

ice

Mail
User Manual
Server Version 12

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Welcome to iceMail

As email and web-based communications become more common in today's business world, many call centers are evolving into **contact centers**. Contact centers interact with clients over the telephone, through email messages, and over the Internet.

ice is a powerful contact center solution that allows for the integrated handling of **contacts** (calls, email messages, chat requests, etc.) that are directed to your contact center.

iceMail is the component of ice that controls email messages. iceMail manages the email traffic on the ice server and allows a user to receive email notifications through iceBar. The user responds to emails using the company's mail client.

The *iceMail User Manual* will help you to understand and manage iceMail.

In discussing how this application works, this manual assumes that you:

- Are familiar with the contents of the *iceAdministrator User Manual*;
- Are familiar with the contents of the *iceBar User Manual*;
- Understand basic telephony terms and concepts, such as queue and contact;
- Have basic navigating skills for standard Windows®-based graphical user interfaces. This includes the ability to right-click & left-click, select options from a right-click menu, resize & minimize windows and navigate & scroll with a mouse pointer.

The following conventions are used in this manual:

- **Notes** highlight important information.
- **Cautions** are used to bring attention to functions and features that can impact the information viewed.
- Words displayed in **bold** font are defined within the paragraph.
- *Italics* are used to indicate buttons found on the software interface.
- The term "right-click" is used to indicate that the secondary mouse button, which, by default, is the button on the right, should be clicked. This configuration can be changed so that the left mouse button is the secondary button (for personal preference, for example, if the user is left-handed).



iceMail: Getting Started

iceMail is the integrated component of the ice solution that manages email contacts. ice allows for unified queuing so that all contacts can be handled in a similar fashion. For example, a caller or an email can wait in a queue for the first available user. A user that enters the Ready state receives the next contact in the queue.

The following sections describe the major components of iceMail and explain how to understand the iceMail server.

Components of iceMail

iceMail has several components, as described below:

- **iceMail Server** receives inbound email messages, directs them to the workflow, directs them to available users, and manages any responses from the user or the sender. For more information, refer to *Understanding iceMail Server* starting on page 8.
- **iceBar** allows users to control when they receive email messages and when they have finished handling an email message. For more information, refer to the *iceBar User Manual*.
- **iceMonitor** allows administrators and users with the appropriate security settings to monitor email contacts waiting in the queue. For more information, refer to the *iceMonitor User Manual*.
- **iceReporting** allows administrators and users with the appropriate security settings to view reports on email contacts. For more information, refer to the *iceReporting User Manual*.
- **iceJournal** allows administrators and users with the appropriate security settings to search for specific email messages which have been presented to ice, view media transcripts for email contacts, and evaluate email interactions. For more information, refer to the *iceManager User Manual*.

Understanding iceMail Server

iceMail Server: Sometimes this component is referred to as the Email Management Server (EMS).

The following sections describe how inbound and outbound email messages are handled by iceMail Server.

Message from a customer to iceMail

iceMail Server does not receive email messages directly from your clients or customers but instead polls a POP3 or IMAP compatible email account on your company's mail server. By default, iceMail polls the account (i.e checks for new messages) every 20 seconds. A trained technician can modify this setting. iceMail supports secured IMAP and SMTP connections.

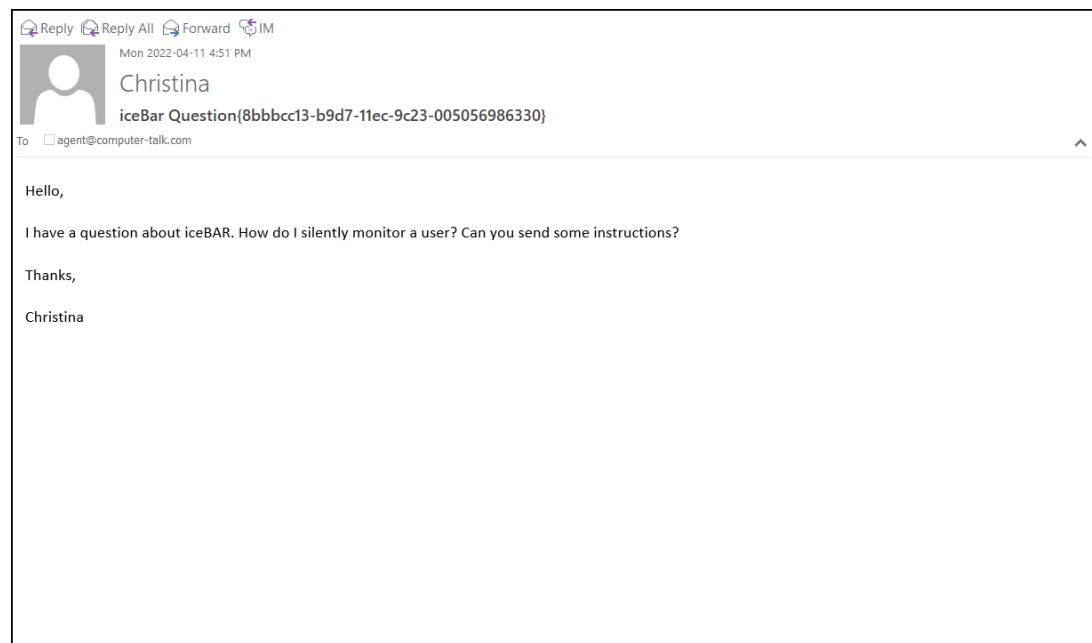
Your company provides the POP3 iceMail Service and emails are then routed to the workflow. Workflow configuration determines exactly what happens next to the email message. For more information on workflow, refer to page 12.

Note: Your company can create new POP3 or IMAP email accounts for ice, but the account information will need to be added to the ice server by a trained technician before ice can start handling the email messages. Changes to workflow may also be required when receiving email messages from new accounts.

Message from iceMail to a user

When a user becomes available while queued email messages are waiting to be handled:

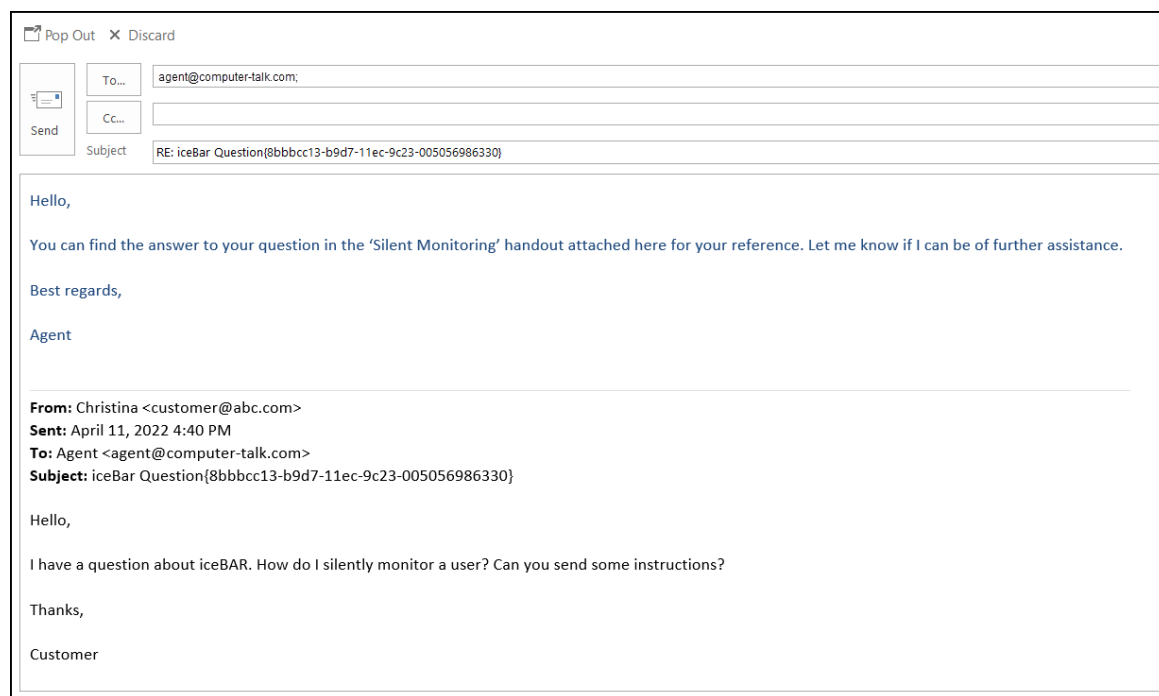
- The user is placed in the Email state and receives notification of the email message through iceBar.
- iceMail sends the queued email message to the user's email address using your company's SMTP message.
- In both cases, if applicable, apply the appropriate Resolution code the interaction once the interaction is complete.



The message a user has received from ice shows the sender's address. The figure shows an email that was sent to agent@computer-talk.com

Message from a user to iceMail

When a user replies to a message, they do not reply directly to the original sender. Instead, the message goes to a POP3 the iceMail server. This account is referred to as the **internal address** and is only used to receive reply messages from users. The figure below shows that the reply message is going to agent@computer-talk.com.



Only one internal address provided at the time of the ice implementation.

To respond, complete the following steps:

1. Type a message that is intended for the original sender.
2. Click send. The message is sent to the internal address.

iceMail retrieves the message, processes it, then sends the message to the original sender.

3. If applicable, select the appropriate Resolution code interaction.

iceAdministrator

Workflow

The workflow can be customized to meet the needs of your contact center. Email messages can either be routed to a queue or routed to an individual user.

Consider the examples below:

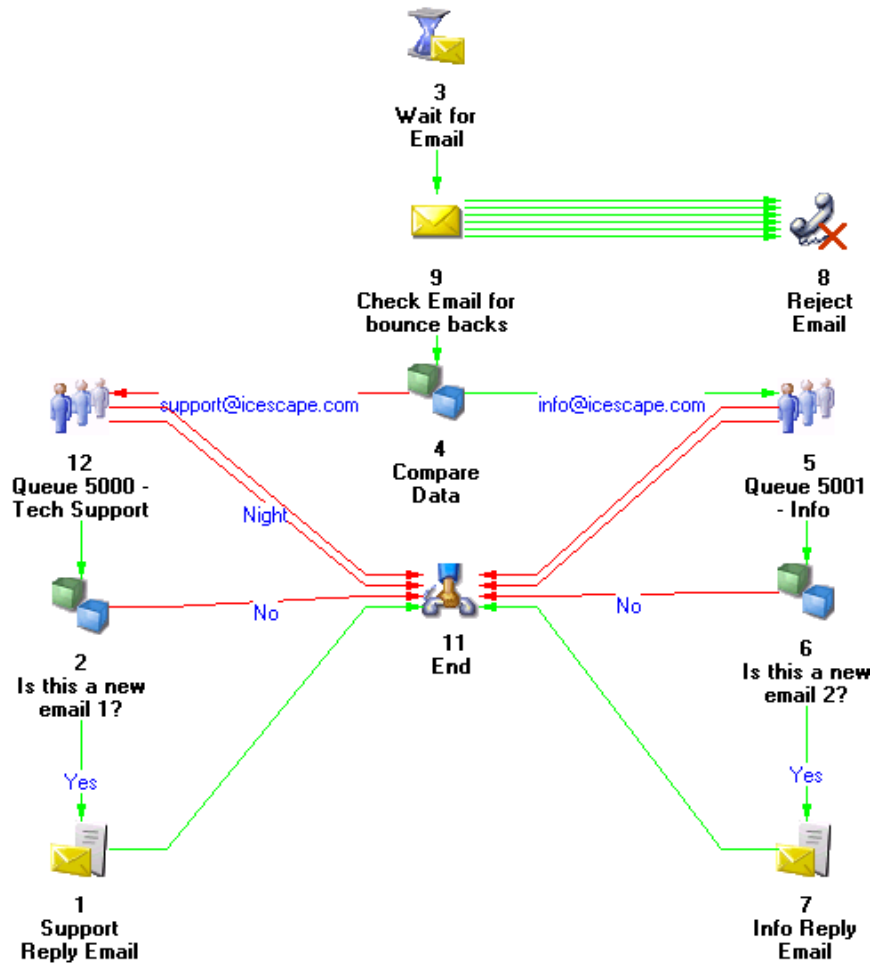
- Messages sent to support@abccompany.com are directed to the Support queue, where the message will be handled by the first available user.
- A reply to an email thread (i.e. a user responded to a message and the customer is sending a reply to the user's message) can be routed to the user that first handled the email message.

Several actions that are specific to email contacts can be used to build workflow, as described below:

- **Wait for Email** – wait for an inbound email message. When the email message is received, it is assigned to an object variable, system variables are initiated, and the email message is routed to the next action. This action is typically the starting point in the workflow for email messages.
- **Compose Reply** – automatically sends a response to the sender of an incoming email message. This feature might be used to send a confirmation email message to the sender (e.g. we have received your message and are processing your request).
- **Check Email** – checks an incoming email message for keywords in the heading or body of the message, a particular sender's email address, or the email address to which the message was sent. Multiple conditions can be added to a table within the action. Email messages can be routed to a distinct workflow path based on a match in the table.

Additional actions which are not specific to email messages can be used when creating a workflow for email messages (e.g. Queue Object, End Workflow Session, etc.). For more information on Workflow Actions, refer to the *iceWorkflow Designer User Manual*.

The figure below shows an example of a workflow that can be created for email messages:



For more information, refer to the *iceWorkflow Designer User Manual*.



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