computer**talk**

iceChat

iceChat allows your customers and prospects to instantly start a real-time conversation with your organization. Web chat enables you to reduce costs and increase leads.
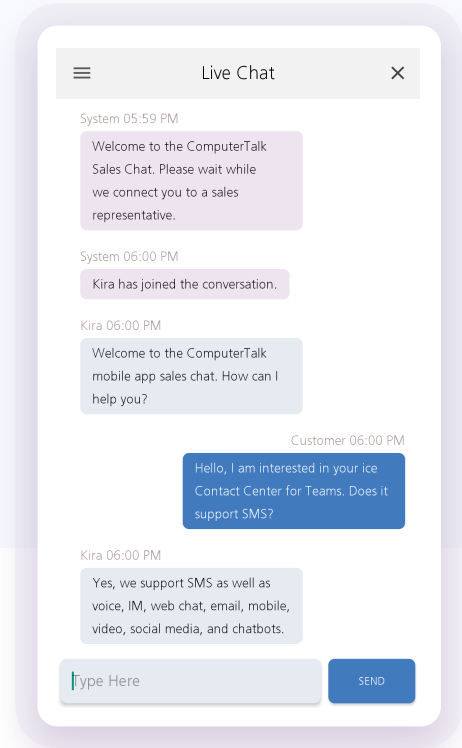
Benefits of adding web chat to your website

- Increase service hours with self-serve chatbots
- Reduce wait times
- Expand customer reach
- Reduce costs
- Increase response rate from prospects
- Simplify the prospect engagement experience
- Instantly qualify leads
- Increase first contact resolution

Features

✓ Option for multiple concurrent chat sessions per agent
✓ Chat transcripts
✓ Ability for customers to print or email chat transcripts
✓ Conference, consult, or transfer chat sessions
✓ Supervisor silent monitor, coaching, and barge-in
✓ Canned responses
✓ Chat integration to mobile apps
✓ Skills-based routing
✓ Callback request from within the chat client
✓ Customize chat window to your branding
✓ Option to shield the identity of agents

How live chat works

1. Customer or prospect clicks on a launch chat link on your website

2. A new window is launched with the chat solution

3. The customer or prospect can chat with contact center users who are on Teams (or Skype for Business) clients

4. The chat sessions are tracked, recorded, and monitored in ice

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What's included

1. ComputerTalk provides a project owner to lead and manage the delivery of the web chat solution in conjunction with your team
2. A design session up to 4 hours to review your requirements, make tweaks to the application flow, and assist with the look and feel of the window
3. Time of day check
   a. Chat is Open
      i. Collection form is shown
      ii. Customer name, email, and phone number fields
      iii. Click to start chat
   b. Chat is Closed (Holiday/After Hours/Ad hoc)
      i. Web form is shown
      ii. Customer name, email, and phone number fields
      iii. Click to send request
4. Up to 3 queues
   a. IM comes in workflow and has phone number populated (if available)
   b. Customer will be presented with 3 options that route to queues:
      i. Option 1 – Go to Queue 1
      ii. Option 2 – Go to Queue 2
      iii. Option 3 – Go to Queue 3
5. Queue flow message
   a. Wait 30 Seconds, message, wait 30 seconds, repeat
6. Webchat window
   a. Standard web chat window
   b. Customer can customize the logo (PNG), window color, and font
   c. ComputerTalk will provide the JavaScript snippet to place onto their website
7. Chat services instance
   a. ComputerTalk will setup iceChat application server
   b. ComputerTalk will host the chat window which the customer redirects to with the Javascript

Assumptions

1. Cutover to production to be completed after hours during a 2-hour maintenance window with 2 ComputerTalk resources.
2. Website integration will be done by the customer.
3. Training to be done through e-learning.
4. Customer will be responsible for applying the JavaScript to a click event. This will initiate the web chat client window to open and communicate with ice.
5. Time of Day customizations for presenting the web chat window on the customers website is the responsibility of the customer.
6. Customer will utilize their existing or purchase Teams (or Skype for Business) CALs that the ComputerTalk cloud will federate to, to enable the user to receive chat messages.

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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