Microsoft Teams Native ice Contact Center

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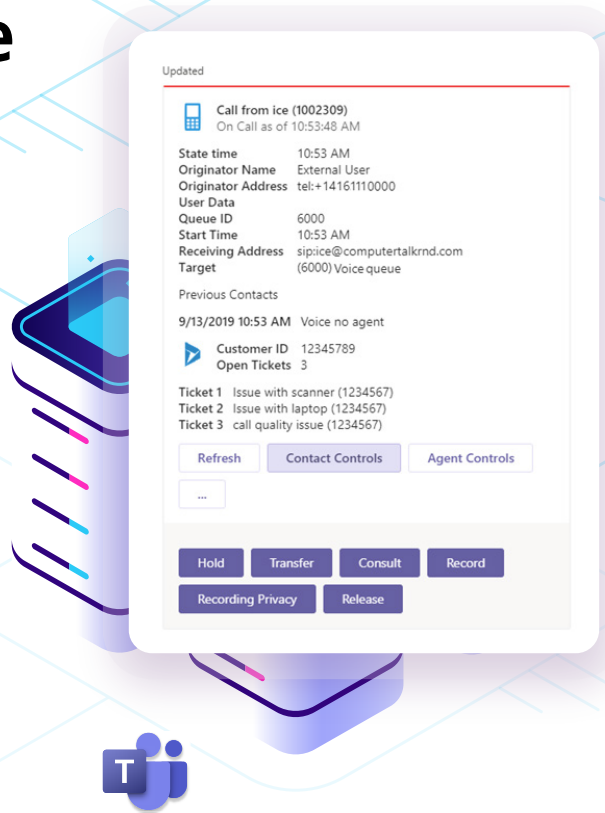
ComputerTalk is one of Microsoft's first partners to have completed the Microsoft Teams Connected Contact Center Certification Program. With rigorous security and compliance testing, this certification ensures that ice Contact Center is a reliable, high-quality, and compatible solution that customers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

Microsoft enables 3 models of integration with Teams. ComputerTalk leverages both the Connect and Extend models. These models allow us to offer a close integration with Teams while retaining the advanced enterprise-class features and functionalities that our clients depend on. ice agents and SMEs can handle interactions through the Teams client, their existing PBX, or natively within ice. No matter which telephony platform they choose, visibility into the interactions is retained for recording, monitoring, and reporting.

Updated

Call from ice (1002309)
On Call as of 10:53:48 AM

State time	10:53 AM
Originator Name	External User
Originator Address	tel:+14161110000
User Data	
Queue ID	6000
Start Time	10:53 AM
Receiving Address	sip:ice@computertalkrnd.com
Target	(6000) Voice queue

Previous Contacts

9/13/2019 10:53 AM   Voice no agent

Customer ID   12345789
Open Tickets   3

Ticket 1   Issue with scanner (1234567)
Ticket 2   Issue with laptop (1234567)
Ticket 3   call quality issue (1234567)

Refresh   Contact Controls   Agent Controls
...

Hold   Transfer   Consult   Record
Recording Privacy   Release

Connect

The Connect model allows contact center partners to connect to the Microsoft Teams phone system infrastructure via Microsoft certified SBCs and Direct Routing. The contact center agents remain on the contact center application and subject matter experts who do not require full contact center features can use Teams. The Connect model allows agents on the contact center application to transfer calls to SMEs on Teams while leveraging their presence to ensure their availability.

How ComputerTalk uses the Connect model

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.

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 getting another interaction.

Microsoft Teams search
Allows 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.

computer-talk.com/request-demo
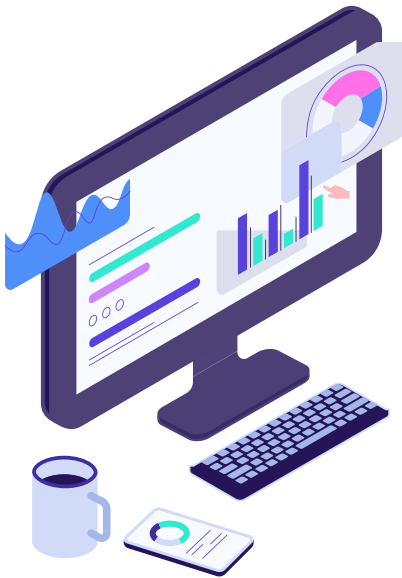
Extend

The Extend model takes the integration with Teams to the next level. This model uses the Teams client platform, Teams Graph APIs , and Cloud Communications API in Microsoft Graph to integrate with Teams.

It extends the contact center into Teams to allow both contact center agents and SMEs to use the Teams phone system for calls.

How ComputerTalk uses the Extend model

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

Teams call director
Keep your Microsoft phone number by using Teams call director to redirect your phone number to us. This removes latency and eliminates the need to port your numbers. Your billing remains with Microsoft and counts towards your Microsoft minutes.

Actionable alerts for agents
Suggest actions for agents to take within iceBar for Teams based on key phrases detected during an interaction. For example, if a customer is getting upset, ice can suggest transferring to a supervisor or if they are threatening to leave, ice can suggest sending them to a retention queue.

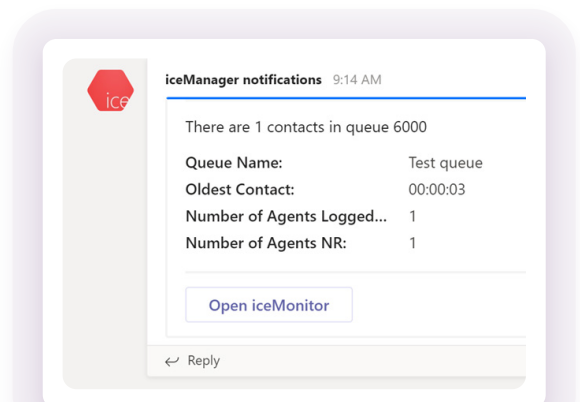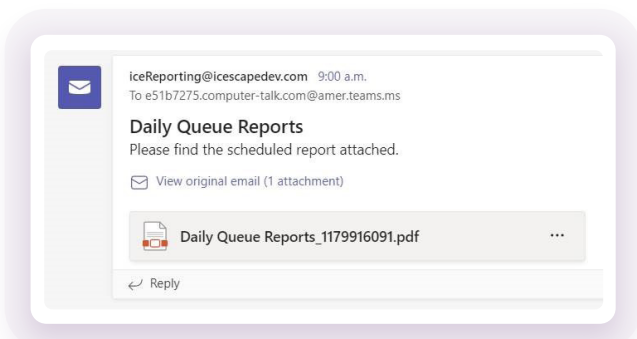### Schedule reports to Teams
Schedule and publish ice reports to a Teams channel for immediate viewing and discussion.

Share interactions to a channel
Increase collaboration by sharing an interaction card that you receive from ice to a Teams channel. This allows other team members to follow up with the interaction.

Monitor 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.

iceReporting@icescapedev.com   9:00 a.m.
To e51b7275.computer-talk.com@amer.teams.ms

Daily Queue Reports
Please find the scheduled report attached.

View original email (1 attachment)

Daily Queue Reports_1179916091.pdf   ...

↵ Reply

iceManager notifications   9:14 AM

There are 1 contacts in queue 6000

Queue Name:	Test queue
Oldest Contact:	00:00:03
Number of Agents Logged...	1
Number of Agents NR:	1

Open iceMonitor

↵ Reply

Power *Coming soon*

The Power model lets contact center partners build a native Azure-based application using the Teams calling infrastructure and client platform.

How ComputerTalk uses the Power model

Stay tuned to find out how ComputerTalk will integrate with Teams using the Power model.

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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Microsoft Teams

AICPA SOC

SMG
ISO 27001:2013

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