervisor. To do this, you can use the Consult button.



Transfer

There may be occasions when you wish to transfer an IM to a different queue or user. To do this, you can use the Transfer button.



LOB (Line of Business)

You may be asked to tag contacts with one or more Line of Business Codes. The codes are a way of categorizing the contact, based on the nature of the contact. To do this, you can use the LOB button.



Canned Responses

Canned responses are predetermined responses to common questions. Users can select a canned response from a pre-defined list while handling an IM contact. To do this, you can use the Canned Responses button.



New iceAdministrator Settings

Two new settings have been added to the User Class of Service page.

Enable ACS Voice

This feature allows a user to enable and use the icePhone. If *Enable ACS Voice* is enabled, the user can handle voice contacts using icePhone. By default, this feature is disabled.

Enable ACS IM

This feature allows a user to enable and use the icePhone. If *Enable ACS IM* is enabled, the user can handle chat contacts using icePhone. By default, this feature is disabled.

icePhone Connection and Backup Settings

Voice Settings

The following table describes the settings required to configure icePhone as a primary or backup connection for voice calls. This includes settings in iceManager Configuration groups, as well as settings in iceAdministrator.

For more information on the settings in iceManager, refer to the iceManager User Manual.

iceAdministrator					iceManager Configuration Groups		
Voice		Enable ACS Voice	Connection address (Remote DN)	Use MS Teams Direct Routing	Block PSTN remote DN	Default User Connectivity	
Primary	Backup					Voice Primary	Voice Backup
Teams Direct Routing	icePhone	✓	Direct Routing number	✓	✓	iceAdministrator-defined	icePhone
Teams Direct Routing	PSTN		PSTN number	✓		iceAdministrator-defined	iceAdministrator-defined
PSTN	icePhone	✓	PSTN number			iceAdministrator-defined	icePhone
icePhone	PSTN	✓	PSTN number			icePhone	iceAdministrator-defined
icePhone	Teams Direct Routing	✓	Direct Routing number	✓	✓	icePhone	iceAdministrator-defined

Note: If the *User Connectivity Changeable From iceBar* setting is enabled in iceManager Configuration Groups, the iceBar remote DN will override any settings in iceAdministrator and iceManager.

IM Settings

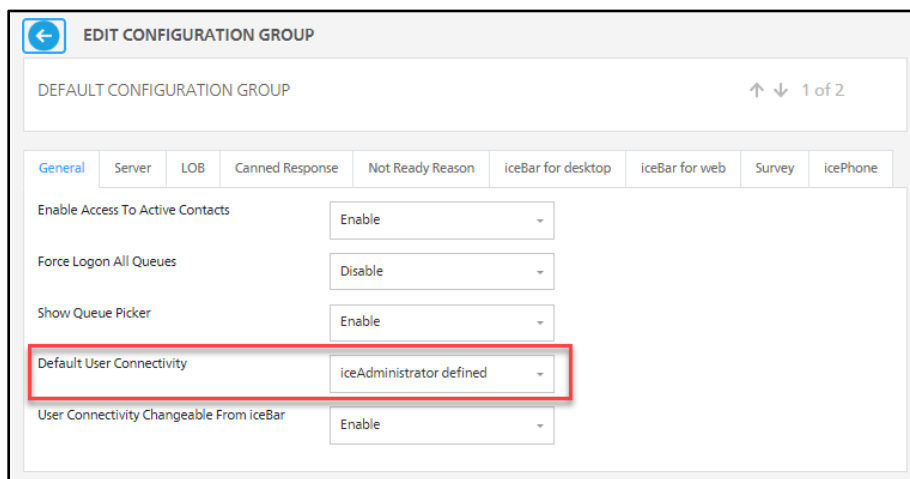
The following table describes the settings required to configure icePhone as a primary or backup connection for IMs. These settings are configured in iceAdministrator.

iceAdministrator				
IM		Enable ACS IM	Use ACS	IM Address
Primary	Backup			
icePhone	SIP	✓	✓	Sip address
SIP	icePhone	✓		Sip address

Consider the following example to set Teams Direct Routing as the primary connection, and icePhone as the backup.

In iceManager settings, locate the correct Configuration Group, and open the General Tab.

Set the *Default User Connectivity* to iceAdministrator defined.



EDIT CONFIGURATION GROUP

DEFAULT CONFIGURATION GROUP ↑ ↓ 1 of 2

General Server LOB Canned Response Not Ready Reason iceBar for desktop iceBar for web Survey icePhone

Enable Access To Active Contacts Enable

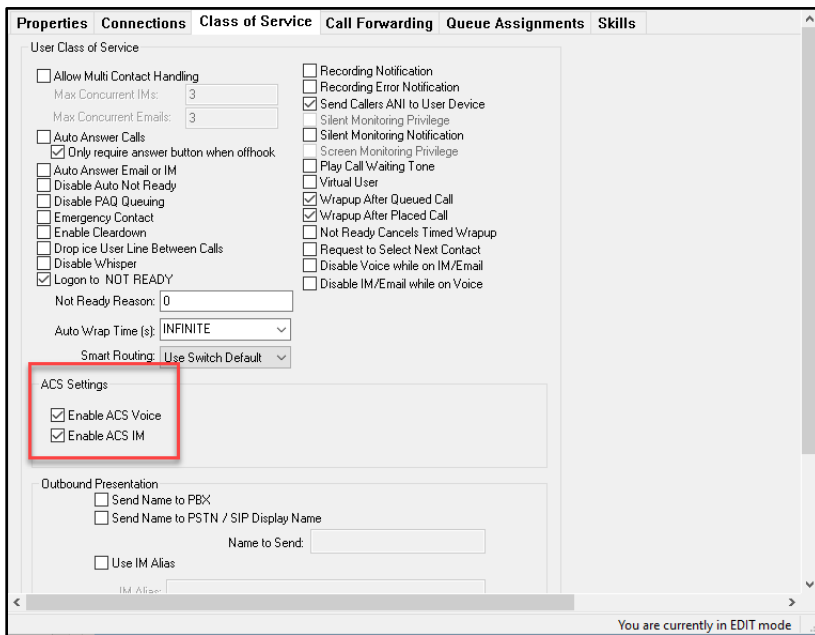
Force Logon All Queues Disable

Show Queue Picker Enable

Default User Connectivity iceAdministrator defined

User Connectivity Changeable From iceBar Enable

In iceAdministrator, ensure that both the *Enable ACS Voice* and *Enable ACS IM* class of service features are enabled.



In the user's Connections tab, set the Connection address to their Direct Routing number.

Ensure both *Use MS Teams Direct Routing* and *Block PSTN Remote DN* are enabled.

Note: *Use MS Teams Direct Routing* and *Block PSTN Remote DN* can only be enabled by the Global Administrator. If you require these settings to be enabled, please contact Computer Talk.

Set the user’s IM Address to their sip address, and enable the “Can Handle IM Contacts from ice” checkbox.

To switch the connection from the primary to the backup

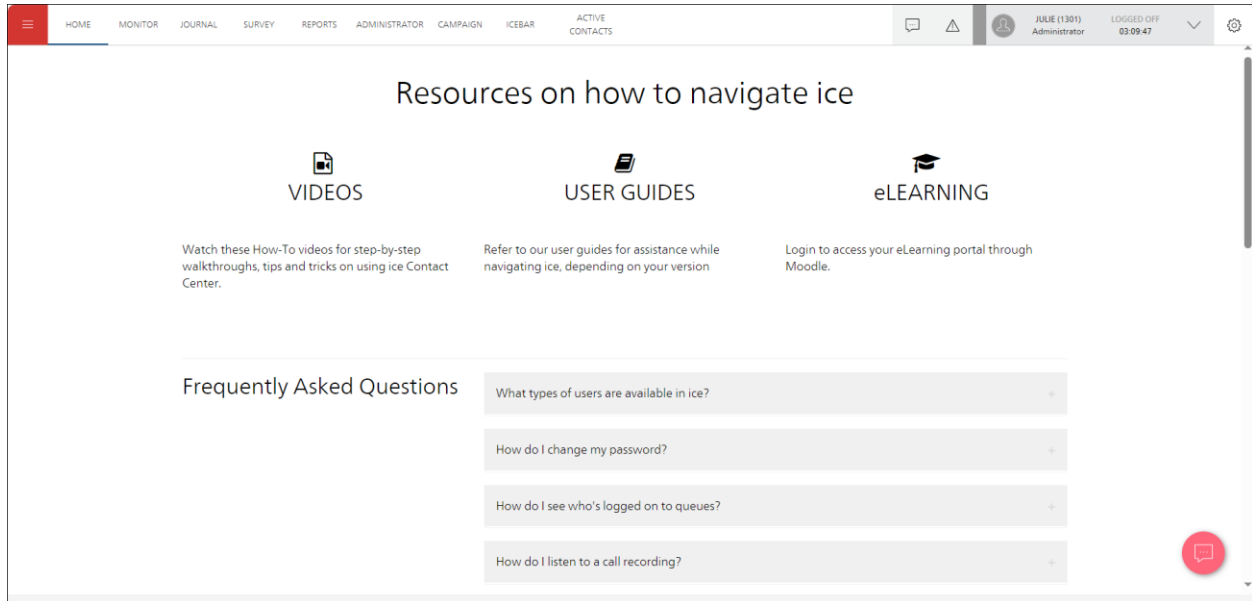
Open Configuration Groups in iceManager, and set the *Default User Connectivity* to ‘icePhone’.

If the agent is using icePhone to handle IMs, enable the “Use ACS” checkbox.

Properties	Connections	Class of Service	Call Forwarding	Queue Assignments	Skills
Connection Address/Remote DN: <input type="text" value="12345678790"/>					
<input type="checkbox"/> Password Callback <input checked="" type="checkbox"/> Use MS Teams Direct Routing <input checked="" type="checkbox"/> Block PSTN Remote DN					
Email Address					
<input type="radio"/> Use Connection Address <input checked="" type="checkbox"/> Can Handle Email Contacts from ice					
<input checked="" type="radio"/> Use This Address: <input type="text" value="laura@computer-talk.com"/>					
IM Address					
<input type="radio"/> Use Connection Address <input checked="" type="checkbox"/> Can Handle IM Contacts from ice <input checked="" type="checkbox"/> Use ACS					
<input type="radio"/> Use This Address: <input type="text" value="8.acs:"/>					
<input type="checkbox"/> Auto Logon					
Queue: <input type="text" value="All Assigned Queues"/>					
Image URL: <input type="text"/>					

iceManager Home Page

The Home tab has been reintroduced in the Menu Bar, and has been configured to display the new Computer Talk Help Center. Users can access resources including How-To videos, User manuals, links to the eLearning courses and a FAQ from one central location in iceManager.

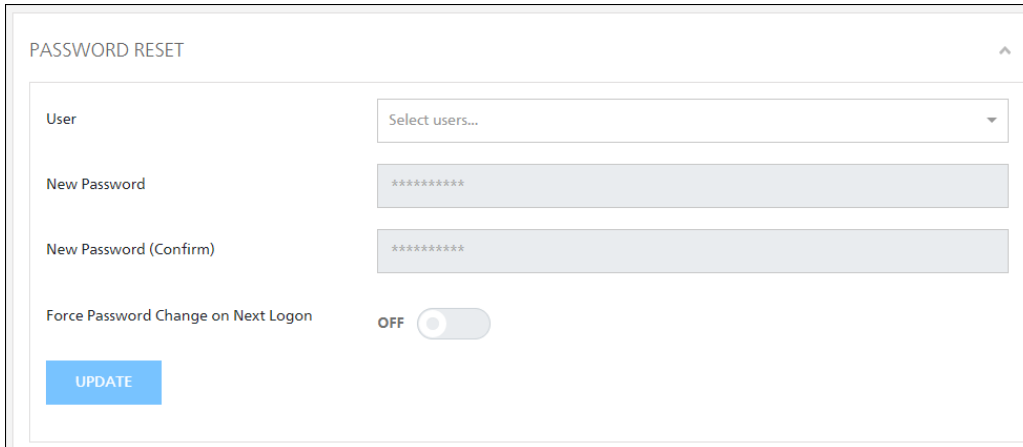


Password Management

In ice 12, passwords can be managed in iceManager instead of iceAdministrator.

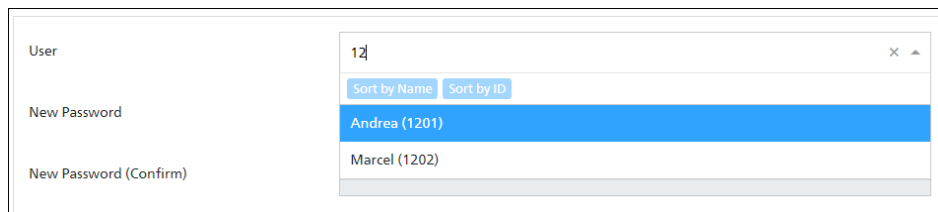
Password Reset:

This section allows users with Supervisor privileges or higher to reset passwords.



To reset a user's password, follow the steps below:

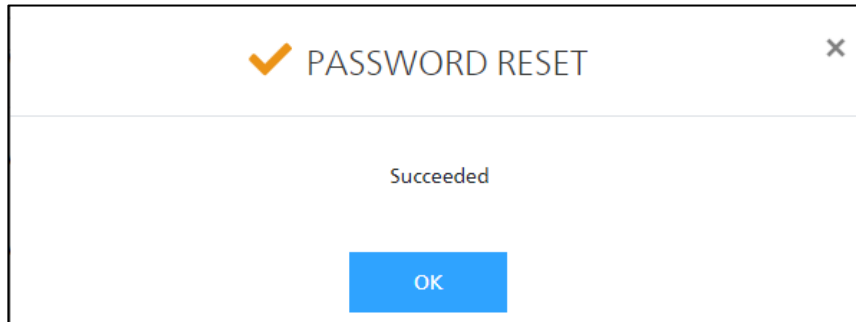
1. Select the user from the drop down list.



2. Enter the user's new password in the *New Password*, and the *New Password (Confirm)* fields.



3. Toggle the *Force Password Change on Next Logon* on if you would like the user to reset their password the next time they logon.
4. Select the Update button to update the password.
5. The Password Reset Succeeded message will appear. Click OK.



Reporting

In ice 12, the following reporting updates have been made:

Logon Report

- A new time zone input parameter has been added to account for situations where the ice server and the SQL server are in different time zones. The options include: 1. Eastern Standard Time; 2. Newfoundland Standard Time; 3. Atlantic Standard Time; 4. Central Standard Time; 5. Mountain Standard Time; 6. Pacific Standard Time.
- A server ID column has been added to indicate which server an agent was logged on to. This ID is determined in iceManager settings.

Survey Run Report

- This report now indicates when a survey response was recorded for a voice text question.

Survey Run Detail Report

- This report will now display survey questions in the order they are configured.

Individual Survey Detail Report

- This report will now display survey questions in the order they are configured.

Survey Summary Report

- Added user ID to user names.

Detailed Email Report

- Enhanced to show email resolution codes.

Additionally, the following new reports have been added:

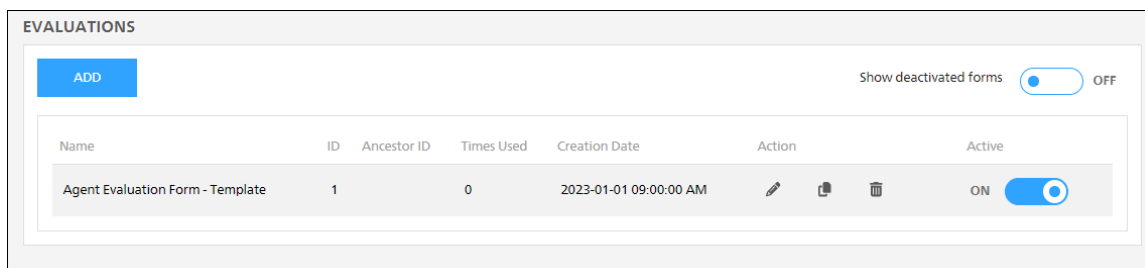
Consumption Report: A new consumption report has been added to track inbound, outbound and agent connectivity in minutes. It is available as an interval report for daily, weekly, and monthly reporting. Agent connectivity is separated into Teams Direct Routing, PSTN and icePhone.

Data Only Reports: Ice 12.1 supports data export to csv files for clients to consume and merge with their data or to create dashboards for senior management. Thirteen new data-only reports have been added, including data from the ADR, Agent Activity, Agent Activity By Queue, Agent Line of Business, Agent Not Ready Breakdown, CDR, CDR Summary, DNIS Activity, Queue Activity Skill Activity, Trunk Activity and Workflow Action Activity tables.





Default Evaluation Templates

In ice 12.1, a new default evaluation template will be available for new customer installations. The default template has criteria for sample greetings, customer service quality, and closure using a variety of star, button, drop-down and slider type questions.

This template can assist users in creating their first evaluation forms as part of their quality management program. The form can be cloned and modified to fit individual user needs.



The screenshot shows a web interface titled "EVALUATIONS". At the top left is a blue "ADD" button. At the top right is a toggle switch for "Show deactivated forms" which is currently set to "OFF". Below this is a table with the following columns: Name, ID, Ancestor ID, Times Used, Creation Date, Action, and Active. There is one row in the table:

Name	ID	Ancestor ID	Times Used	Creation Date	Action	Active
Agent Evaluation Form - Template	1	0	0	2023-01-01 09:00:00 AM	  	ON 

iceCampaign Enhancements

In ice 12, users can now dispose prospects from the iceCampaign prospect search results page.

iceSurvey Enhancements

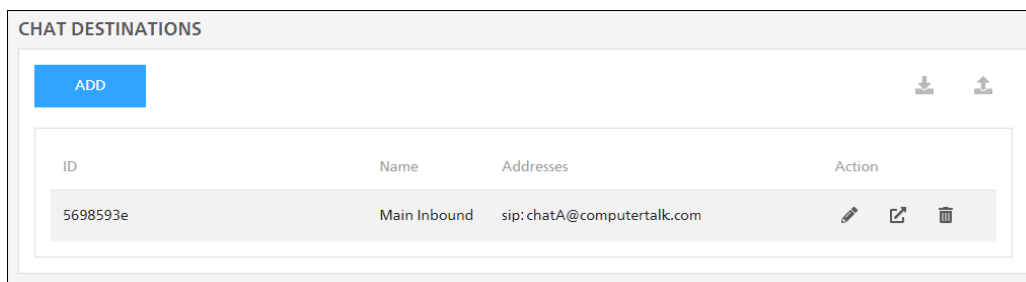
In ice 12, the ability to surface all survey responses, including partial responses, in journal has been added. Other survey enhancements include the ability to add a repeat option to participation questions, updating the workflow to use Azure Toolkit (TTS), and DTMF abort on text questions.




iceChat

The new Web Chat also based on ACS, allows users to configure chat styles from iceManager. A new settings section in iceManager allows users to configure the message styling, colours, font, chat destinations, and chat window toolbar.

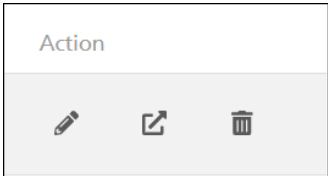
Chat Destinations

The Chat Destinations section allows an administrator to configure the chat destination settings.

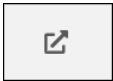


CHAT DESTINATIONS			
ID	Name	Addresses	Action
5698593e	Main Inbound	sip: chatA@computertalk.com	  

Action Menu



The action menu allows users with administrator privileges or higher to edit or delete the destination. All other user types cannot add or modify chat destinations.



The *Test iceChat* option opens a chat session and allows users to test the iceChat settings and configurations.

Test iceChat: Main Inbound

Name:

Language:

The *Copy Chat Link* button allows users to share the link with other agents to test the iceChat URL.

To add a chat destination:

1. Select the *Add* button in the top left corner.
2. Configure the Name, Addresses, and Lookup Type.

EDIT ↑ ↓ of 1 ^

ID

Name

Addresses

Lookup Type

3. Configure the Style, Require SSO and Use ReCaptcha settings.

Style	<input type="text" value="Light"/>
Require SSO	OFF <input type="checkbox"/>
Use ReCaptcha	OFF <input type="checkbox"/>

4. Configure the Chat Toolbar settings.

CHAT TOOLBAR	
Show Exit Button Text	OFF <input type="checkbox"/>
Show Print Button	ON <input checked="" type="checkbox"/>
Show Print Button Text	OFF <input type="checkbox"/>
Show Sound Button	ON <input checked="" type="checkbox"/>
Show Sound Button Text	OFF <input type="checkbox"/>
Use Logo Instead of Title	OFF <input type="checkbox"/>

5. Configure the Chat Messages setting.

CHAT MESSAGES	
Always Display Message Time	ON <input checked="" type="checkbox"/>

6. Configure the Localization settings for the appropriate languages.

LOCALIZATION ^

en-CA

Window Title

Toolbar Title

Logo

Logo Alt Text

fr-CA

Window Title

Toolbar Title

Logo

Logo Alt Text

For details on each field, refer to the table below.

Chat Destination Properties	
Parameter	Details
ID	System generated ID for the chat destination
Name	The unique name given to this chat destination.
Addresses	The destination chat address(es).
Lookup Type	Options include Sequential or Round-robin.

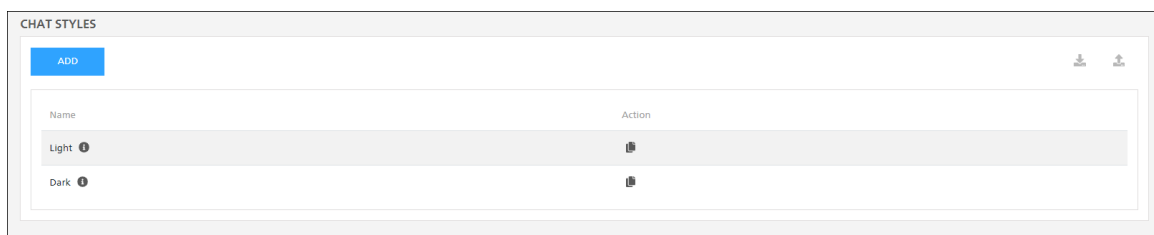
Chat Destination Properties	
Parameter	Details
Style	Select from the default (light or dark) chat styles, or the configured options in Chat Styles.
Require SSO	Options include On/Off. Enable this setting to require single sign-on authentication and configure the AAD Client ID and AAD Tenant ID.
Use ReCaptcha	Options include On/Off. Enable this setting to require ReCaptcha and configure the secret ReCaptcha key.
Chat Toolbar	
Show Exit Button Text	Options include On/Off. Enable this setting to show the exit button text on the chat toolbar.
Show Print Button	Options include On/Off. Enable this setting to show the print button on the chat toolbar.
Show Print Button Text	Options include On/Off. Enable this setting to show the print button text on the chat toolbar.
Show Sound Button	Options include On/Off. Enable this setting to show the sound button on the chat toolbar.
Show Sound Button Text	Options include On/Off. Enable this setting to show the sound button text on the chat toolbar.
Use Logo Instead of Title	Options include On/Off. Enable this setting to use the logo instead of title.
Chat Messages	
Always Display	Options include On/Off. Enable this setting to always display the message time.

Chat Destination Properties	
Parameter	Details
Message Time	
Localization	
Window Title	The title text to be displayed in the window.
Toolbar Title	The title text to be displayed in the toolbar.
Logo	The file path for your logo.
Logo Alt Text	The alternate text displayed in place of your logo if the image fails to load.

Chat Styles

This section allows administrators to create and configure the chat styles that appear in the customer facing iceChat window. Users with administrator privileges are able to add, edit and delete chat styles.

Note: The light and dark system themes are available by default and cannot be removed.



To add a Chat Style:

1. Click the blue *Add* button in the top left corner.
2. Enter a unique name for your new chat style.
3. Configure the messages section.

MESSAGES ^

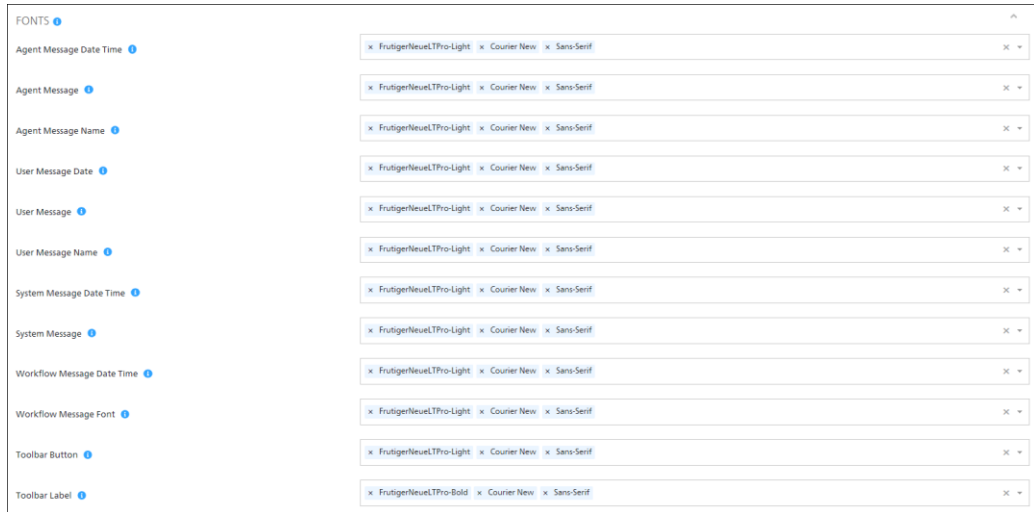
Agent Message Bubble Border Style ?	<input type="text" value="round"/>
User Message Bubble Border Style ?	<input type="text" value="round"/>
System Message Bubble Border Style ?	<input type="text" value="round"/>
Workflow Message Bubble Border Style ?	<input type="text" value="round"/>

4. Configure the colours section.

COLOURS

Chat Input Background ?	<input type="text" value="#ffffff"/>
Chat Input Colour ?	<input type="text" value="#323232"/>
Chat Input Toolbar Background ?	<input type="text" value="#ffffff"/>
Chat Input Toolbar Button Background ?	<input type="text" value="#ffffff"/>
Chat Input Toolbar Button Hover Background ?	<input type="text" value="#005999"/>
Chat Input Toolbar Button Text ?	<input type="text" value="#444444"/>
Chat Input Toolbar Button Hover Text ?	<input type="text" value="#ffffff"/>
Chat Input Toolbar Toggle Button Background ?	<input type="text" value="#ffffff"/>
Chat Input Toolbar Toggle Button Hover Background ?	<input type="text" value="#005999"/>
Chat Input Toolbar Toggle Button Icon ?	<input type="text" value="#323232"/>
Chat Input Toolbar Toggle Button Hover Icon ?	<input type="text" value="#ffffff"/>
Chat Thread Background ?	<input type="text" value="#ffffff"/>

5. Configure the fonts section.



FONTS

- Agent Message Date Time
- Agent Message
- Agent Message Name
- User Message Date
- User Message
- User Message Name
- System Message Date Time
- System Message
- Workflow Message Date Time
- Workflow Message Font
- Toolbar Button
- Toolbar Label

Note: Fonts have a multi-select dropdown menu. The first selected font will be the primary font to be used. Any fonts selected afterward will be the fallback fonts in the order that they are chosen.

- Click *Add* to save your changes and add your new chat style.

For details on each field, refer to the table below.

Chat Style Properties	
Parameter	Details
Name	Enter a unique name to identify this chat style.
Messages	
Agent Message Bubble Border Style	The border style of the incoming message bubble. The options are round or square. Defaults to round.
User Message Bubble Border Style	The border style of the outgoing message bubble. The options are round or square. Defaults to round.

Chat Style Properties	
Parameter	Details
System Message Bubble Border Style	The border style of the system message bubble. The options are round or square. Defaults to round.
Workflow Message Bubble Border Style	The border style of the workflow message bubble. The options are round or square. Defaults to round.
Colours	
Chat Input Background	The background colour used for the chat input container. Defaults to #ffffff.
Chat Input Colour	The colour used for the input field text. Defaults to #323232.
Chat Input Toolbar Background	The background colour used for the rich text editor toolbar. Defaults to #ffffff.
Chat Input Toolbar Button Background	The background colour used for the rich text editor toolbar buttons. Defaults to #ffffff.
Chat Input Toolbar Button Hover Background	The hover / focus background colour used for the rich text editor toolbar buttons. Defaults to #005999.
Chat Input Toolbar Button Text	The colour used for the rich text editor toolbar buttons text. Defaults to #444444.
Chat Input Toolbar Button Hover Text	The hover / focus colour used for the rich text editor toolbar buttons text. Defaults to #ffffff.

Chat Style Properties	
Parameter	Details
Chat Input Toolbar Toggle Button Background	The background colour used for the rich text editor toolbar toggle button. Defaults to #ffffff.
Chat Input Toolbar Toggle Button Hover Background	The hover / focus background colour used for the rich text editor toolbar toggle button. Defaults to #005999.
Chat Input Toolbar Toggle Button Icon	The colour used for the rich text editor toolbar toggle button icon. Defaults to #323232.
Chat Input Toolbar Toggle Button Hover Icon	The hover / focus colour used for the rich text editor toolbar toggle button icon. Defaults to #ffffff.
Chat Thread Background	The background colour used for the chat thread. Defaults to #ffffff.
Agent Message Bubble Background	The background colour of the incoming message bubble. Defaults to #ffffff.
Agent Message Bubble Border	The border colour of the incoming message bubble. Defaults to #e0dede.
Agent Message Date Time	The colour of the incoming message date and time. Defaults to #2e2e2e.
Agent Message	The colour used for the incoming message. Defaults to #323232.
Agent Message Name	The colour used for the name of the incoming message. Defaults to #2e2e2e.

Chat Style Properties	
Parameter	Details
User Message Bubble Background	The background colour of the outgoing message bubble. Defaults to #a3d6f3.
User Message Bubble Border	The border colour of the outgoing message bubble. Defaults to #005999.
User Message Date Time	The colour of the outgoing message date and time. Defaults to #2e2e2e.
User Message	The colour used for the outgoing message text. Defaults to #323232.
User Message Name	The colour used for the name of the outgoing message. Defaults to #063554.
System Message Bubble Background	The background colour of the system message bubble. Defaults to #fff8f8.
System Message Bubble Border	The border colour of the system message bubble. Defaults to #c9c9c9.
System Message Date Time	The colour of the system message date and time. Defaults to #9e2b24.
System Message	The colour used for the system message text. Defaults to #a51b12.
Workflow Message Bubble Background	The background colour of the workflow message bubble. Defaults to #f8fbff.

Chat Style Properties	
Parameter	Details
Workflow Message Bubble Border	The border colour of the workflow message bubble. Defaults to #c9c9c9.
Workflow Message Date Time	The colour of the workflow message date and time. Defaults to #2e2e2e.
Workflow Message	The colour used for the workflow message text. Defaults to #323232.
Send Message Button Icon	The colour of the send message button icon. Defaults to #005999.
Send Message Button Hover Icon	The hover / focus colour of the send message button icon. Defaults to #ffffff.
Send Message Button Hover Background	The hover / focus background colour of the send message button. Defaults to #005999.
Toolbar Background	The toolbar background colour. Defaults to #005999.
Toolbar Button Text Colour	The toolbar text colour. Defaults to #ffffff.
Toolbar Button Hover Text	The hover / focus toolbar text colour. Defaults to #005999.
Toolbar Button Icon	The toolbar button icon colour. Defaults to #ffffff.
Toolbar Button Hover Icon	The hover / focus toolbar button icon colour. Defaults to #005999.

Chat Style Properties	
Parameter	Details
Toolbar Button Background	The toolbar button background colour. Defaults to #005999.
Toolbar Button Hover Background	The hover / focus toolbar button background colour. Default to #ffffff.
Toolbar Label	The toolbar label colour. Defaults to #ffffff.
Fonts	
Agent Message Date Time	The font used for the incoming message date and time.
Agent Message	The font used for the incoming message text.
Agent Message Name	The font used for the name in the incoming message.
User Message Date	The font used for the outgoing message date and time.
User Message	The font used for the outgoing message text.
User Message Name	The font used for the name in the outgoing message.
System Message Date Time	The font used for the system message date and time.
System Message	The font used for system messages.
Workflow Message Date Time	The font used for the workflow message date and time.
Workflow Message Font	The font used for workflow messages.

Chat Style Properties	
Parameter	Details
Toolbar Button	The font used for toolbar button text.
Toolbar Label	The font used for toolbar label.

Enhancement to Revive an Active Chat

An enhancement to iceChat allows a user to rejoin their chat in the following situations:

- If the user has refreshed the page, or navigated away from the chat page with an active chat.
- If the user closes the chat window the active chat and comes back to the chat page to rejoin their active session.

Process Isolation between Tenants

In ice 12, there will be increased resiliency with enhanced process isolation between tenants and tenants can be upgraded one at a time.

- iceReg settings have been migrated to the ice database and can now be managed in iceManager.
- Existing iceMail database to be transformed to a switch-specific mail database.
- iceBackendService runs the previous iceUCAssembly, IMR, Event Manager, Workflow Manager, iceMail and Virtual Workflow. There is no iceUCHost process.
- iceServiceManager deploys and updates the new iceBackendService with server binaries.
- License key for cloud deployments will be generated and deployed via group policy.
- Per-tenant licensing is configured in iceBackendService using iceServiceManager.

Tethr Integration

Note: There is an additional cost associated with Tethr integration. For more information, please speak with your account manager.

A new iceTranscriber service has been created in 12.1 to perform uploads of recordings and related CDR Summary data to Tethr for transcription and speech analytics.

After recordings are uploaded, the Tethr user interface will show call transcripts and key moments identified in each call. Users will be able to see specific positive agent behaviours, such as advocacy language and the use of probing questions, as well as negative agent behaviour. An analytics dashboard in Tethr shows customer sentiment analytics and call scoring.