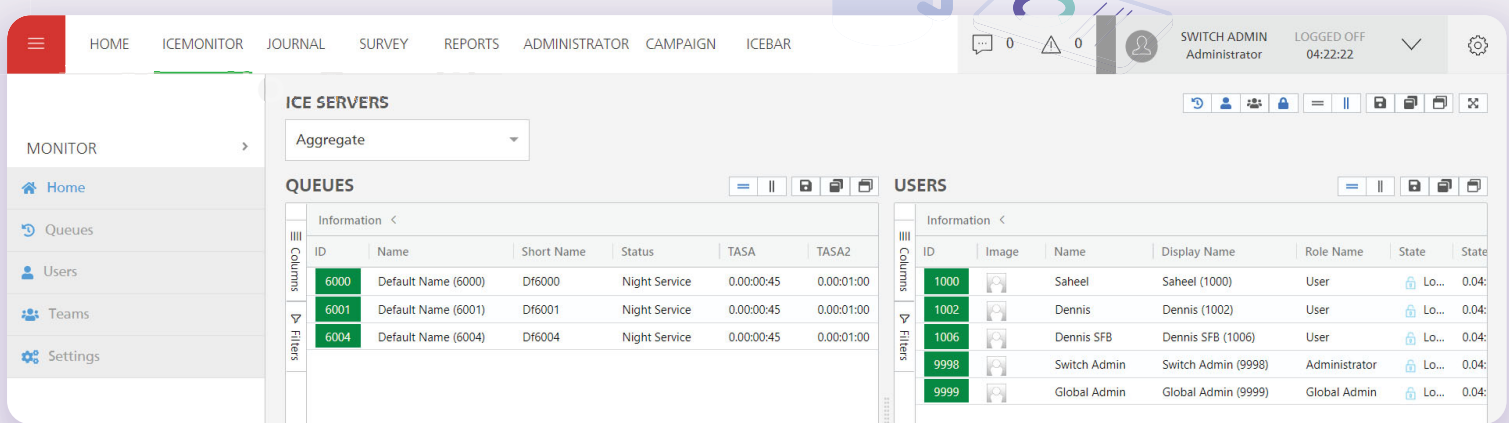


iceMonitor

Keep your ice Contact Center running smoothly at all times by monitoring performance anytime, anywhere. As a highly configurable dashboard, iceMonitor lets you see everything that is happening in your contact center at once, all from the internet browser of your choice.

The screenshot shows the iceMonitor dashboard with the following sections:

- Navigation:** HOME, ICEMONITOR, JOURNAL, SURVEY, REPORTS, ADMINISTRATOR, CAMPAIGN, ICEBAR. User: SWITCH ADMIN Administrator, Logged Off: 04:22:22.
- MONITOR:** Home, Queues, Users, Teams, Settings.
- ICE SERVERS:** Aggregate (dropdown).
- QUEUES:**

ID	Name	Short Name	Status	TASA	TASA2
6000	Default Name (6000)	Df6000	Night Service	0.00:00:45	0.00:01:00
6001	Default Name (6001)	Df6001	Night Service	0.00:00:45	0.00:01:00
6004	Default Name (6004)	Df6004	Night Service	0.00:00:45	0.00:01:00
- USERS:**

ID	Image	Name	Display Name	Role Name	State	State
1000		Saheel	Saheel (1000)	User	Lo...	0.04:
1002		Dennis	Dennis (1002)	User	Lo...	0.04:
1006		Dennis SFB	Dennis SFB (1006)	User	Lo...	0.04:
9998		Switch Admin	Switch Admin (9998)	Administrator	Lo...	0.04:
9999		Global Admin	Global Admin (9999)	Global Admin	Lo...	0.04:



Manage your team better by monitoring performance in real-time.

Performance data in iceMonitor is updated in real-time, meaning you can see what's happening in your contact center as it happens. This allows you to address any issues as they arise and prevents you from being unpleasantly surprised when you identify them in reports hours after they've happened.



Prevent queues from becoming overloaded by reassigning users to different queues as needed.

Access to real-time data means that you can easily see when interactions are in queue for a long period of time. This knowledge allows you to quickly reassign different users to the overloaded queue, keeping customers happy and minimizing stress on overloaded agents.

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Provide excellent customer service by ensuring agents meet service level agreements or required response times.

With customizable targets and thresholds for service levels, iceMonitor makes it easy to keep track of your customer service goals for your contact center. You can easily see areas of concern at a glance using color-coded indicators that show on-target levels, warning levels, and critical levels. The ability to set custom alerts means you will be notified of possible issues even if you are not actively using iceMonitor at the time. This combination of features enables you to take action before critical levels are reached, ensuring all service level agreements are met.

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iceMonitor features

- ✓ Real-time data for monitoring queues and performance without delays
- ✓ Customizable alerts for agent performance
- ✓ Customizable dashboard to focus on statistics your organization values most
- ✓ Thresholds, alerts, and configurable dashboard layouts with rich filtering options
- ✓ Ability to manage queues, teams, and users
- ✓ Color-coded indicators that let you view performance levels
- ✓ Grid view for queues, agents, and teams in a responsive, mobile-friendly design
- ✓ Supported in multiple internet browsers, including Chrome, Firefox, Edge, and Internet Explorer

About Us

ComputerTalk is the developer of ice Contact Center. ice modernizes the call center with business application integrations, AI, and analytics across all communication channels, helping organizations deliver outstanding customer experiences. As a Microsoft Teams native contact center solution, ice allows users to handle all interactions within a single interface. Founded in 1987 and headquartered in Markham, Canada, ComputerTalk powers enterprise-class contact centers for organizations across the globe.

For more information, visit us at computer-talk.com.



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