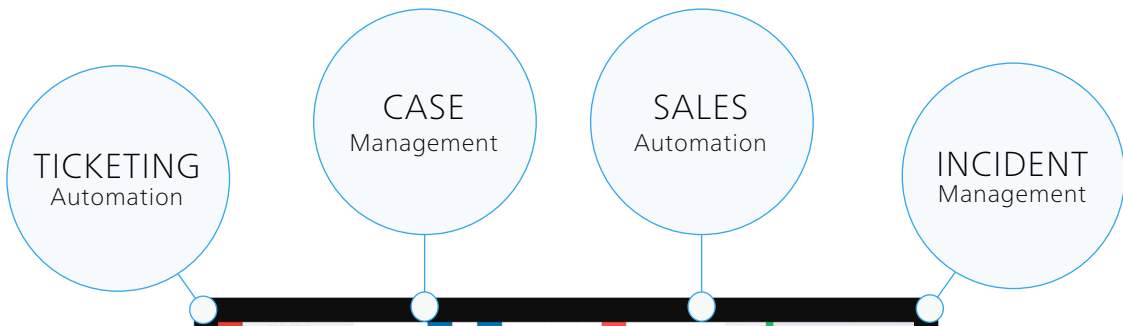


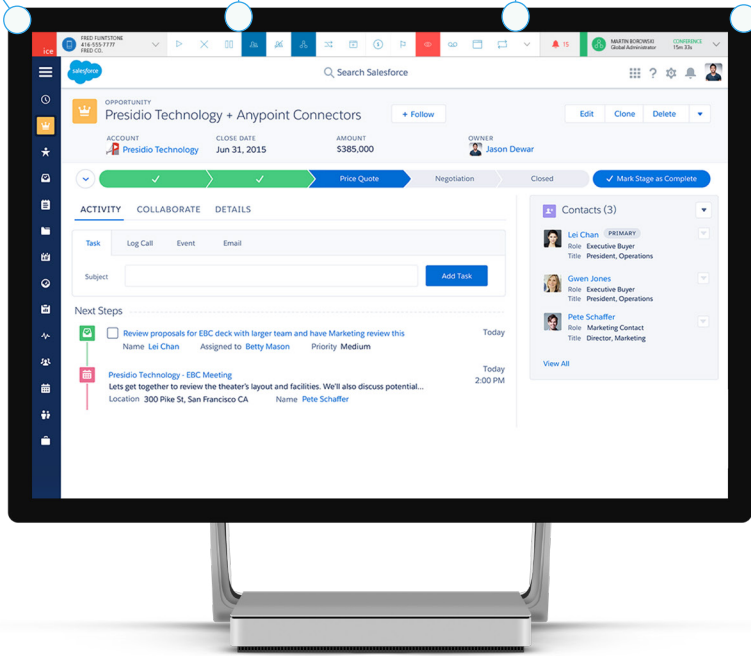
CRM

Enhance customer relationship management with ice Contact Center.

ADDING AUTOMATION AND PERSONALIZATION



INTEGRATIONS



Implement a consistent omnichannel customer experience across all communications channels in real time.



Voice



Social



Video



Email



Chat



SMS



Apps



Bots

Take CRM integration beyond traditional screenpops with ice Contact Center.

Enable agents to maintain conversations from several media types at the same time without losing context.

With click-to-call capabilities, agents can conveniently save time manually typing customers' phone numbers, enabling them to click-to-dial directly from the CRM lead or contact view.

Screen pop information from CRM when agents receive contacts to reduce talk time and customer frustration.

While a call is in IVR, look up customer information to determine skills, priorities, and attributes to route and queue interactions. This optimizes agent productivity and improves first contact resolution.

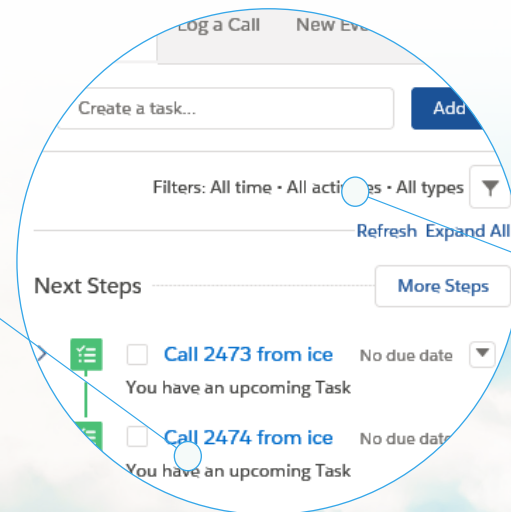
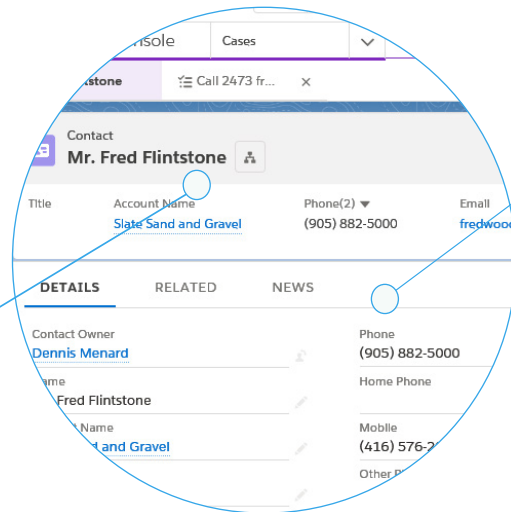
For PCI compliance, auto-pause call recording when collecting credit card data. Auto-resume recording when agent navigates to next field.

Provide self-serve capabilities to receive ticket status or update ticket information.

Integrate icePay to automate payment processing via IVR. This eliminates the need for agents to request and record credit card data.

Provide users instant access to recordings and transcripts by clicking embedded URLs in custom fields, providing fast and convenient dispute resolution.

Auto-insert Activity Records to compile complete customer interaction history, equipping agents with info to accelerate resolution time. Auto-fill CRM fields to save agent time from manual entry.



Benefits



Increase Efficiency

When presented with relevant customer information, agents spend less time searching different knowledge bases, pulling together context around the request, and asking the customer to repeat information.



Increase Profit

Agents gain insight into customers' buying habits and sales cycles, allowing agents to upsell products or expedite the sales cycle.



Improve Knowledge Distribution

CRM provides organizations with a centralized knowledge base management solution, enabling employees across all departments to share and use accurate information about customers.



Improve Customer Experience

Build routing rules into any interaction to ensure that everyone's questions, requests, or complaint will be answered. The contact treatment can be customized based on key fields in CRM so that customers can receive a personalized experience when contacting your organization.



Reduce Call Duration

Customers are routed to the appropriate agent based on their account information, decreasing the number of times a customer is transferred and improving first contact resolution rate.


ice enables organizations to optimize their business processes for handling customers, prospects and partners. Interested in seeing this live? Schedule a demo with us today at:

www.computer-talk.com/request-demo

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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