

ice Contact Center

ComputerTalk is the developer of ice Contact Center. ice modernizes the call center with business application integrations, AI, and analytics across all communication channels.

As an all-in-one solution, ice Contact Center provides your organization with the tools needed to enhance customer experiences.



ice

WHY ICE CONTACT CENTER

ice Contact Center bridges the gap from your legacy infrastructure to your future-proof Microsoft investment. Each ice solution brings collaboration, complex routing, and configurable design to fit your changing organizational needs.



Take your Microsoft investments to the next level

ice leverages the power of Microsoft 365, Microsoft Teams, Dynamics 365, Microsoft Power Platform, Power BI, and Azure Cognitive Services with robust contact center capabilities. ice with Microsoft Teams fosters collaboration and centralizes all contact-handling tools for contact center and back-office users to ultimately transform customer experiences.



Microsoft Teams native

ice Contact Center creates a native Microsoft Teams user experience. Contact center integrations to Teams through a web link simply aren't enough. The integration between ice and Teams allows users to handle all contact center actions directly within the Teams interface for a true native experience.

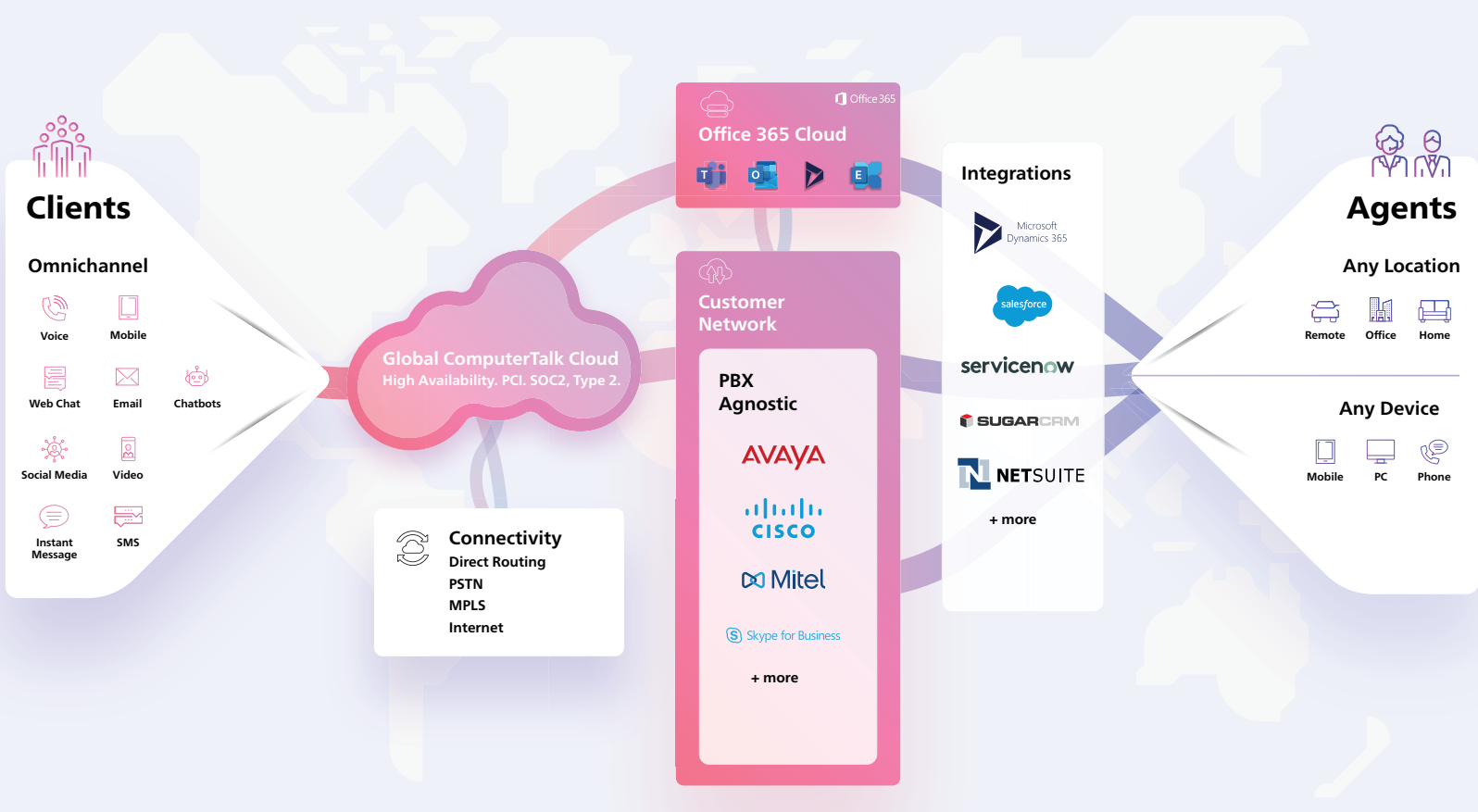


Modernize your legacy PBX systems

ice works with any legacy PBX system, allowing you to seamlessly migrate to a full cloud UC solution at your own pace. If you are not ready to fully ditch your current infrastructure, ComputerTalk can work with you to enhance your on-premises PBX with enterprise contact center capabilities.

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Manage omnichannel interactions with a single interface

Efficiently handle different methods of communication on one platform. Users can handle all customer inquiries using the same tools, helping them save time managing interactions from various channels on multiple pieces of software. More importantly, customers can contact your organization using their preferred communication channel.



SOC 2 and PCI - enterprise security, privacy, and reliability

Your contact center is the heartbeat of customer service for your clients. ComputerTalk is PCI DSS compliant, SOC 2 Type 2 compliant, and HIPAA compliant to ensure data sovereignty for the sensitive nature of your information. For greater reliability, ice Contact Center offers enhanced high availability to enable seamless failovers if the primary server fails or needs to be upgraded. With 99.99% uptime, you can be confident in your contact center's reliability.



Endless application integrations

ice Contact Center comes packaged with dozens of pre-built connectors to your favorite applications, including CRM, workforce management, and ticketing systems. These integrations can present users with relevant customer information, allowing them to spend less time searching different knowledge bases, pulling together context around the request, and asking the customer to repeat information.

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Reduce customer wait times

iceWorkflow Designer empowers organizations to build custom applications that transform the way they interact with customers. Customers can be routed to the appropriate contact center user based on their account information, decreasing the number of times a customer is transferred, and improving first contact resolution rates.



Remote worker flexibility

Whether you are an agent, a manager, a supervisor, or an administrator, easily manage your contact center and connect with your customers anywhere, anytime. Users can handle customer interactions, view queues and reporting, make workflow changes, and more on any device with an internet connection. Provide the flexibility for staff to effectively work remote and make changes on the fly.



Make informed decisions

Real-time performance monitoring and historical reporting tools help organizations make informed business decisions. Address any issues as they arise so you can avoid unpleasant surprises later. ice Contact Center's reports provide information on queues, users, teams, contacts, and more, equipping you with the data you need to effectively strategize for the future.

Why work with ComputerTalk

Our team works closely with our clients to design and configure their contact center to best suit their needs. ice is a highly configurable platform, which means that our solution can meet the most complex of business requirements. With end-to-end solutions including design, support, and advanced training, we will ensure that ice helps our customers maximize the benefits of their communications investments.

With over 30 years of industry experience in telecommunications and over 20 years working with cloud contact centers, we have long-term customers who have continuously worked with ComputerTalk to grow their organizations for the long term.

For more information, visit us at computer-talk.com.



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