

iceBot

Automate your ice Contact Center with artificial intelligence, enabling seamless connections with your customers, boosting productivity, and delivering superior service.

Implementing chatbots in your contact center means you can offer 24/7 availability to your customers, automate tasks to alleviate your agents' stress, and more!



With iceBot you can ensure:



Contextual
Communications



Enhanced
Customer
Experiences



Instantaneous
interactions

What is iceBot?

ice Contact Center has a built-in conversational speech and chatbot called iceBot that prompts conversations with end users. It provides your organization with the means to route callers to the most appropriate destination for their query, or to perform self-service tasks such as opening a new ticket, updating the status of an existing ticket, or resetting a password. It can answer frequently asked questions and informational requests from all types of communication channels.

iceBot revolutionizes customer support and provides a seamless natural language experience for your customers.

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Enhance your customer engagement with ComputerTalk's iceBot



Ensure 24/7 availability for customer queries

iceBot is available 24/7, 365 days a year. Instead of customers needing to wait for your company's business hours to reach out, they can converse with a chatbot online whenever they want.



Increase first-contact resolution

iceBot provides immediate responses to multiple customers simultaneously. By ensuring prompt responses, iceBot minimizes customer wait time, thereby enhancing overall customer satisfaction.



Enhance personalization with customer data

iceBot creates a personalized experience by using the information gathered from historical data. This could include recommending products based on past purchases or anticipating the customer's needs. This helps foster a more positive and engaging customer experience.



Give your customers the option to transfer to a live agent

Customers can type "transfer me to agent" at any time to be transferred to an agent. iceBot will seamlessly present the transcript and context of the inquiry to the assigned agent, preventing the customer from needing to repeat information.



Elevate agent productivity levels

iceBot helps agents by offloading routine inquiries with automated responses. This allows agents to focus their attention on more complex inquiries.



Increase ROI and reduce staffing costs

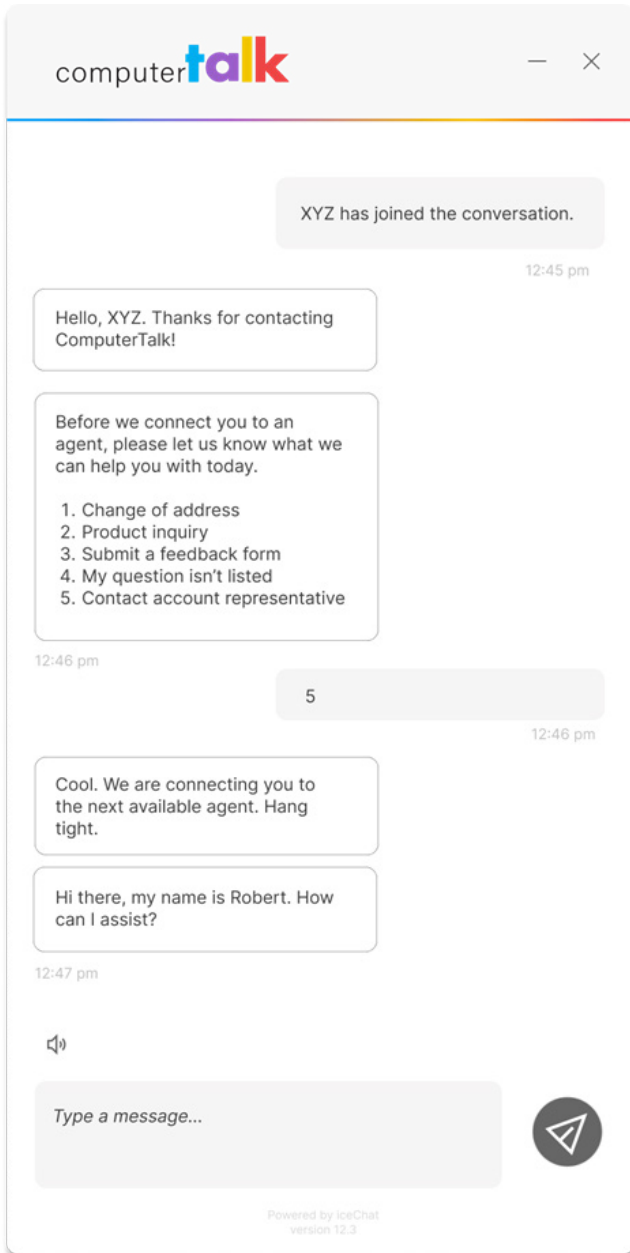
iceBot reduces the need to hire and train additional agents to handle incoming interactions.

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Features:

1. All of the information collected by the natural language understanding (NLU) bot is available in ice workflow for intelligent routing.
2. The chatbot is rendered in a single iceChat session throughout the entire duration of the conversation, even when the customer is routed to an agent. This allows the agent to quickly understand the customer's history and any other information provided by the bot.
4. The solution supports multiple languages.
5. Verification questions help ensure the accuracy of the bot's intent.



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.