iceBar For Teams

User Manual

Server Version 13.x

Part Number: UM_ICBT_12.x_E_20240313
iceBar versions 13.x

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Welcome to iceBar for Teams

As email, web-based, text-based, social, and video communications become more common in today's business world; organizations are evolving the way they communicate with their clients.

ice is a powerful communications solution that allows for the integrated handling of contacts as they are directed to contact center users (calls, email messages, instant messages (IM), web chats, Short Message Service (SMS), social media postings and messages, video calls, etc. **iceBar for Teams** is the perfect tool to help you handle contacts received through ice.

The iceBar for Teams User Manual will help you to understand the options provided and manage all contacts received through iceBar for Teams. A chapter is dedicated to each of the following topics:

- **Getting Started**: major concepts, the logon procedure, the logoff procedure, common error messages, and the major components of iceBar.
- **iceBar for Teams Interface**: overview of the interface including Chat tab, iceManager tab, About tab, and the 2 main interface cards.
- **User State Card:** the display of all major user states displayed on the user card.
- **Handling Contacts**: use contact handling features, such as receiving or responding to an email, and answering or placing a call.

This guide also features appendices, which address Global Settings and Microsoft Teams.

Note:

- iceChat, email, and recording settings are premium features of ice. They are not addressed in this manual. For information, refer to the iceChat User Manual, and iceManager User Manual.
- Many features of iceBar are customizable by the **ice Administrator** (the person in your office responsible for designing/maintaining ice). The ice Administrator has chosen the features of iceBar that are accessible in your contact center. This manual contains information on all features of iceBar. Your configuration may differ from those demonstrated in the manual. Therefore, some features discussed in this manual may not be available on your configuration of iceBar.

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

- Have access to the iceAdministrator User Manual, iceMonitor User Manual, and iceReporting User Manual, as you may want to reference how iceBar for Teams is reflected in these products;
- 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 and left-click, resize and minimize windows, navigate and scroll with a mouse pointer and select options from a right-click menu;
- Have basic keyboarding and data entry skills. This includes the ability to position the mouse pointer and delete text.

The following conventions are used in this manual:

- **Notes** highlight important information.
- **Cautions** draw attention to functions and features that can affect the handling of contacts.
- Words displayed in **bold** font are defined within the paragraph.
- *Italics* indicate buttons 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. Mouse 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).

Chapter 1: Getting Started

To effectively handle and view information about contacts, you must first learn how to log on to iceBar for Teams and understand some important iceBar for Teams concepts.

The sections that follow describe the components of iceBar for Teams, important terms and concepts, logon and logoff procedures, and resolutions to the most common error messages.

Once familiar with the interface of iceBar for Teams, you may refer directly to Chapter 4: Contact Handling within the Contact Card, for detailed information on how iceBar for Teams is used to manage contacts. If required, you can review Chapter 2: iceBar for Teams Interface for more information on the components of iceBar for Teams.

Appendix A: Global Settings provides information on the global settings of iceBar for Teams. Appendix B: Microsoft Teams provides information on Microsoft Teams.

Components of iceBar for Teams

This table provides a brief description of iceBar for Teams components. When you are in the ice window of your Teams application, there will be three options in the bar at the top of the screen: Chat, iceManager, and About.

Component	Description	Page
Chat	The **Chat** section of the iceBar for Teams window contains the **Adaptive Card.** Adaptive cards are used to handle contacts and view information about a user's state or contacts currently being handled.	15
iceManager	The **iceManager** section of the iceBar for Teams window links you to the iceManager website, where you can access other ice applications. If the site does not load immediately within the window, you can click the globe icon in the top right corner of the window to open the site in your internet browser.	25
About	The **About** section of the iceBar for Teams application contains information such as ComputerTalk's website, Privacy Policy, and Terms of Use.	26

Key Concepts

It is important to understand the concepts in the following sections before using iceBar for Teams.

Remote Users

A remote user is an iceBar for Teams user whose telephone set is not physically connected to the ice server. For example, the ice server might be located in Toronto, while the remote user is located in Montréal. Remote users include Teams users. A remote user has a network connection to ice through the iceBar for Teams application. When the remote user logs on to iceBar for Teams, a call is placed from the ice server to the telephone set at the user's workstation. When the user answers the call, the voice connection to ice is established.

A no telephone user is an iceBar for Teams user who does not have an associated telephone set. This type of user is generally one who is dedicated to handling contacts other than telephone calls, such as emails, instant messages, SMS messages, or social media content.

Email Users

Email users are users set up to receive email and social media post contacts. They must have a valid email address and the 'Can Handle Email Contacts from ice' property enabled for their user profile in iceAdministrator.

IM Users

IM users are users set up to receive instant messages, web chat, social media messages, and SMS contacts through iceBar for Teams. They must have a valid Teams address, and the 'Can Handle IM Contacts from ice' property enabled for their user profile in iceAdministrator. For more information, refer to the iceAdministrator User Manual.

On Hook vs. Off Hook

Consider a traditional telephone set with a handset and base.

When the handset is lifted from the base, the user is considered to be **off hook** as the receiver is off the base.

When the handset is placed on the base, the user is **on hook** as the receiver is on the base (i.e. when the phone is hung up).

A user is able to speak to customers when they are **off hook**, as they are actively connected to the customer. When the phone is **on hook**, they are not able to speak to or hear the other party.

Similarly in ice, if a user is **on hook**, a connection between ice and the user must be established before a user can speak to a customer. This connection is established when the user answers a Microsoft Teams call that ice initiates when the user is alerting for or placing a call.

Once this connection is established, the user is **off hook**.

If a call or email is presented to the user when the phone is **off hook**, a beep sounds in the user's handset or headset.

When a user hangs up the Teams call, the user's connection to ice is severed. The user will be **on hook** until the Teams client rings to alert the user to the next call. The user must answer the new Teams call to re-establish the connection to ice.

When each call is completed, the user can leave the phone **off hook** by ending the call using the *release* button on the iceBar and keeping the Teams call connected.

The customer call will disconnect, keeping the Teams call (the ice line) active. Every subsequent call will be preceded by a beep instead of a ring and can be answered using the answer button on the iceBar.

Note that ending the call from the Teams client will sever the ice line and set the user to be **on hook**.

For email and IM modalities, when a contact alerts a user who is **off hook**, only the iceBar toast notification will appear, because the connection between the user and ice has already been established. If the user is on hook, they must click *Answer* on the iceBar toast notification and *Accept* on the Teams toast notification to establish that connection.

Note: The *Drop ice User Line Between Calls* class of service in iceAdministrator will disconnect the ice line and force users to go **on hook** after every call. For more information, please refer to the iceAdministrator manual.

Queued Contact vs. Direct Contact

A **queued contact** is one that originates from a queue on ice. Users receive a contact from the queue based on the amount of time the user has been idle (i.e. since they received their last contact from a queue), and/or based on the relevance of their skills to the skill requirements of contacts waiting in the queue.

When a user is handling a contact, ice does not direct any queued contacts to the user. A user might enter the Wrap Up state after completing a queued contact, depending on the user's class of service features.

A **direct contact** is one that did not originate from a queue. Consider these examples of direct contacts:

- A user-to-user call.
- Your contact center provides a number to family and friends, allowing them to reach a specific user. When the family member or friend calls the number, he or she is prompted to enter the four-digit User ID. The caller is transferred directly to the user.
- An email is routed to the user who previously handled the message.

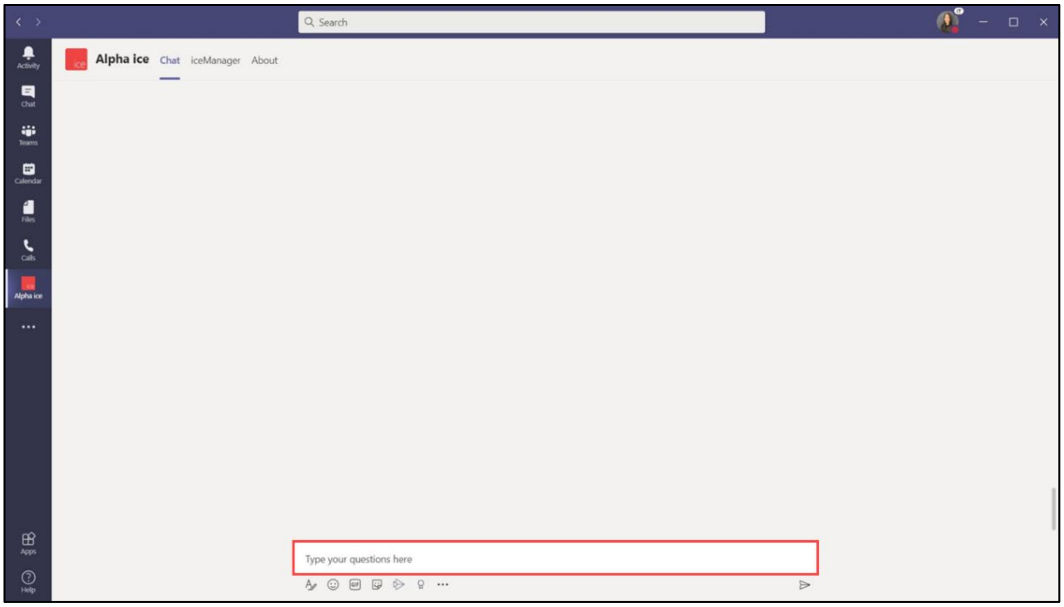
A **transferred queued contact** is one that originated in a queue, was answered by User A, and is then transferred to User B.

Consider the following, where User A answers a call and transfers the caller to User B:

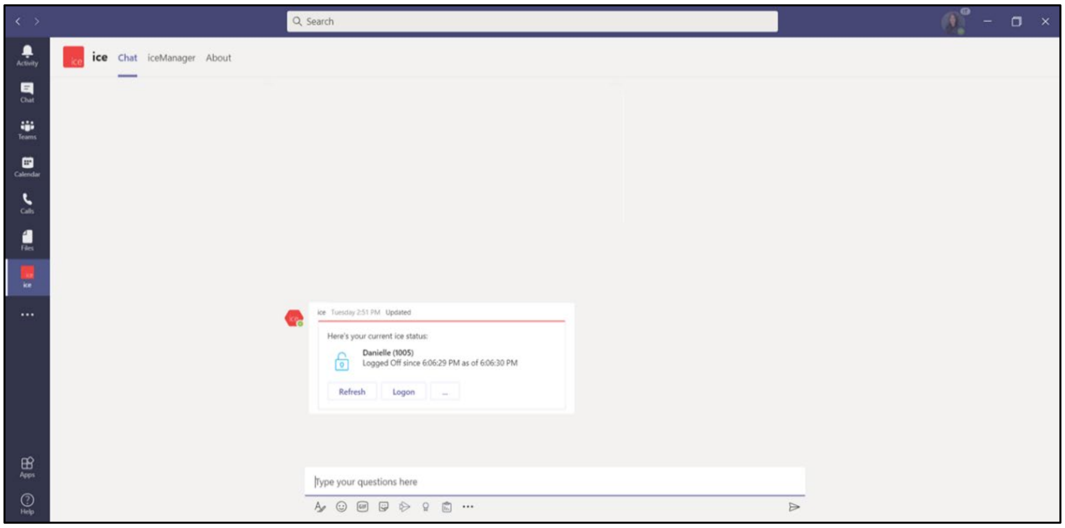
- User B has the Wrap Up class of service feature. Because the contact originated in a queue, User B enters the Wrap Up state when the contact is completed. For more information on the 'Wrap Up' feature, refer to the iceAdministrator User Manual.

Launching iceBar for Teams

To launch iceBar for Teams for the first time, simply send any message to ice in your Teams chat window.



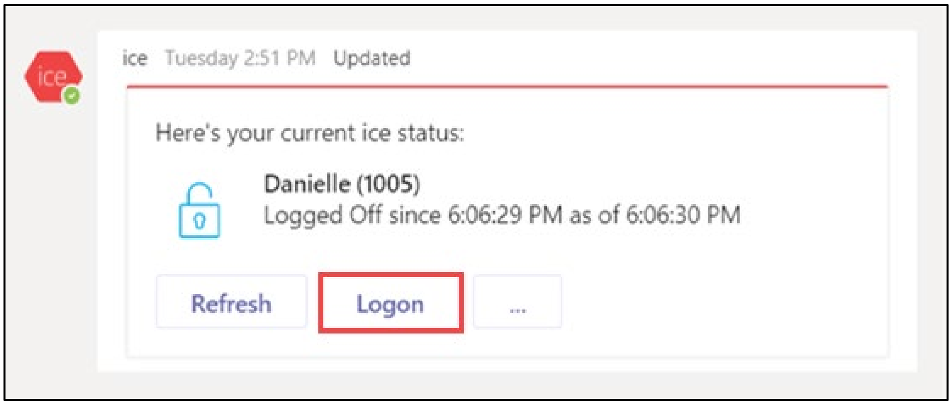
ice will immediately respond with an adaptive card showing your current state and options for changing your state (e.g. changing from Not Ready to Ready). This card is referred to as the state card.



After this is done for the first time, iceBar for Teams will be available every time you open your Teams application. You will not need to log on to iceBar for Teams separately or launch any application outside of Teams. Similarly to the way you see recent messages within chat windows with your Teams contacts, your iceBar for Teams chat window will show your recent adaptive cards.

Logon Procedures

To log on to different queues in iceBar for Teams, click *Logon* on your State Card.



A list of queues will pop up. Select the queue(s) you wish to log into and click *Logon*.

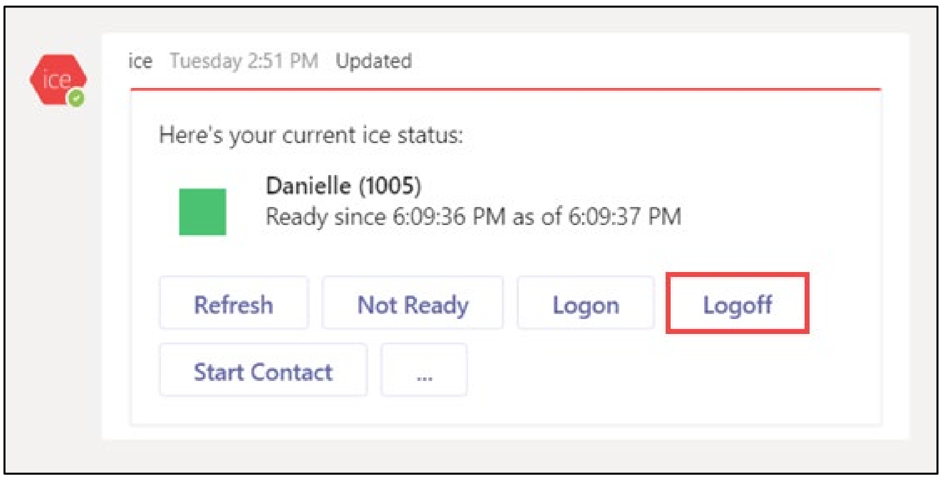
Alternatively, you may select *All Queues* to log into all of the listed queues. To log onto ice, but not onto any queues, click the *Logon* button without selecting any of the checkboxes in the list.

Logoff and Exit Procedures

Users should always follow logoff procedures at the end of their shift. Failure to do so could result in skewed statistics, calls being connected to unattended telephone sets or error messages for users attempting to log on during the subsequent shift.

Note: You can log off from selected queues without exiting from iceBar for Teams.

Users have the option to logoff of queues only or queues and ice._For both options, begin by clicking *Logoff* on your State Card.



A window will pop up containing a list of queues you are currently logged into, along with the option to *Log off of ice*. Select the queue(s) you wish to log off of and then click *Logoff*.

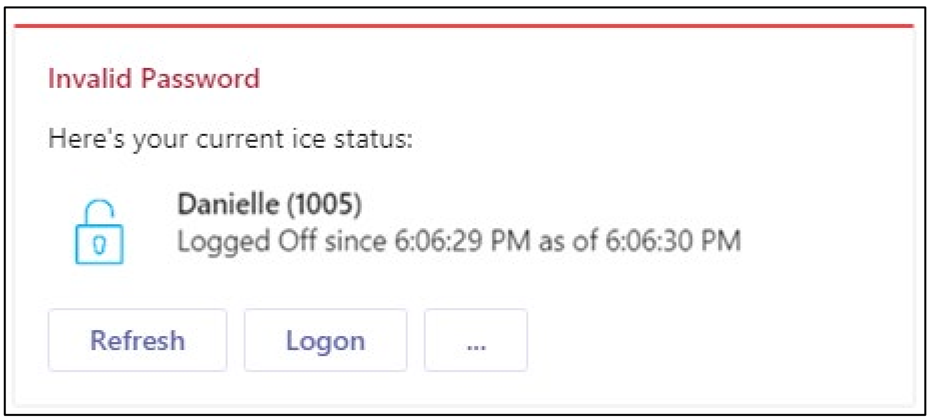
Alternatively, select *Log off of ice* and then click *Logoff* to log off of iceBar for Teams. Logging off of ice will also log you out of all queues you were logged into.

Common Error and Warning Messages

The sections that follow describe some common error messages that may appear.

Authentication Error

If a user has entered the wrong password during a password callback, the following message appears:

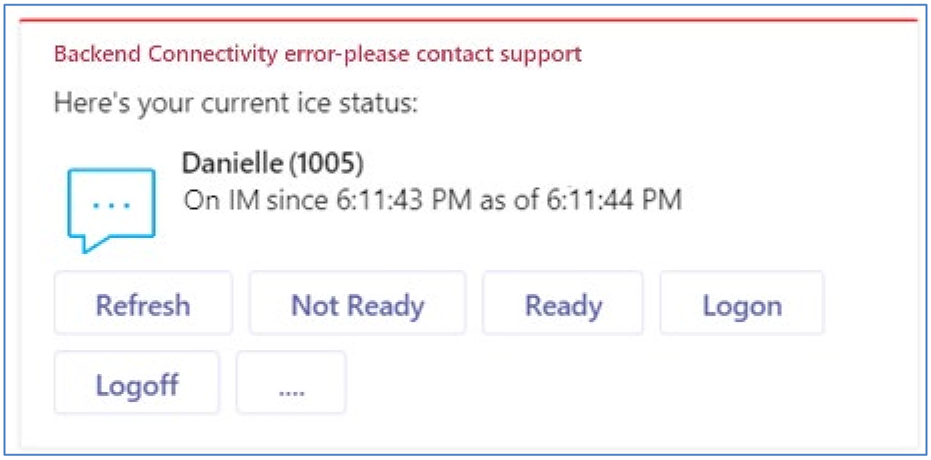


To resolve this problem, try again or ask an ice Administrator to reset a user's password in iceAdministrator. For more information, refer to the iceAdministrator User Manual.

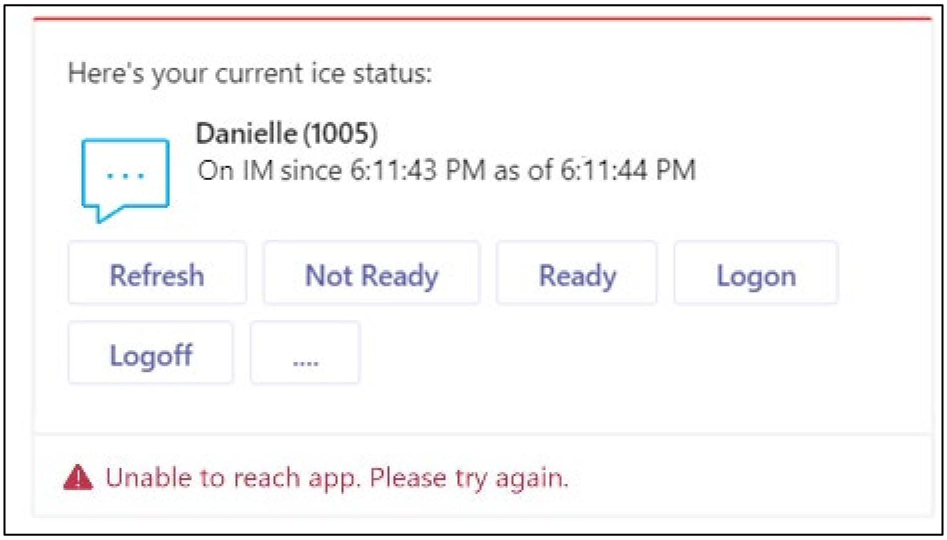
Connectivity Error

iceBar for Teams must have network connectivity to the ice server to function properly. If your workstation or contact center experiences network problems, you may see one of the following error messages:

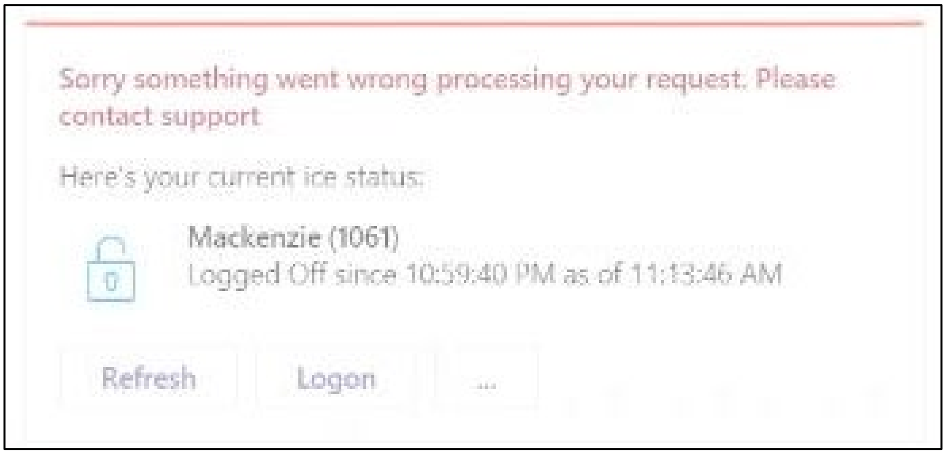
1. Backend Connectivity error – please contact support.



2. Unable to reach app. Please try again.

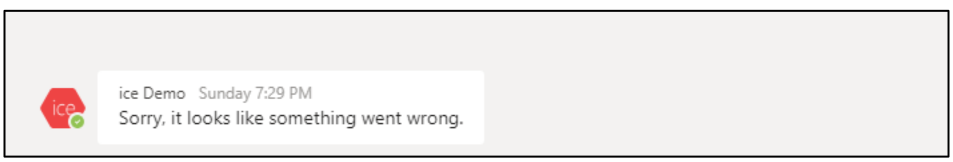


3. Sorry something went wrong processing your request. Please contact support.



Database Error

This error occurs when the reference information for the user's profile has been removed from the database table. iceBar for Teams is trying to connect to the User ID associated with the account, however in iceAdministrator the User ID does not exist.



To fix this issue, open the user's profile in iceAdministrator and change the User ID back to number that iceBar for Teams was originally associated with for this user.

Chapter 2: iceBar for Teams Interface

iceBar for Teams has limited options for customization. In this chapter, you will learn about the options available to you and how to configure them for optimal usability.

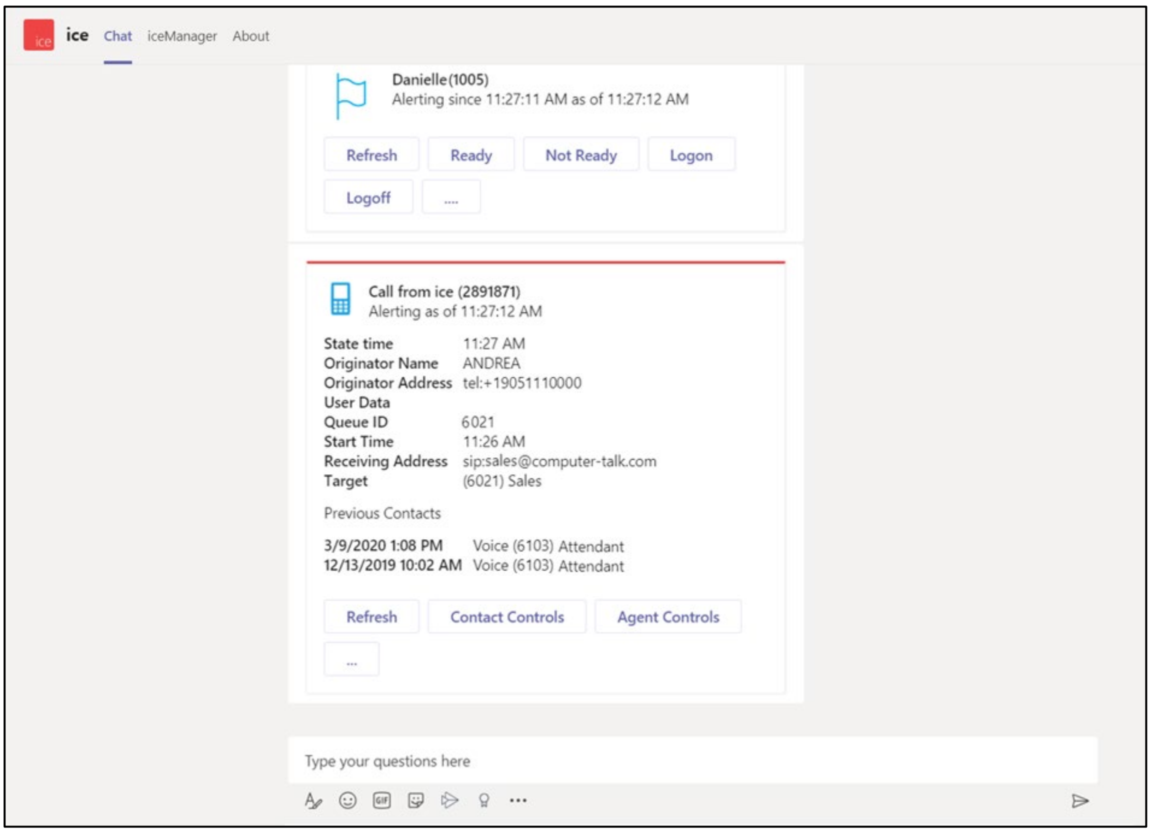
Topics covered in this chapter:

- Chat tab
- Adaptive Cards
- iceManager tab
- About tab

Chat Tab

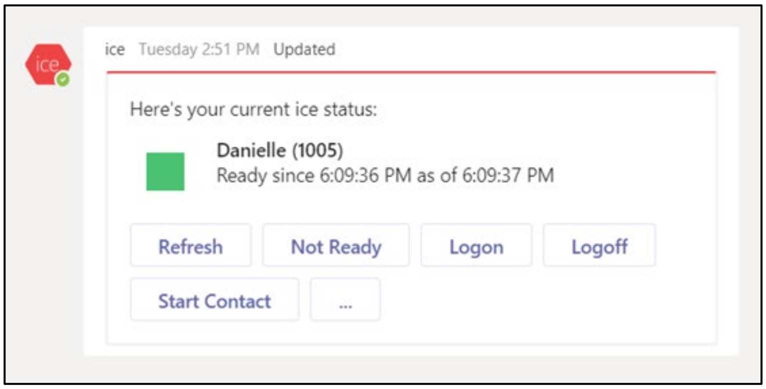
The chat tab displays all user functions and contact information in adaptive cards. The adaptive cards will update according to your current ice state and the current contact you are handling. There are two types of adaptive cards:

1. State Card
2. Contact Card

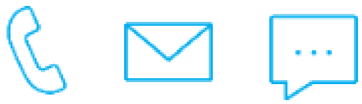


The State Card

The State Card provides user information and functions as shown below:



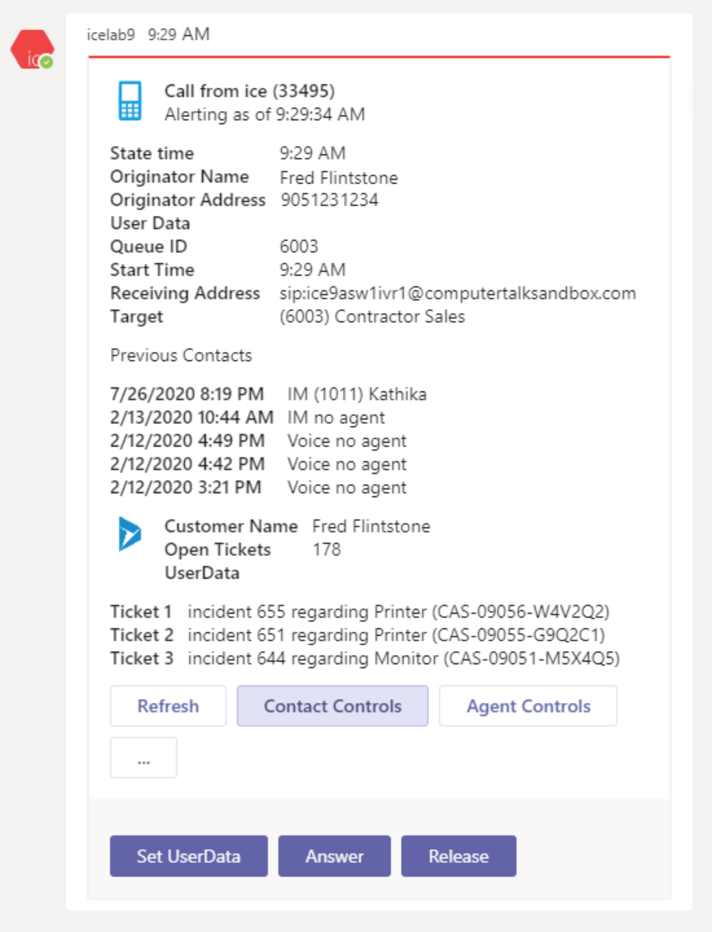
The State Card shows a user's state, as well as an associated colour-coded box. The box is a visual representation of the user's status. Once a user is logged on, the State box will be coloured red or green based on the user profile configurations in iceAdministrator. Other available states are summarized below.

State Summary		
Box Colour/icon	**Description**	**Page**
Green	**Ready:** user is ready to receive contacts	28
Red	**Not Ready:** user is not ready to receive contacts	28
Icon: phone, email, IM 	**On Contact:** user is currently speaking with a contact	32
Orange	**Wrap Up:** user has finished a call but is not yet ready to receive the next one	31

The State Card allows you to log on and off, as described in Chapter 1. It also allows you to change states from Ready to Not Ready or vice versa, as described in Chapter 3: User State Card.

The Contact Card

The Contact Card is similar to call display on a telephone. It shows the name and number of an inbound caller.



Unlike a traditional telephone this panel can also show:

- The sender's email address and name for a Queued email message
- Information about the queue from which the contact originated
- The number a caller dialed or the email address to which an email message has been sent
- Information specific to the caller, such as account number or ticket number

Note: Workflow configuration or user input is required before information appears in this field.

When a contact is presented to your workstation, or if you place an outbound call, ice will send you a Contact Card.

The table below describes each field that is displayed on the Contac Card.

Information in the Contact Card	
Information	**Description**
<State Time>	The amount of time spent in the current state.
<Originator Name>	Displays the name of the originator of the contact. This might be the name that is passed on from the telephone company, a user name, or the name of an email sender.
<Originator Address>	Displays the phone number of a caller, the User ID of a caller or the email address of a sender.
<User Data>	The ‘User Data’ field is designed to show information that is specific to a contact, such as an account number. Information that automatically appears in the ‘User Data’ field is gathered as the contact moves through workflow and is passed to iceBar for Teams when the contact is presented to you. This field also allows you to enter information that is associated with the caller or to modify the data already shown in the field (e.g. you might correct the account number in this field before you transfer it to another user). Click on the Set UserData button under the Contact Controls. Press *Set UserData* once you have entered the data.
<Queue ID>	Displays the Queue ID of the queue from which the contact originated.

Information in the Contact Card	
Information	**Description**
<Start Time>	The time at which the contact started to be handled by the agent.
<Receiving Address>	When receiving a call, displays the number the caller has dialed. When receiving an email, displays the email address to which the message has been sent. When placing a call, displays the number that you have dialed. In the example above, it is 18009272828.
<Target>	Displays the long name of the queue from which the contact originated (the long name is configured in iceAdministrator). If the incoming contact is direct, your user name appears in this field. Displays the Queue ID of the queue from which the contact originated. If the incoming contact is direct, your User ID appears in this field.
<Previous Contacts>	Previous contacts associated with the sender address.
<Customer Name>	Name associated with the sender address within the CRM system.
<Open Tickets>	The number of tickets that the customer has open with your business, followed by a list of the subjects of such tickets with the person whom the email is from

Note:

- The ice Administrator can configure the “User Data” heading. For example, it may be changed to show “Account Number”. For more information, refer to page 55.
- Originator contact information can only be displayed when automatic number identification (ANI) is enabled on the incoming telephone lines, and when the information is passed to ice. For example, ice cannot display a caller’s number if the caller has blocked his/her number.

The Contact Card also shows a number of buttons that you can use while on a call. The buttons and their uses are summarized below.

Buttons in the Contact Card	
Button	**Description**
Refresh	The *Refresh* button refreshes the information on the Contact Card.
Contact Controls	Before you answer a call, clicking *Contact Controls* on the Contact Card displays two new buttons: *Answer* and *Release*. The use of these buttons is described below in Chapter 4: Contact Handling within the Contact Card. After you have answered the call, clicking *Contact Controls* displays six new buttons: - *Hold* - *Transfer* - *Consult* - *Record* - *Recording Privacy* - *Release* The use of these buttons is described below in Chapter 4: Contact Handling within the Contact Card. Depending on which of these buttons you click, different buttons will appear when you click *Contact Controls* (for example, if you have placed a caller on *Hold*, clicking *Contact Controls* again will display the buttons *Unhold* and *Release*.
Agent Controls	Agent Controls holds all user functions. This includes Logon, Logoff, Ready, and Not Ready

Buttons in the Contact Card	
Button	**Description**
More Options	This button provides additional options within Teams including: - **Delete Card** - will delete the adaptive card from the chat window. - **Add to Team** - will allow the user to post the adaptive card in a selected Teams Channel. - **iceJournal** - opens iceJournal in a new web browser, and displays your recent contact history.

Understanding the Buttons on the Contact Card

You can use the buttons on the Contact Card for easy access to answer calls, place callers on hold, and perform many other contact control functions. Common buttons allow users to place calls on hold, consult, conference, and transfer contacts.

The availability of buttons on the Contact Card depends on your current state and the type of contact you are handling. For example, if you are not handling a contact, the *Hold* button is not available.

When you are handling a contact, the Hold button and other buttons become available for use.

When a user is on a call, IM or email, buttons such as Release, Hold, Consult, Transfer and Conference become available on the Contact Card. Some may also be disabled depending on the modality of the contact. For example, Consult is not currently available when on a IM.

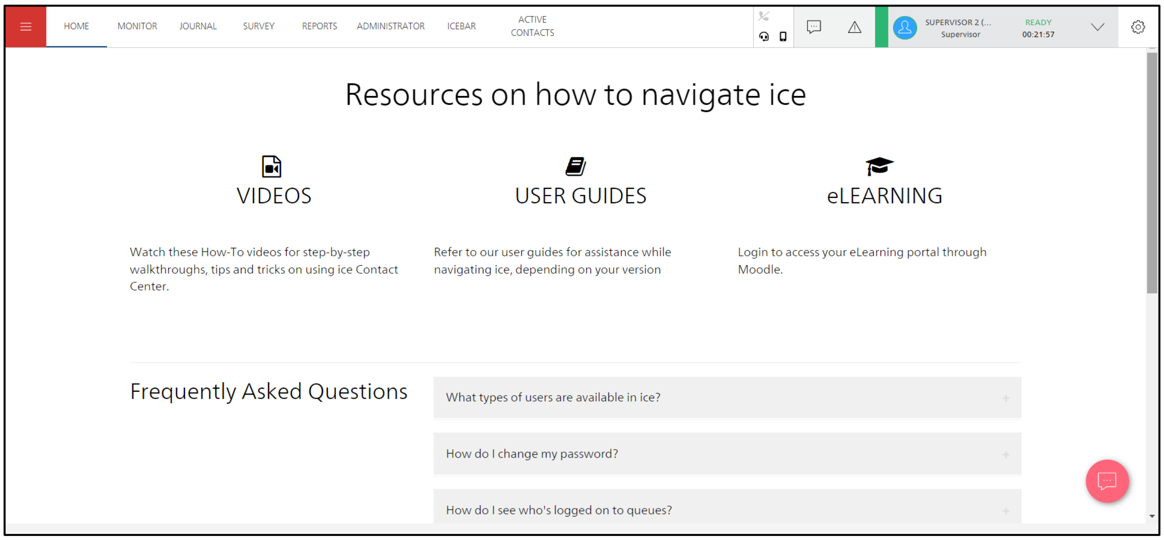
The table below briefly describes the functionality of each button that you can have on the Contact Card. You will also find page references for more details on each button.

Contact Card buttons summary			
Button	**Available when**	**Use Button to…**	**Page**
Logon	iceBar for Teams is open.	Log on to ice.	8
Logoff	Logged on.	Log off of ice.	9
Answer	Alerting with a call.	Answer a call alerting at your workstation if off-hook.	36
Release	On a contact.	End the contact you are on.	42
Start Contact	Logged on	Place a call, start an email, or start an IM	-
Place Call	Logged on and have already clicked on *Start Contact*.	Place a call to another user, or to an external number.	39
Start Email	Logged on and have already clicked on *Start Contact*.	Initialize an outbound email.	46
Start IM	Logged on and have already clicked on *Start Contact*.	Start an IM conversation with another user.	55
Hold	On a call.	Place a caller on hold. The caller hears music while on hold.	41
Transfer	On a call, email, or IM.	Transfer a caller to another user, queue or external number.	52
Consult	On a call or IM.	Consult a third party when you are on a call.	64

Contact Card buttons summary			
Button	**Available when**	**Use Button to…**	**Page**
Cancel Consult	On a consult or on a conference.	Release the third party and return to your original caller while on a consult OR release the third party and stay on the line with your original caller while on a conference.	66
Conference	On a consult.	Initiate a conference call with your original caller while you are consulting OR initiate a consultation while you are on a call.	66
Record	On a call.	Initiate a recording of the current call.	43
Recording Privacy Mode	User is on a call.	Toggle to interrupt/resume a recording that may or may not be in progress.	44
Outlook	After user has accepted an email contact.	Open the email in the Outlook application. Note: This button will remain on the contact card after releasing the contact.	46
Reply	After user has accepted an email contact.	Reply to the email using iceBar for Teams. Note: This button will remain on the contact card after releasing the contact.	48
Open Chat	After user has accepted an IM contact.	Open the chat in your Microsoft Teams application. Note: This button will remain on the contact card after releasing the contact.	55

iceManager Tab

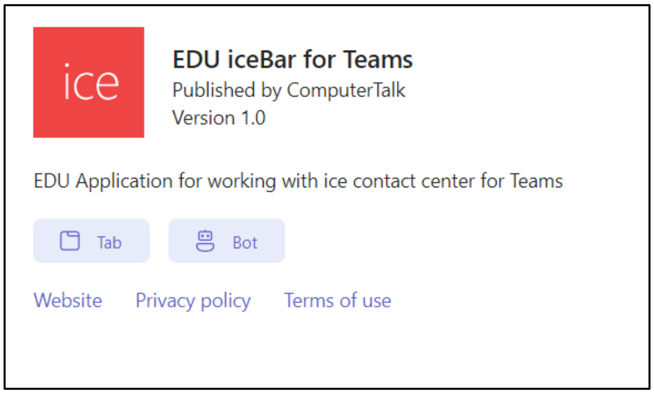
A web browser has been imbedded into the Teams client. Selecting the iceManager tab will direct you to your iceManager website and log you in automatically. From here, you will have direct access to all applications hosted within iceManager, including iceMonitor, iceJournal, and iceReporting.



iceManager Tab Options	
Button	**Description**
	The *Refresh* button refreshes the iceManager webpage.
	The *Browser* button opens iceManager in browser window according to the default settings on your workstation.

About iceBar for Teams

The **About** tab of the iceBar for Teams application contains information such as Computer Talk's website, Privacy Policy, and Terms of Use.



Chapter 3: User State Card

This chapter provides a general description of how users can access the different features of iceBar for Teams to handle contacts. Features of iceBar for Teams are not customizable. All features discussed in this manual are included with your configuration of iceBar for Teams.

The sections that follow will assume that you are familiar with logon procedures and with your contact center's configuration as described in Chapter 1: Getting Started.

Ready, Not Ready, Wrap Up, On Contact, Pending State

Once you have logged on, iceBar for Teams automatically places you in either the Ready state or the Not Ready state, depending on the configuration of the user profile. The State Card in the chat window of iceBar for Teams allows you to toggle between the Ready and Not Ready state:

- When you are in the Ready state, the state box turns green. In this state, you must be prepared to handle a queued contact. You may make yourself Not Ready, even while on a call, by clicking the Not Ready button on your State Card and selecting a Not Ready reason.
- When you are in a Not Ready state, the state box turns red. In this state, you cannot receive any queued calls.

Ready

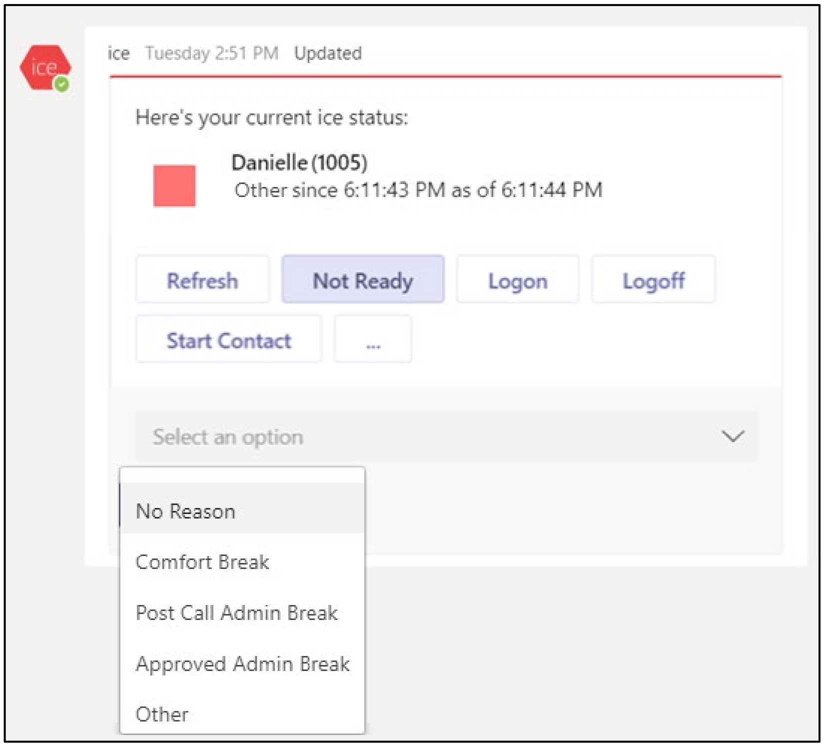
To toggle from the Not Ready state to the Ready state, click the Ready button on your State Card. The state box changes from red to green. You are now in a Ready state.

Not Ready

To toggle from the Ready State to the Not Ready state:

1. Click the Not Ready button on your State Card.

2. You will now either be Not Ready, or you will see the following list of Not Ready reasons if your organization has chosen to use them.

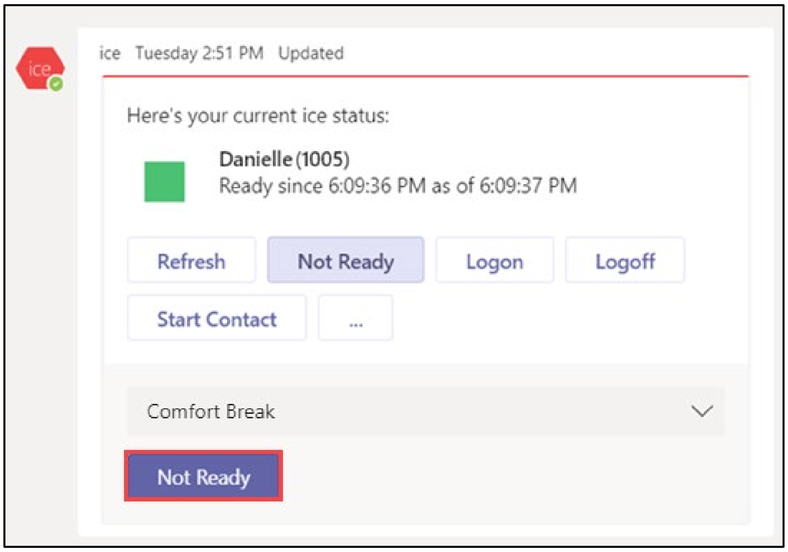


Note: The Not Ready reason list that has been configured for your contact center may look different from the one shown above.

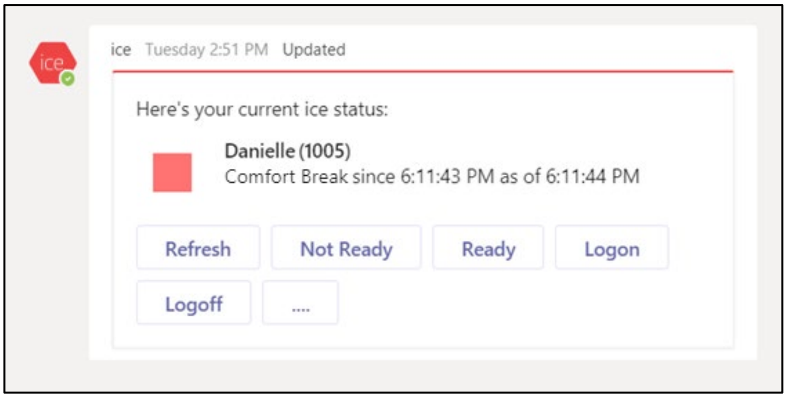
Not Ready Reasons

1. From the 'Not Ready' reason list, click the option that best represents the reason that you are entering the Not Ready state. There are four default Not Ready reasons: Comfort Break, Post Call Admin, Approved Admin, and Other.

   Once you choose a reason, select the Not Ready button below the list to submit your reason. The color of the state box on your State Card changes to red, indicating that you are currently in the Not Ready state.



The reason that was selected will appear in the State Card as shown in the screenshot below:



2. While you are in the Not Ready state, you can click Not Ready and select a new Not Ready reason, if required.

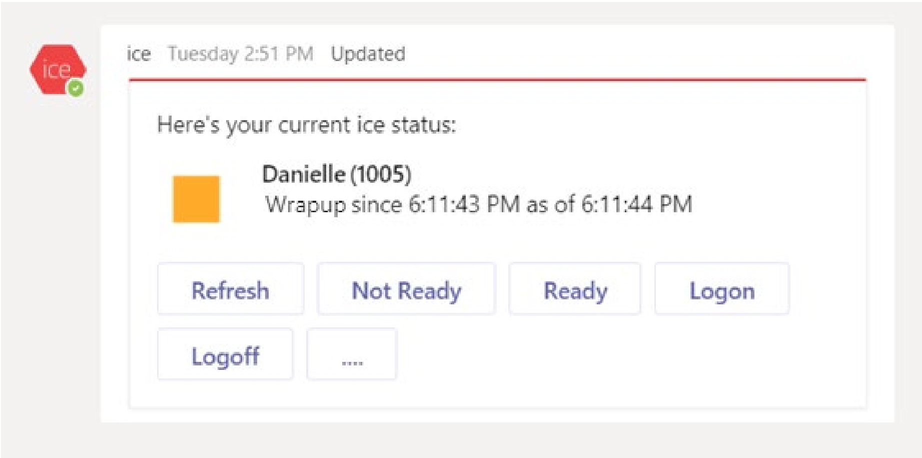
Note:

- Users with Team Lead access level or higher can modify Not Ready Reasons in iceAdministrator. For more information, refer to the iceAdministrator User Manual.
- The 'Not Ready' dialog box does not appear if an ice Administrator has disabled this feature. In this scenario, you enter the Not Ready state immediately upon clicking the green Sidebar. For more information, refer to Appendix A: Global Settings.

Wrap Up

If the ice Administrator has enabled the Wrap Up feature, users are automatically placed into a Wrap Up state after each queued call. Wrap Up allows users to finish post-contact work and prepare themselves for the next contact. While in this state, users will not receive any calls from queue, similar to when users are in the Not Ready state. However, there are a few factors that make the Wrap Up state distinct from the Not Ready state:

- The state box in your State Card changes to amber to indicate that the user is currently in the Wrap Up state.
- Wrap Up time is calculated separately from Not Ready time on reports.
- A timer can be set for Wrap Up. For example, users might automatically be placed into the Ready state after 20 seconds of Wrap Up. Wrap Up can also be set to infinite, meaning that users do not return to a Ready state until they click the Ready button on their State Card.
- Wrap Up time after a queued call is associated with the queue that the call has come from. Wrap Up time for calls that were transferred is calculated for the original queue.
- Wrap Up is only an option when the ice Administrator enables the feature.



Once in the Wrap Up state after ending a call, you may go to the Ready or Not Ready state.

1. To enter the Ready state, click the Ready button on the State Card. The state box will change to green, indicating that you are in the Ready state.

OR

2. To enter the Not Ready state, click the Not Ready button on the State Card and select a Not Ready reason, if required.

Note: If a timed Wrap Up has been defined in iceAdministrator, you will enter the selected Not Ready state when the timed wrap expires. If the Wrap Up is infinite, you enter the selected Not Ready state immediately. For more information on configuring Wrap Up, refer to the iceAdministrator User Manual.

On Contact

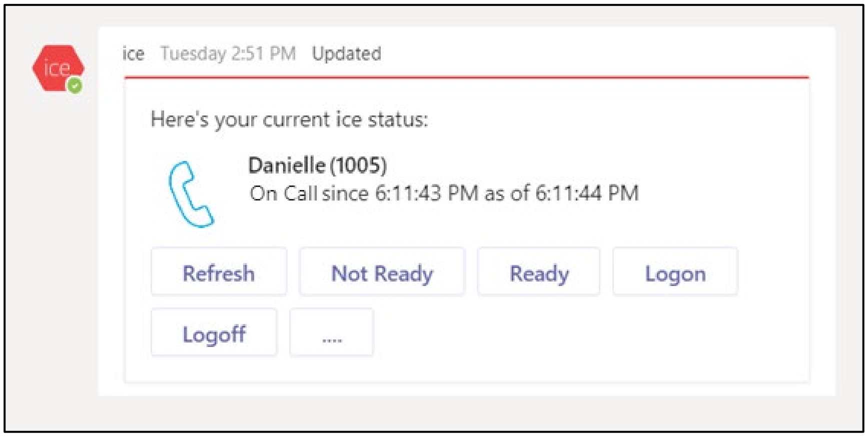
When you are on a call, IM or Email, the state box on your State Card turns into a contact specific icon and the state changes to reflect the type of contact that you are handling.

Note: The state box will continue to show an icon for the entire duration of the contact; however, the state and state time will change based on the contact control buttons clicked.

Call

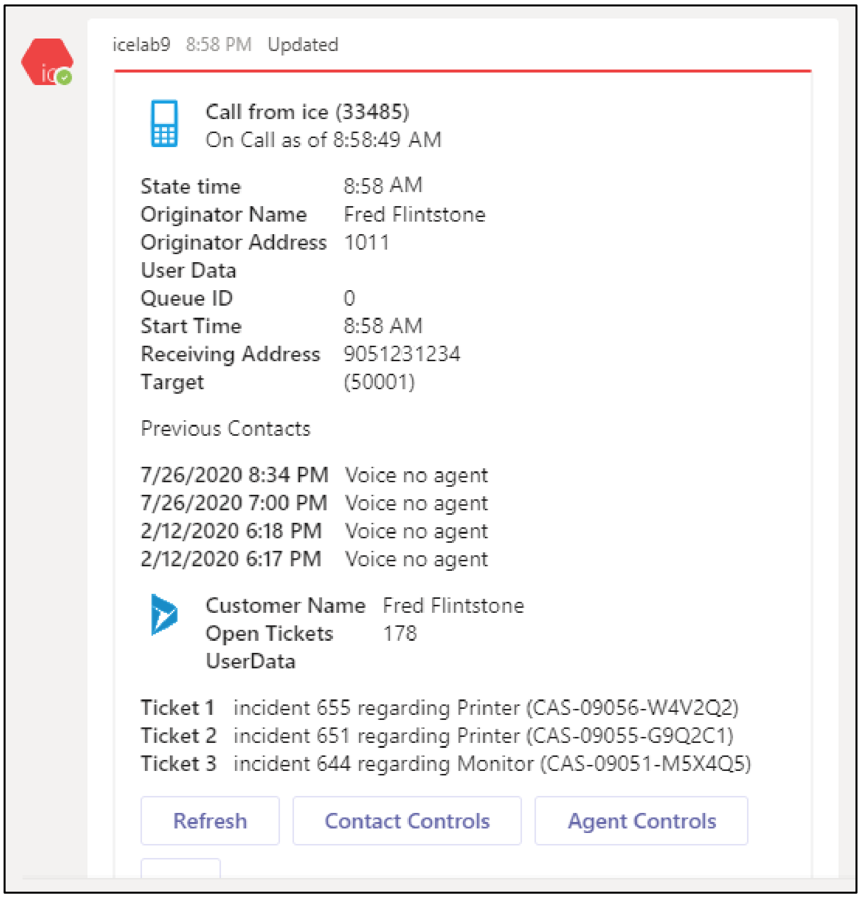
When you receive a call from iceBar for Teams, you are automatically placed in an On Call State:

- The state box turns into a phone icon and the state changes to On Call.
- Call time is tracked.



An adaptive card, containing specific contact type buttons, will appear to represent the interaction.

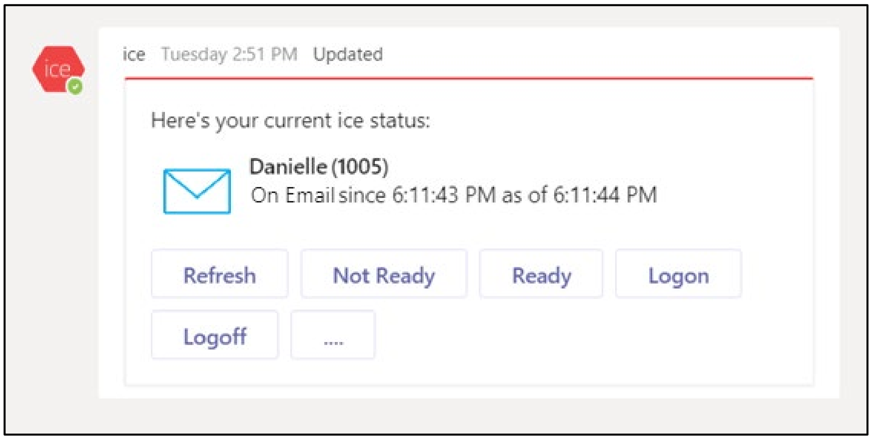
The adaptive card would show the caller's name as well as the phone number or SIP address he/she is calling from. If the caller name is not provided, the caller's phone number or SIP address will be displayed.



Email and Social Media

When you receive an email message from iceBar for Teams, you are automatically placed into the On Email state:

- The state box turns into a mail icon and the state changes to On Email.
- Email time, although calculated separately on reports, is similar to On Call time.



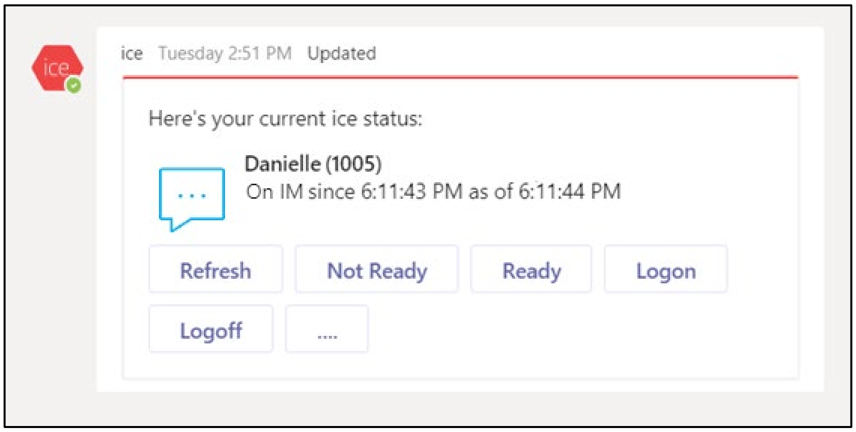
For more information on receiving email messages from ice, refer to page 46.

When you are finished with your email, depending on the configuration, you may be placed in a Wrap Up, Not Ready, or Ready state.

IM and Web chat

When you receive an IM or web chat message from ice, you are automatically placed into the On IM state:

- The state box turns into a chat icon and the state changes to On IM.
- IM time, although calculated separately on reports, is similar to On Call time.



For more information on receiving instant messages from ice, refer to page 55.

When you are finished with your instant message, depending on the configuration, you may be placed in a Wrap Up, Not Ready, or Ready state.

Chapter 4: Contact Handling within the Contact Card

This chapter provides a general description of how users can access the different features of iceBar to handle contacts. All features discussed in this manual are included with your configuration of iceBar for Teams. Additional setup and configuration may be required.

The sections that follow will assume that you are familiar with logon procedures and with your contact center's configuration as described in Chapter 1: Getting Started.

Note: All incoming notifications are displayed through Microsoft Teams.

Receiving a Call

To receive a queued or direct call, you must be in the Ready state. In the instructions below, the following assumptions are made: that you are in the Ready state, are wearing a headset, and have the ice line off hook (with a voice connection to ice).

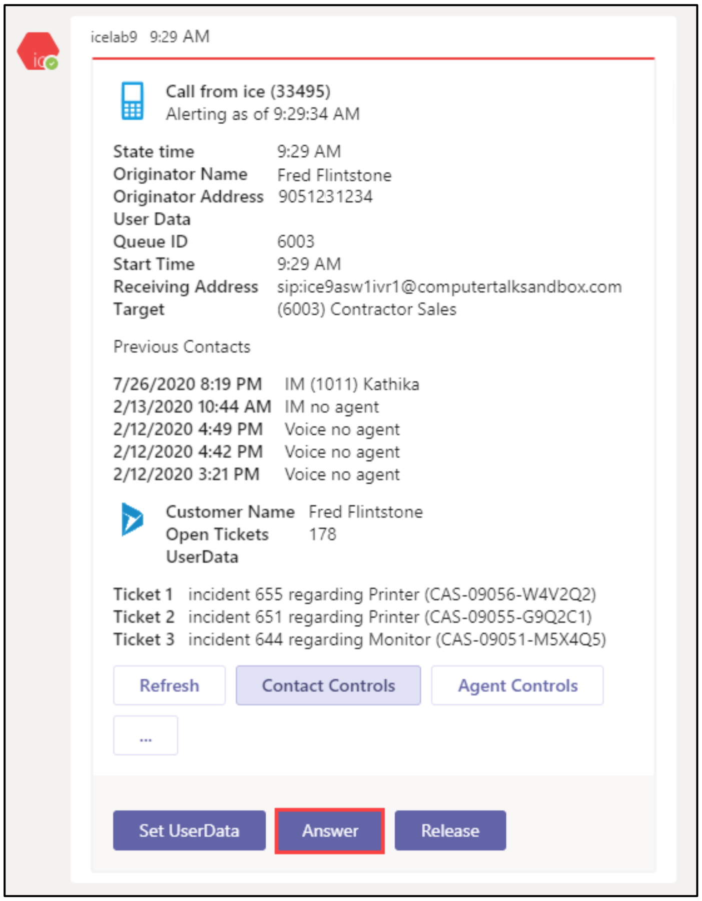
The way that you answer a call with iceBar for Teams depends on the configuration of your contact center. Two options are available:

- Answer a call with the *Answer* button.
- Answer a call without the *Answer* button.

The sections that follow explain how to answer a call using each of these methods.

Answering with the Answer Button

ice can be configured so that users must press the *Answer* button before they are connected to the caller. If this is the case for your contact center, iceBar for Teams plays a beep in your headset to indicate that you are being presented with a call. To be connected with the caller, select Contact Controls on the iceBar for Teams adaptive card and press the *Answer* button.



Note:

- The *Answer* button does not become available until you are presented with a call.
- If your telephone is on hook when you are presented with a call, your phone rings to indicate that you are being presented with a call. You do not have to press the *Answer* button upon picking up the handset. Instead, you are automatically connected to the caller.

Answering without the Answer Button

In contrast with the description above, ice can be configured to present calls immediately to you. If this option has been selected for your contact center, iceBar for Teams plays a beep in your headset, then immediately connects you with the caller.

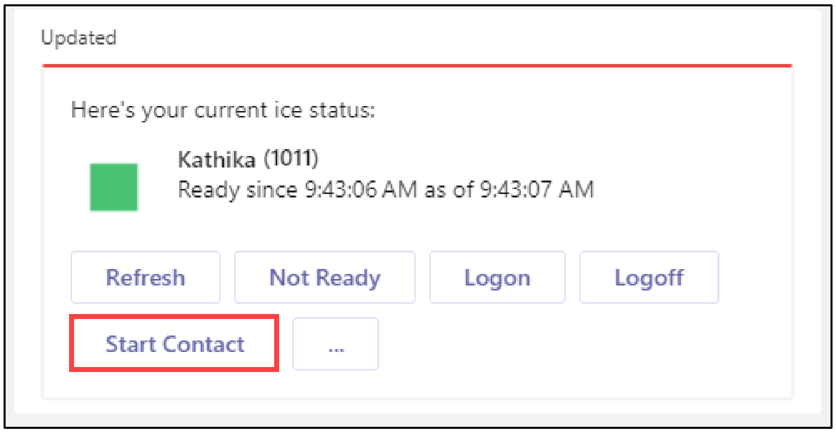
Caution:

- It is highly recommended to wear a headset and keep the telephone set off hook when using this feature.
- In this scenario, it is extremely important that you enter the Not Ready state before taking off your headset. Otherwise, queued calls could be presented to your unattended workstation.

Placing a Call

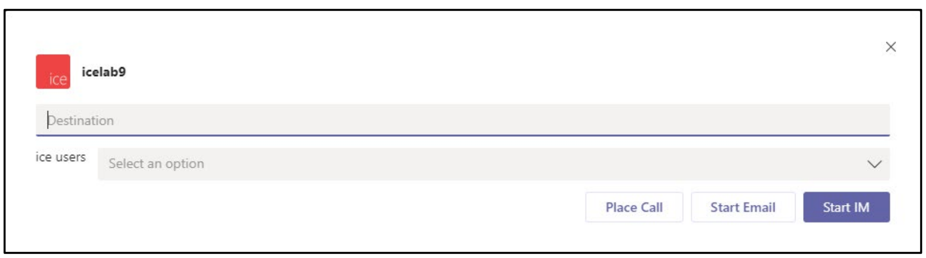
To place a call:

1. Click the Start Contact button on your State Card.



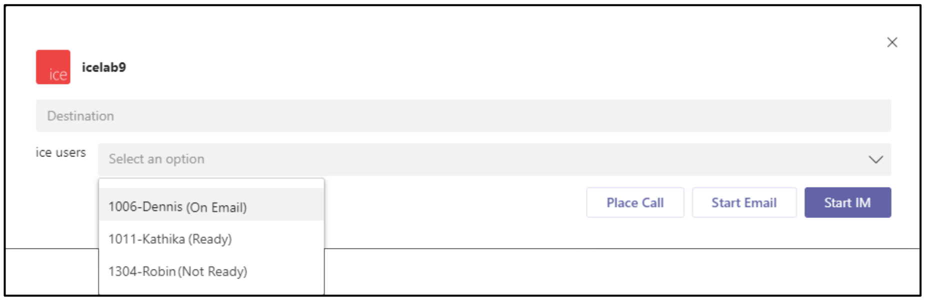
If the button is not displayed on the card, select the ellipses button to display more options.

The Start Contact dialog box appears.



2. Enter the number or SIP address that you wish to call in the Destination field. You may use spaces or hyphens, but they are not necessary. Click *Place call*.

   Alternatively, you may use the dropdown to select from the list of ice users who are logged in.

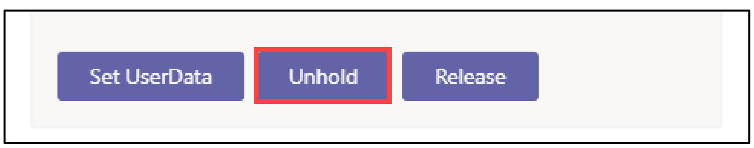

ice
icelab9
Destination
ice users
Select an option
1006-Dennis (On Email)
1011-Kathika (Ready)
1304-Robin (Not Ready)
Place Call
Start Email
Start IM

Placing a Caller on Hold

The *Hold* button becomes available on the Contact card that appears when you are on a call. To place a caller on hold, click the Contact Controls button on the adaptive card and select Hold.

The Contact Card will refresh and the ‘State’ field displays the text “Holding Call”. A double-beep is heard in your headset, as a reminder, approximately every ten seconds. The caller hears ice music while on hold.

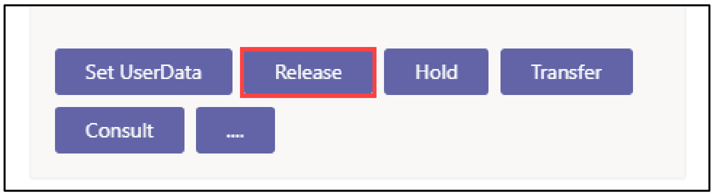
To retrieve a caller on hold, press the Contact Controls button on the Contact Card and select *Unhold*.



You are connected with the caller and the Contact Card refreshes to show in the ‘State’ field that you are once again on a call.

Releasing a Call

To end a call, you may click the *Release* button under the Contact Controls on your adaptive card to disconnect the caller.



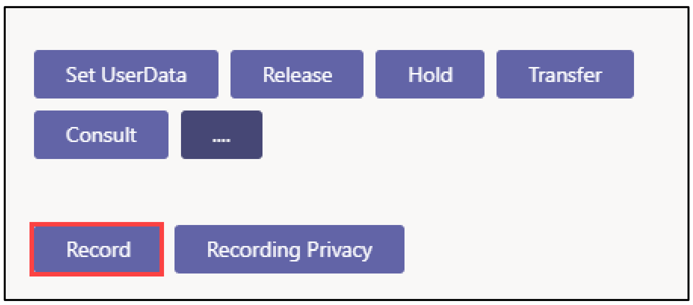
You might notice that when the caller hangs up, the call automatically terminates after a few seconds. However, using the *Release Call* button is a faster method. The *Release* key is also used in conjunction with the Consult feature of iceBar for Teams. For more information, refer to page 64.

Record Call

The call recording feature is available through settings on the iceManager site, which is part of the ice product suite; the recordings are available in iceJournal. If you have purchased this product and have the Record Call class of service feature enabled in your iceAdministrator profile, you can use the Record button on iceBar for Teams to allow you to initiate a recording of the active conversation.

<u>To record a call:</u>

1. While on a call, click the *Contact Controls* button. From the set of buttons that appear, click the *Record* button.



2. iceBar for Teams will record until the call ends. You may interrupt the recording using the Recording Privacy Mode feature described on page 44.

<u>To end recording of a call</u>

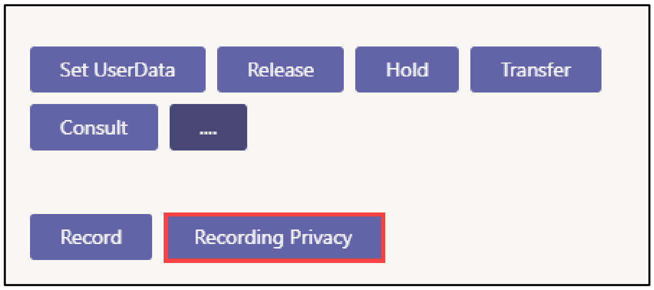
1. Click the *Contact Controls* button.
2. Select *Record* to stop the recording.

Recording Privacy Mode

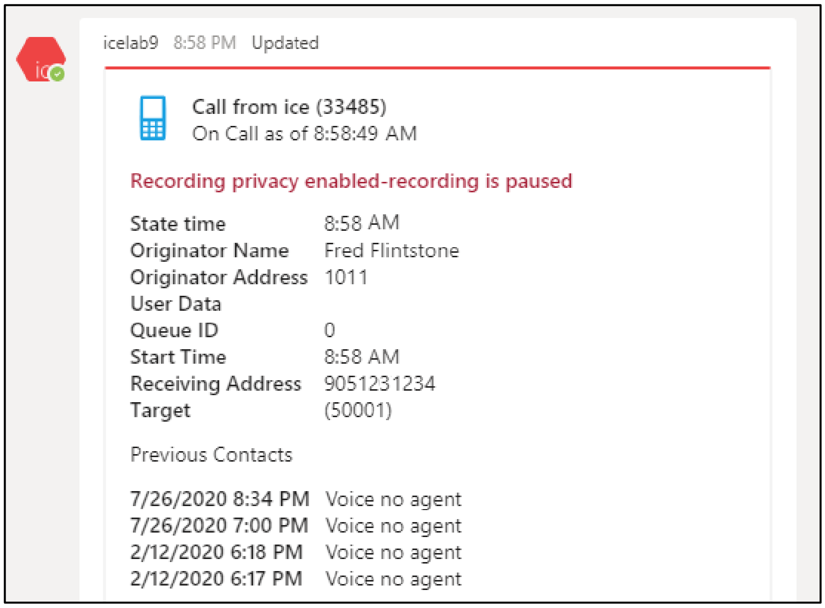
The recording of a call can be interrupted using the Recording Privacy Mode feature. This feature allows a user to collect sensitive information such as credit card numbers, while ensuring compliance with privacy regulations.

To activate/deactivate Recording Privacy Mode:

1. While recording a call, enable Recording Privacy Mode by clicking on Contact Controls and selecting the *Recording Privacy* button.



2. The contact card shows that recording privacy has been enabled and indicates that recording is paused.



3. To disable Recording Privacy Mode so that normal recording can resume, click the *Recording Privacy* button again.

Note:

- If a user is on recording privacy mode and they consult another user, the consultation leg of the call also respects this recording privacy mode setting and will not be recorded.
- If a user answers a call with recording privacy mode already turned on, the call will not be recorded.
- If recording privacy mode is turned on for a user and the call is not answered by that user but subsequently answered by another user, the call will respect the recording privacy mode setting for the user who answered the call.

Receiving an Email

Users can receive queued or direct email contacts from iceBar for Teams. A **queued contact** is one that originates in a queue. Users receive a contact from the queue based on the amount of time that they have been idle (i.e. since they received their last contact from a queue) and/or their skills and the skill requirements of contacts waiting in queue.

When a user is handling an email contact, he or she enters the On Email state, and ice does not direct any additional contacts to the user. The user stays in the On Email state until he or she enters the Ready or Not Ready state.

A **direct contact** is one that has not originated in a queue. For email messages, this occurs when an email is routed to the user who previously handled the message.

ice can be configured so that email messages sent to a particular address are queued to a selected group of users. For example, your contact center may receive messages through support@widgets.ca. These are directed to the first available user in the Support email queue.

These users can either be regular users set up to handle contacts by phone or by email, or they can be dedicated email users or IM users set up to only handle email and IM contacts.

If you are logged on to a queue that receives email messages, you are notified with a new email contact card that appears in your chat window in iceBar for Teams. The fields displayed in the adaptive card are explained in the table that follows. If you are off hook when the email message arrives, you will also be notified by a beep in your handset or headset.

Note: If you have the Auto Answer Email or IM class of service, you will be presented with this window, however the *Answer* button will be disabled. Instead you will hear a beep in your headset and you will be immediately presented with the email message.

The fields displayed on the Email Contact Card are described in the table below.

Email Received	
Field	**Description**
State time	The amount of time spent in the current state.
Originator Name	The name of the message sender.
Originator Address	The email address of the message sender.
Queue ID	The four-digit ID of the queue to which the message has been directed.
Start Time	The time that the message was sent from ice to the user's email address.
Receiving Address	The email address to which the message has been sent.
Target	The four-digit ID and the name of the queue to which the message has been directed.
Previous Contacts	Previous contacts associated with the sender address.
Customer Name	Name associated with the sender address within the CRM system.
Open Tickets	The number of tickets that the customer has open with your business, followed by a list of the subjects of such tickets with the person whom the email is from
UserData	Additional information for the user related to this contact.
Open Tickets	The number of tickets that the customer has open with your business, followed by a list of the subjects of such tickets
Email Message	The subject and body of the email will appear in this area.

You may be presented with an email message in one of two ways:

- The email message has originated in the queue.
- The email message is a reply from the sender of a message that you have previously handled.

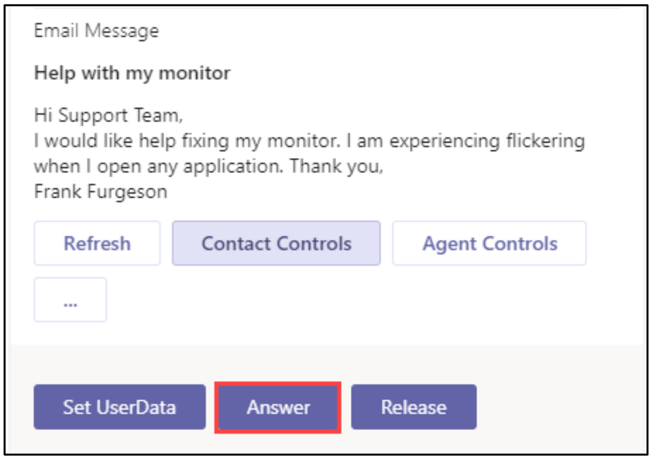
Receiving an Email Message from an Assigned Queue

To receive an email message from the queue, you must be in a Ready state. When you receive a message, the Contact Card appears to indicate that you are in the On Email state.

If you have the Auto Answer Email or IM class of service, you may skip the following steps.

To accept an incoming email:

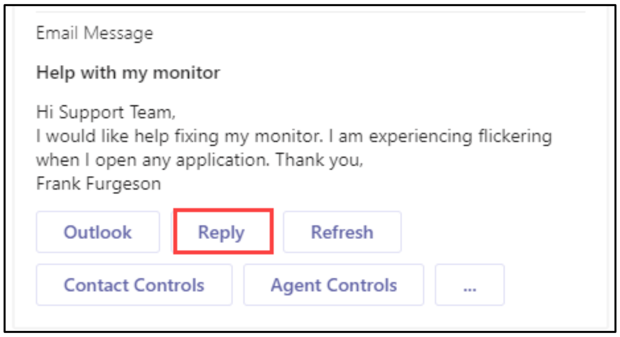
1. Click Contact Controls.
2. Select Answer



Note: If social media queuing is enabled for your contact center, your agents will receive posts in their email inboxes similar to all other email contacts. The user will also be able to respond to those posts by responding to that email.

To handle the email message through Teams:

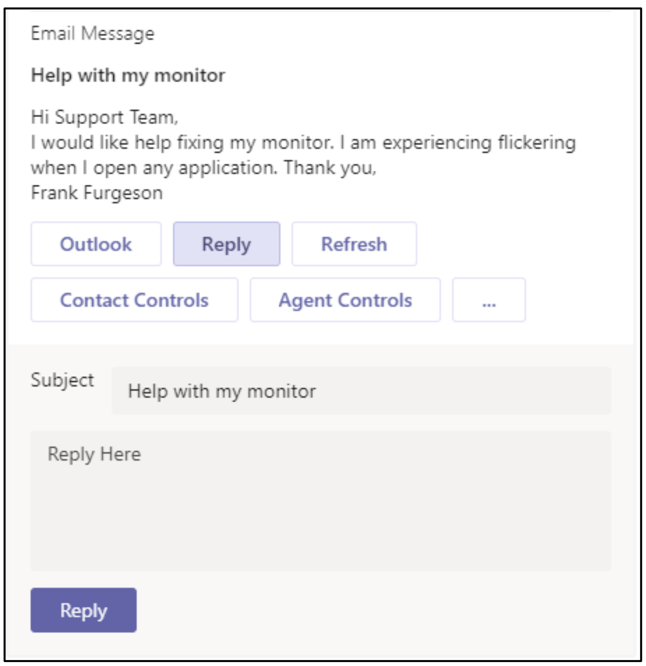
1. Click *Reply* on the Email Contact Card.



Note: Your configuration may require you to click "Answer" on the Contact Card to accept the email.

Notice that the state box has changed to an email icon and the State will change to reflect that you are On Email.

2. Type your reply directly into the typing window that appears on your Email Contact Card.



3. When you are ready to send your message, click *Reply* to send your email reply directly from iceBar for Teams. A new State Card will appear in your Teams chat window to indicate that your state has changed back to Ready.

To handle the email message through your email client:

1. Navigate to your email client (i.e. Microsoft Outlook, Lotus Notes, etc.) and open the new message that is in your inbox.

   The subject contains the tracking number as well as the email subject heading (e.g. Warranty Claim[00000033-138D-000003E8]).

2. After you have replied to the message, click the Agent Controls button and select Ready to remove yourself from the Email state.

   Note: Depending on your configuration, your state may be automatically switched to Ready after a predetermined amount of time.

   You may also click on the Not *Ready* button to move to the Not Ready state.

Note:

- Be sure to reply to the message that was directed to you through ice and not directly to the sender. If you reply directly to the sender, the email message will not be tracked through ice.

  Example: To correctly reply to an ice email message using Microsoft Outlook, click the *Reply* button, type your response and send the message. Your response is directed through ice to the sender and the sender will see the "system" email address when they receive your reply, rather than your email address. Your response and any subsequent responses from the customer will be tracked through ice.

- It is possible to handle more than one contact at a time. For example, you can make yourself Ready while responding to an email message and answer a call or receive another email message from the queue. However, this will skew statistics for your time in the Email state.

Receiving a Direct Email

If user A is responding to a message, and the customer is sending a reply to user A's response, ice can be configured to direct the reply message to user A. This is a customization accomplished through Workflow. In this case, when user A receives this message, it is a direct email contact because it did not originate from a queue. If user A is in the Ready state, the message is presented to the user as described in the previous section. If the user is logged on but Not Ready, the email will wait until the user is back in Ready state.

ice can be configured to direct the reply to you instead of sending the email message to the queue. In this case, if you have handled a message, the sender directly replies to the message that you sent. If you are in the Ready state, the message is presented to you as described in the previous section.

A direct email message is placed into your Personal Access Queue (PAQ) if you are handling another contact or in the Not Ready state. Unlike callers, email messages are not subject to the PAQ Overflow setting. Therefore, an email message waits in your PAQ until it is answered. Depending on the state that you are in when the message enters your PAQ, you can retrieve the message using one of the following methods:

- If you are Not Ready when the message enters your PAQ, simply place yourself into the Ready state to receive the email message.
- If you are handling another contact when the message enters your PAQ, you must remove yourself from the Email state and enter the Ready state before you can receive the waiting email message.

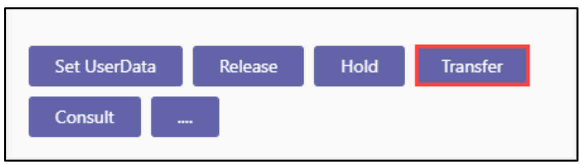
Transferring a Call or IM

The *Transfer* button becomes available when you are on a call, IM or in the email state. This button allows you to perform a **blind transfer** to another destination, meaning that you do not have the opportunity to speak with the third party before they receive the contact that you are transferring. If you wish to perform a **supervised call transfer**, meaning that you will speak to the third party before you connect the original caller, refer to Consulting on page 64.

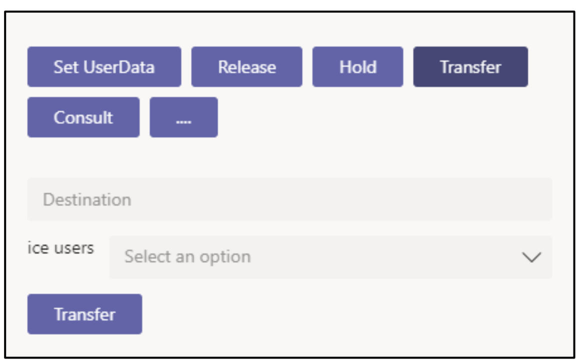
When you are on a call, have a caller on hold, or are on an IM, you may use the *Transfer* button on your Contact Card to transfer the caller to another destination:

To transfer a caller:

1. Click the *Contact Controls* button on your Contact Card.
2. The set of Contact Control buttons appears below the original buttons. Click *Transfer*.



3. The Destination field and the ice users dropdown menu appear. In the Destination field enter the phone number or SIP address to which you wish to transfer the call. Alternatively, select an available ice user to transfer the call to from the ice users dropdown menu.

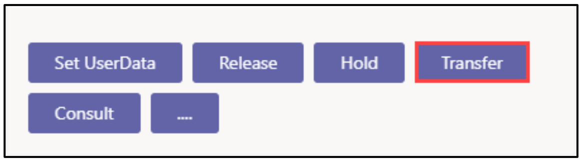


4. Click *Transfer* to complete the transfer.

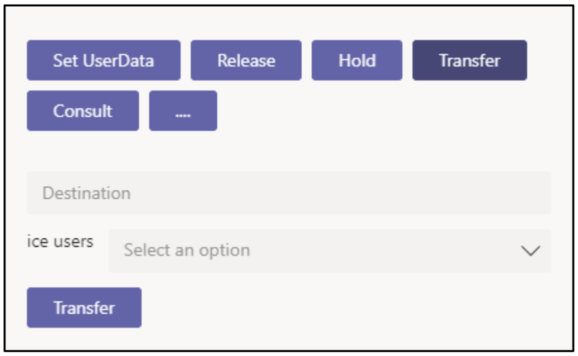
To transfer an IM:

1. Click the *Contact Controls* button on your Contact Card.

2. The set of Contact Controls buttons appears below the original buttons. From this set of buttons, click *Transfer*.



3. The Destination field and the ice users dropdown menu appear. In the Destination field enter the sip address to which you wish to transfer the IM. Alternatively, select an available ice user to transfer the IM to from the ice users dropdown menu.



4. Click *Transfer* to complete the transfer.

The original party is immediately transferred and you are free to handle another contact.

Transferring an Email

An active email received through ice can be transferred through iceBar for Teams to another ice user, a Workflow DN, or an external email address. This is useful in cases where emails arrive in the wrong queue, or when emails arrive at the contact center incorrectly. For example, consider a support contact center receiving an email pertaining to a new sale; this email needs to be forwarded to the sales department. After the transfer is made the ownership of the email is also transferred to the next individual (i.e. when the sales agent clicks reply on this email, they will be replying back to the customer, not to the person who forwarded the email).

To transfer an email to another iceBar for Teams user

1. Click the Contact Controls button on your Contact Card.
2. The set of Contact Controls buttons appears below the original buttons. From this set of buttons, click Transfer.
3. The Destination field and the ice users dropdown menu appear. In the Destination field enter the email address to which you wish to transfer the email. Alternatively, select an available ice user to transfer the email to from the ice users dropdown menu.
4. Click Transfer.

To transfer an email to a Workflow DN

1. While in the On Email state, click the Contact Controls button on your Contact Card.
2. In the Destination field enter the DN (dial number) of the workflow to which you wish to transfer the email.
3. Click *Transfer* to complete the transfer.

   You are now put into Wrap Up or Ready state to handle the next contact, depending on your configuration.

Receiving an IM from Queue

ice can be configured so that instant messages and web chats are queued to a selected group of users. For example, your contact center may receive messages through a Live Chat button on your website: mailto:support@widgets.ca. These are directed to the first available user in the Live Chat queue.

This functionality requires iceChat, a product within the ice suite.

These users can either be regular users set up to handle multiple modalities or they can be dedicated IM users set up to only handle IM contacts.

If you are logged on to a queue that receives IMs, you are notified of an incoming IM with the Contact Card. The fields displayed in the adaptive card are explained in the table that follows. If you are off hook when the IM arrives, you will also be notified by a beep in your handset or headset.

Information in the IM adaptive card	
Information	**Description**
<State Time>	The amount of time spent in the current state.
<Originator Name>	Displays the name of the originator of the contact. This might be the name that is passed on from the telephone company, a user name, or the name of an email sender.
<Originator Address>	Displays the email address of a sender.

Information in the IM adaptive card	
Information	**Description**
<User Data>	The 'User Data' field is designed to show information that is specific to a contact, such as an account number. Information that automatically appears in the 'User Data' field is gathered as the contact moves through workflow and is passed to iceBar for Teams when the contact is presented to you. This field also allows you to enter information that is associated with the contact or to modify the data already shown in the field (e.g. you might correct the account number in this field before you transfer it to another user). To change the contents of the field, click the Contact Controls button and select Set UserData. Press Set UserData once you have entered or modified the data.
<Queue ID>	The four-digit ID of the queue to which the message has been directed.
<Start Time>	The time that the message was sent from ice to the user's sip address.
<Receiving Address>	When receiving an IM, displays the number the caller has dialed. When receiving an email, displays the email address to which the message has been sent. When placing a call, displays the number that you have dialed. For example, sip:name@customer.com.
<Target>	Displays the Queue ID and name of the queue from which the contact originated. If the incoming contact is direct, your user name appears in this field.
<Previous Contacts>	The dates, times, and contact types of the most recent contacts with the person whom the IM is from

Information in the IM adaptive card	
Information	**Description**
<Customer ID>	The unique ID of the customer who the email is from
<Open Tickets>	The number of tickets that the customer has open with your business, followed by a list of the subjects of such tickets

Note:

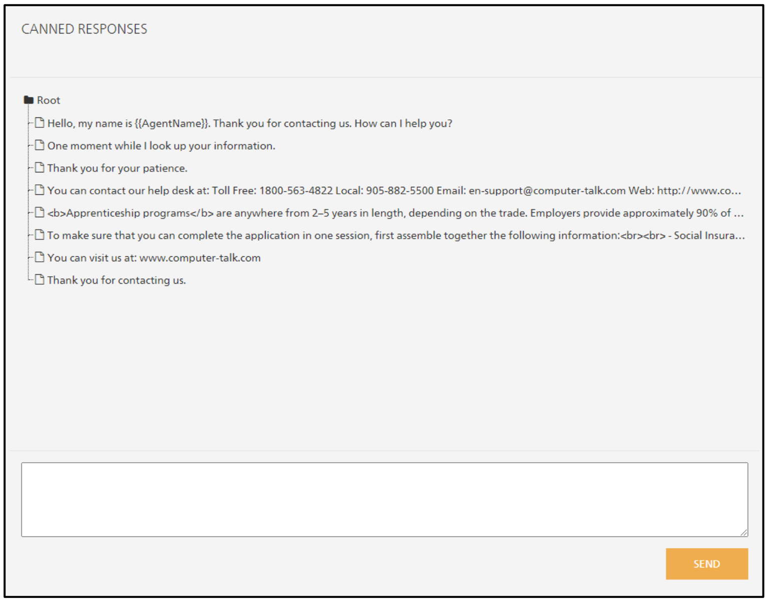
- If you have the Auto Answer Email or IM class of service, you will be presented with this card, however the *Answer* button will be disabled. Instead you will hear a beep in your headset and you will be immediately presented with the email message.
- If SMS is enabled for your contact center, your agents will receive the SMS in the same client that they use to respond to IMs, web chats and social media messages.

Canned Responses

Canned responses are predetermined responses to common questions. Users can select a canned response from a list of global responses during an instant message conversation. Canned Responses can be configured as part of your iceBar configuration. For more information on the iceBar configuration, please refer to the iceManager User Manual.

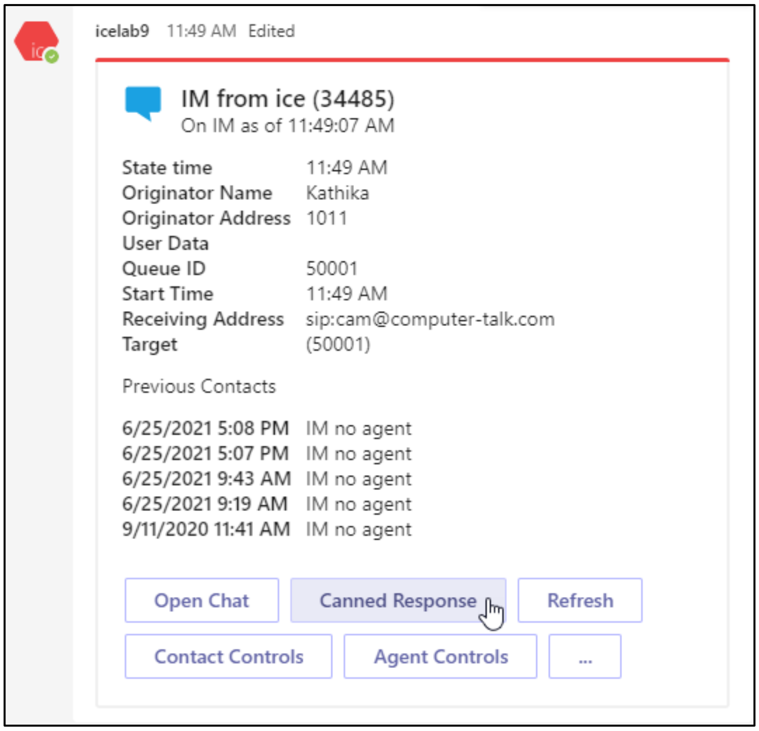
Note: Only ‘Server’ mode should be used for Canned Responses used through iceBar for Teams.

If Canned Responses are enabled, they will appear as a separate window.



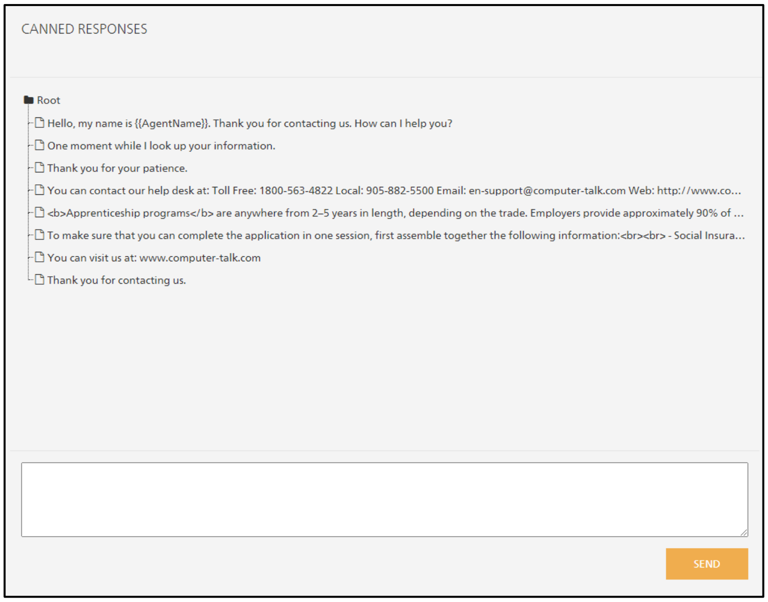
To open and use the canned responses in the list:

a) Select the Canned Response button on the Contact Card for the IM.

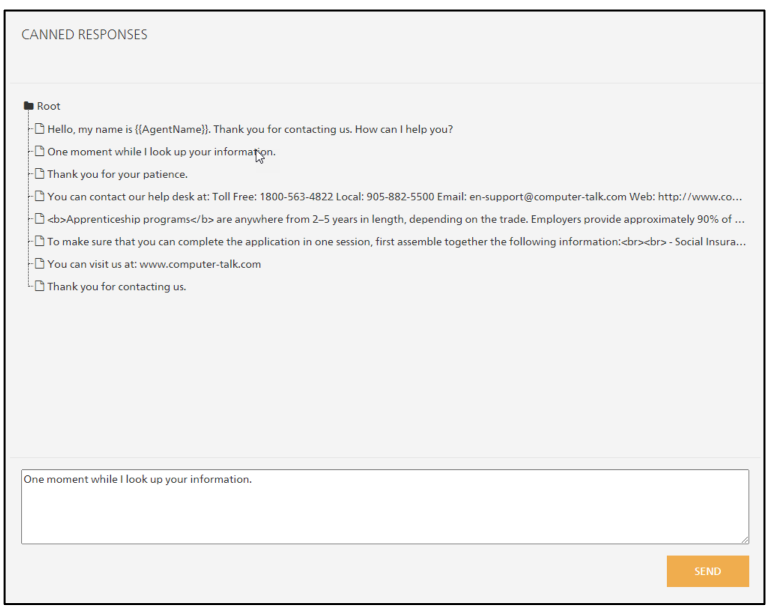


A browser window will open. If you are prompted to log in, please do so.

b) The following window will appear in your browser window with your list of Canned Responses



c) Select a Canned Response from the list.



d) Select the SEND button. The window remains open for you to select other responses from the list at any time.

e) To close the window, select the x button at the top right corner of the window at any time.

Receiving an SMS from Queue

ice can be configured so that SMS messages are queued to a selected group of users. For example, your contact center may receive messages through a short code or long code number. Those messages are routed to the appropriate users, based on the routing logic that was configured for the contact center.

This functionality requires iceChat, a product within the ice suite.

These users can either be regular users set up to handle multiple modalities or they can be dedicated SMS users set up to only handle SMS contacts.

If you are logged on to a queue that receives SMS messages, you are notified of an incoming SMS with a Contact Card in your iceBar for Teams chat window. The fields displayed in this adaptive card are explained in the table that follows. If you are off hook when the SMS arrives, you will also be notified by a beep in your handset or headset.

Note:

- If you have Auto Answer Email or IM class of service, you will be presented with the contact card however, the *Answer* button will be disabled. Instead, you will hear a beep in your headset and you will be immediately presented with the SMS message.
- To receive an SMS from the queue, you must be in a Ready state.
- SMS messages will appear as IMs in iceBar for Teams. That is, when you receive an SMS, the information will appear in your chat window as a Contact Card. The table below describes the fields displayed in the 'IM from ice' adaptive card.

Information in the IM adaptive card	
Information	**Description**
<State Time>	The time that the message was sent from ice to the user's sip address.
<Originator Name>	Displays the name of the originator of the contact. This might be the name that is passed on from the telephone company, a user name, or the name of an email sender.
<Originator Address>	Displays the email address of a sender.

Information in the IM adaptive card	
Information	**Description**
<User Data>	The ‘User Data’ field is designed to show information that is specific to a contact, such as an account number. Information that automatically appears in the ‘User Data’ field is gathered as the contact moves through workflow and is passed to iceBar for Teams when the contact is presented to you. This field also allows you to enter information that is associated with the contact or to modify the data already shown in the field (e.g. you might correct the account number in this field before you transfer it to another user). To change the contents of the field, click the Contact Controls button and select Set UserData. Press Set UserData once you have entered or modified the data.
<Queue ID>	The four-digit ID of the queue to which the message has been directed.
<Start Time>	The time that the message was sent from ice to the user’s sip address.
<Receiving Address>	When receiving a call, displays the number the caller has dialed. When receiving an email, displays the email address to which the message has been sent. When placing a call, displays the number that you have dialed. For example, sip:name@customer.com.
<Target>	Displays the Queue ID and name of the queue from which the contact originated. If the incoming contact is direct, your user name appears in this field.
<Previous Contacts>	The dates, times, and contact types of the most recent contacts with the person whom the IM is from

Information in the IM adaptive card	
Information	**Description**
<Customer ID>	The unique ID of the customer who the email is from
<Open Tickets>	The number of tickets that the customer has open with your business, followed by a list of the subjects of such tickets

<u>To handle the SMS:</u>

Note: If you have the Auto Answer Email/IM class of service, you may skip step 1 and proceed to step 2.

1. Click *Answer* under Contact Controls on the Contact Card.

   Notice your state changes to indicate that you are in the IM state.

2. A new Teams chat will open in a separate chat window. You can continue the conversation in this new window as you would with any other Teams chat. These new chat windows are unique to each contact.

   Caution: The 'Enter' key does not act as a carriage return; anything you have typed in the text box will be displayed to the recipient as soon as 'Enter' has been pressed.

3. Once you have finished the conversation, click *Release* under Contact Controls to exit the conversation.

   Note: If you have the Allow Multiple IM Handling class of service feature, you will need to click *Ready* to remove yourself from the IM state.

4. Click the *Ready* button to remove yourself from the IM state.

Consulting

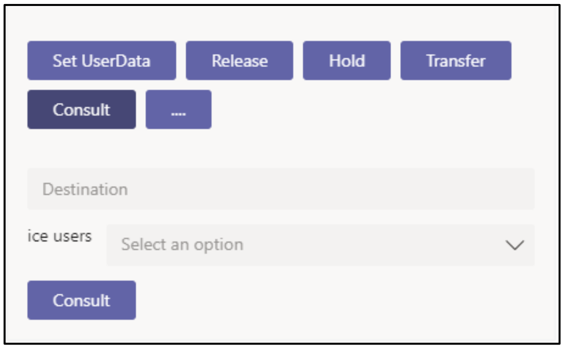
The *Consult* button becomes available when you are on a call, when you are on IM, or if you have a caller on hold. The *Consult* button is similar to the *Transfer* button, allowing you to transfer a caller to a third party. However, unlike the Transfer feature, Consult lets you speak to (or consult with) the person to which you are transferring the call or IM.

In the case of calls, while you are consulting with the third party, the original caller cannot hear your conversation, but hears ice music on hold. In the case of instant messages, the third party is only chatting with agent, and will not see the original chat history.

To start a consultation call:

1. Click the *Contact Controls* button on your Contact Card.
2. The set of Contact Control buttons appears below the original buttons. Click *Consult*.

3. The Destination field and the ice users dropdown menu appear. In the Destination field enter the phone number or SIP address of the consulting party. Alternatively, select an available ice user to consult with from the ice users dropdown menu.

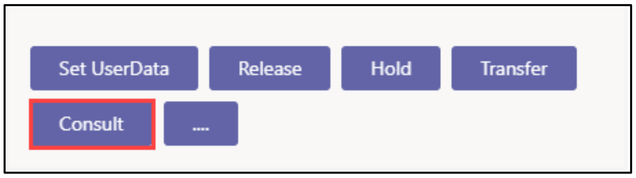


4. Click *Consult* to begin consulting.

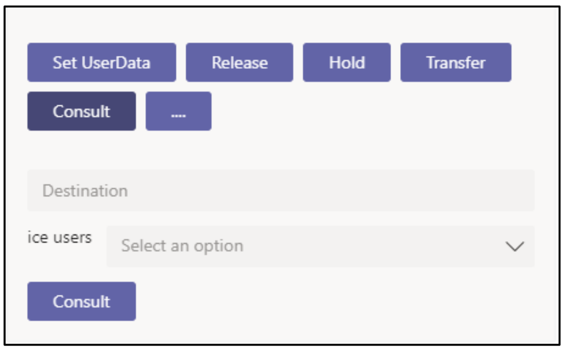
Upon clicking *Consult,* the original caller hears ice music while you are connected to the number that you entered.

To start a consultation IM:

1. Click the *Contact Controls* button on your Contact Card.
2. The set of Contact Control buttons appears below the original buttons. Click *Consult*.



3. The Destination field and the ice users dropdown menu appear. In the Destination field enter the SIP address of the consulting party. Alternatively, select an available ice user to consult with from the ice users dropdown menu.



4. Click *Consult* to begin consulting.

Once you have initiated a consult, a new contact card appears indicating you are on Consulting state. You then have the option of using the following Contact Control functions:

- *Release Call*
- *Cancel Consult*
- *Conference*
- *Consult*

The button that you use next determines the outcome of the consultation. The functionality of these buttons in relation to the *Consult* button is explained in the following section.

Consult and Consult

Consider the following scenario in which you would use the *Consult* button after initiating a consult:

You reach the person with whom you wish to consult.

After speaking to or messaging the third party, you decide to speak to or message the original contact while the consulted party waits on hold. Click Contact Controls and select the *Consult* button to toggle between the original party and the consulted party. If you press the *Release* button while speaking to either party, the two parties (the original party and the consulted party) are connected while you are free to handle another contact.

Consult and End Consult

Consider the following scenario in which you would use the *End Consult* button after initiating a consult:

You do not reach the person you want to consult with (i.e. you get their voice mailbox, they are too busy to take the call/IM, or you never intended to transfer the call to them in the first place). You may disconnect the consulted third party and return to your original holding caller by clicking Contact Controls and selecting the *End Consult* button. Please note, the *End Consult* button will end the active call that you are on (i.e. if you are actively speaking to the caller, and the consulted third party is on hold, the *End Consult* button will end the call with the caller and you are connected with the person on hold (i.e. the consulted party)

Consult and Conference

1. Consider the following scenario in which you would use the *Conference* button after initiating a consult:

   You reach the person with whom you wish to consult.

   After speaking to or messaging the consulted party, you decide that the original party should join the conversation. Click Contact Controls and select the *Conference* button, which allows for a three-way conversation. If you press the *Release* button during the conference interaction, the other two parties remain connected, while you are free to handle another contact.

2. Consider the following scenario in which you would use the *Consult* button and the *Conference* button:

   You reach the person with whom you wish to consult and decide that a three-way conversation is the most useful option. You use the *Conference* button to conference the original party with the consulted party.

   You may wish to discuss a topic further with only the original party. To do this, you would click the *Conference* button again to end the conference. This would put the person you consult with on hold, and your active call would be with the original party.

Caution: If you click *Cancel Consult* at this point, the person currently in contact with the user (in this case, this would be the original caller) is dropped.

Consult and Release Contact

Consider the following scenario in which you would use the Release Call button after initiating a consult:

You reach the person you want to consult with.

In the case of calls, you may speak freely while your original caller listens to music. In the case of IMs, at this point, you may IM with the third party freely while the original contact waits.

If you decide to transfer the contact to the third party that you were consulting with, click Contact Controls and select the *Release* button. The original contact and the third party are connected and you are free to handle another contact. You can also hang up the receiver on your traditional telephone or close the IM box to complete the transfer.

Appendix A: Global Settings

Many features of iceBar for Teams are controlled by global settings on the ice server. These features are configured during the implementation of ice to meet your contact center's needs. After installation, changes can be made to the global settings by certified technicians.

Global Settings that affect iceBar for Teams

Server Profiles

All user profiles are configured in iceAdministrator. Active Directory must be used to link the profiles to the user's Microsoft Teams account. Configuring the profiles on the server means that individual users do not have to enter information on start-up. Anything that is common to all users on a system, such as a switch ID, server address, and server port will be specified in the custom Microsoft Teams application. This application must be downloaded and installed onto each user's Microsoft Teams client.

Email Options

Configuring items in this section allows email notification preferences to be set for all users on a server, for example, enabling missed emails for all users to their email address as specified in iceAdministrator. SMTP server location credentials and custom mail formats can also be defined in this section.

Not Ready Reasons

By default, Not Ready Reasons are enabled in the global settings on the ice server. By default, Not Ready Reasons are displayed when the user toggles from the Ready to the Not Ready state, as described on page 29.

Not Ready Reasons can be customized in the global settings on the ice server or in the Not Ready Reasons folder in iceAdministrator. The default reasons can be deleted or modified (i.e. the name of the buttons that appears in the tool tip can be modified), and new reasons can be added. In addition, the icons can be modified or deleted altogether, leaving only text labels as the Not Ready Reasons.

Not Ready Reasons can be disabled in the global settings if they are not required. This will allow users to toggle between the Ready and Not Ready states without selecting a reason.

Note: Once a Not Ready Reason has been added or modified, you will have to restart iceBar for Teams to see the changes.

For more information, refer to the iceAdministrator User Manual.

Button Settings

The layout of the iceBar for Teams buttons cannot be customized All users will see receive the same configuration and have access to all of the same buttons.

Notification Preferences

By default, the Teams Toast Window pops up on the user's monitor each time they receive a contact. It will indicate a new activity in the iceBar for Teams chat window.

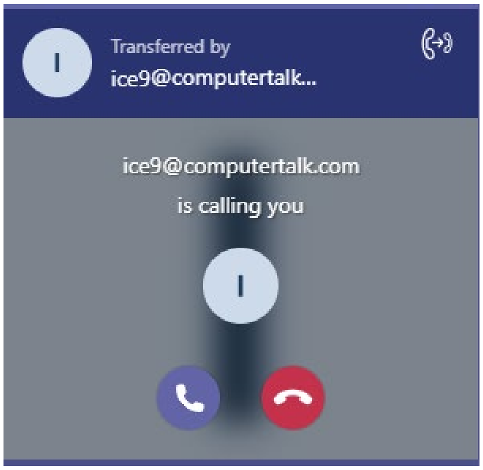
Appendix B: Microsoft Teams

Your contact center will be using the Microsoft Teams client in order to use iceBar for TeamsIf. All call, email, and IM handling will be done through Microsoft Teams.

Notification

iceBar for Teams notifications are all provided within Microsoft Teams for incoming contacts. The Microsoft Teams toast window looks as follows:

Microsoft Teams Toast Window:



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