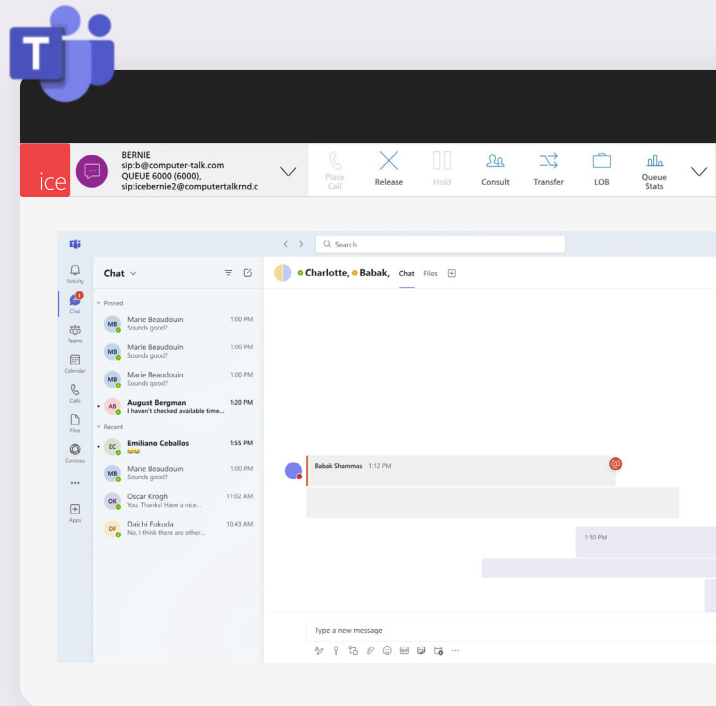# ice Contact Center with Microsoft Teams

ice Contact Center connects and extends the user experience natively within Teams to drive collaboration and deliver complex routing to enhance the customer experience.

Solution certified for **Microsoft Teams**

**Microsoft Teams**

## Benefits of a Microsoft Teams native contact center

### Enhanced customer experience

Customers can reach out to businesses through their preferred channel, whether it is phone, web chat, email, or social media, and get consistent and personalized service. Customers can also use self-service options, such as chatbots or knowledge bases, to receive answers to their inquiries quickly and conveniently.

### Improved agent productivity and satisfaction

Agents can access all the tools and information they need to handle customer interactions within a unified interface, reducing the need for multiple logins, passwords, and screens. Agents can also collaborate with their colleagues and experts across the organization, using chat, calls, or meetings, to resolve customer issues more effectively and efficiently.

### Reduced costs and complexity

Businesses can save on the expenses and maintenance of multiple communication systems and platforms, as they only need to use one solution that is fully integrated with Microsoft Teams. Businesses can also leverage the security, reliability, and scalability of the Microsoft cloud, ensuring that their contact center is always up and running and compliant with the latest standards and regulations.

### Enable back office users

Expand the call handling functionality to subject matter experts throughout the organization. Enable a more digitally agile workforce to perform a mix of customer engagement and traditional back-office tasks during the day.

### Ensure uninterrupted services

Continue receiving and answering calls and chats even when Microsoft Teams goes down. Utilize icePhone as a back up to Microsoft Teams in the event of an outage.

ice

# ice Contact Center with Microsoft Teams capabilities

ComputerTalk is one of Microsoft's first partners to have completed the Microsoft Teams Connected Contact Center Certification Program. With rigorous security and compliance testing, this certification ensures that ice Contact Center is a reliable, high-quality, and compatible solution that customers can trust.

ComputerTalk enhances Teams with contact center features and functionalities by leveraging Microsoft's Connect and Extend models.

## Direct Connect

Direct Connect gives organizations an alternative to Microsoft Teams federation. It uses Microsoft Teams Direct Routing to route calls to Teams-based agents using a managed SBC network. With faster call setup times than federation, ice Contact Center allows agents to handle all interactions directly in the Microsoft Teams client of their choice (desktop, web or mobile).

## Teams call director

Keep your Microsoft phone number by using Teams call director to redirect your phone number to ice. This removes latency and eliminates the need to port your numbers. In addition, your billing remains with Microsoft and counts towards your Microsoft minutes.
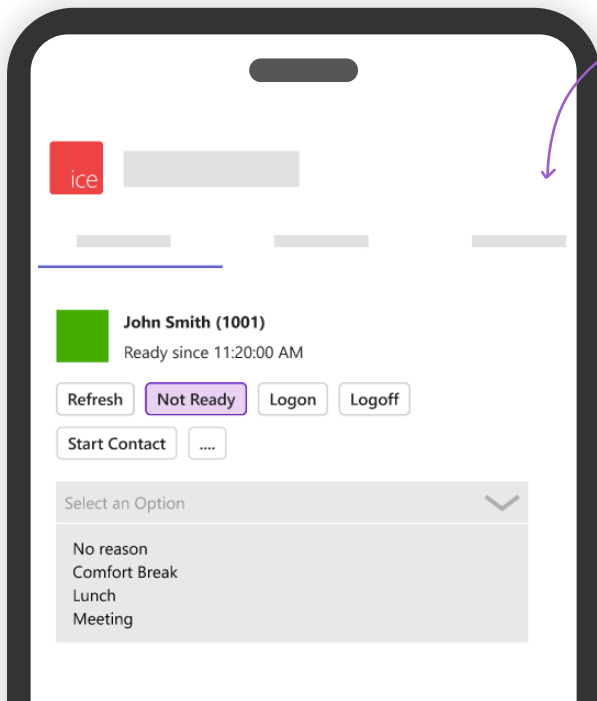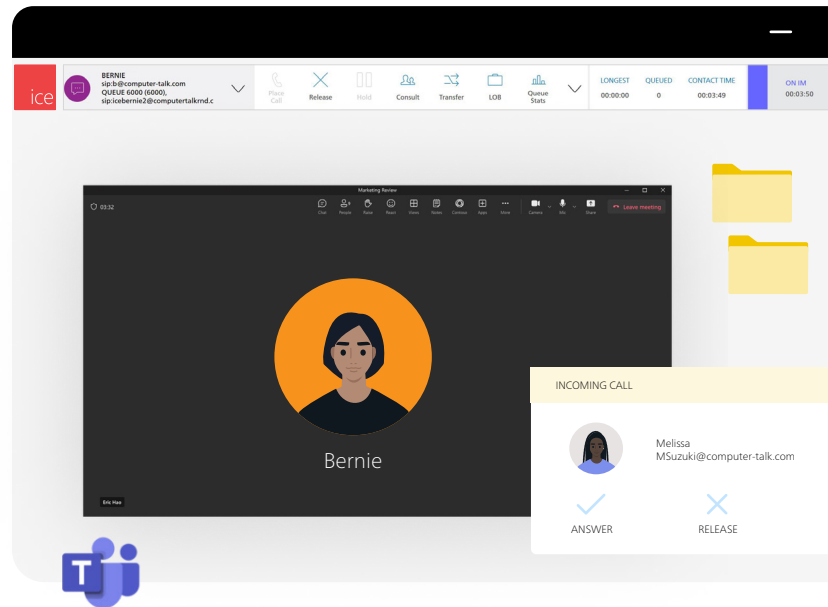
## iceBar for Teams mobile

Agents can handle interactions directly within the Teams mobile app. iceBar for Teams mobile sits directly within the Teams client, enabling users to easily handle all interactions within one application.

## Presence sync

Enables users' presence on Teams to be synced to ice Contact Center. If they answer a call on Teams, their presence in the contact center will change to Not Ready, preventing users from receiving another interaction.

## Microsoft Teams user search

Allow contact center users to search for subject matter experts within Teams and route interactions outside the traditional contact center. Teams presence is visible when transferring, so agents know who is available to assist them.

## Schedule and publish reports to a Teams channel

Users can schedule and publish ice reports to a Teams channel for immediate viewing and discussion. Simply set up the reports to be sent to Teams within iceReporting the same way you would to any email address.

## Alerts in Teams

Send actionable alerts from iceMonitor to a Teams channel. Supervisors and users can quickly react to the alerts within Teams, resolving issues in a quick and efficient manner.

## 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.

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Solution certified for Microsoft Teams

Microsoft Teams

AICPA SOC

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