



# iceVoice

Voice-enabled self-service gets callers where they need to go with one spoken command

iceVoice delivers sleek, sophisticated self-service for landline, mobile, and wireless devices using the most natural communication tool there is – your voice.

No more fussy touchtone menus, no more back-tracking, no more holding for a live agent, no more sitting through lengthy irrelevant options.

One spoken command gets callers where they need to go with iceVoice, the complete solution for designing and implementing voice-driven services.

The power of speech transforms contact centers into ground-breaking service providers that deliver a swift, effective, and enjoyable customer experience.



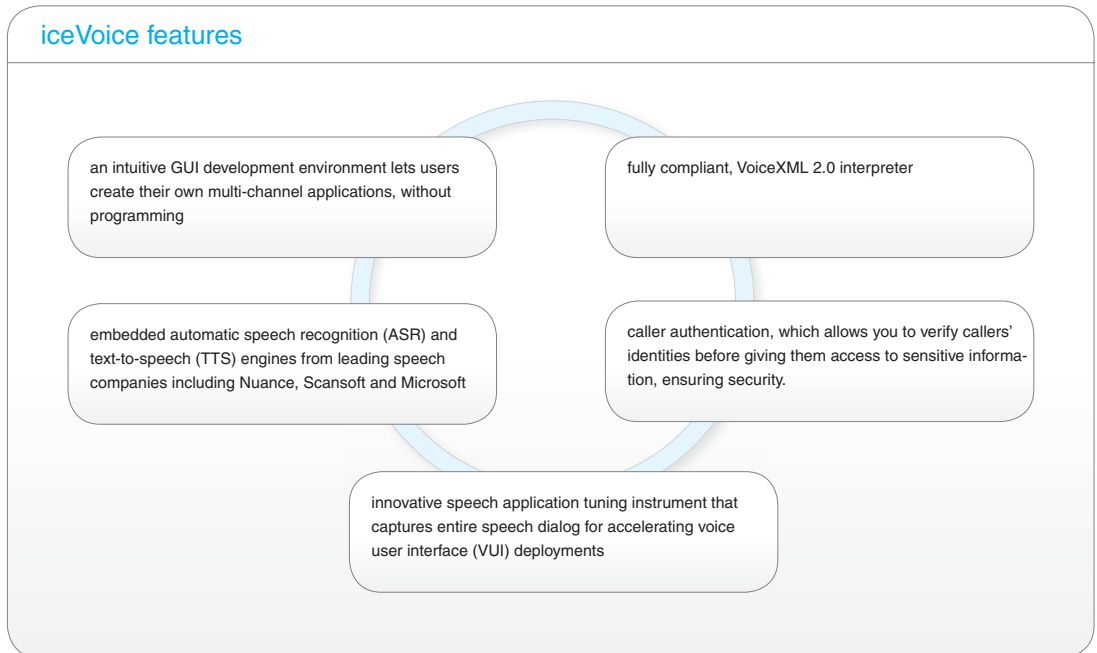
## Imagine . . .

- callers tell iceVoice what they need instead of having to sit/wait through countless irrelevant menu options
- a proactive experience based on customer history or account activity; i.e. a financial institution can ask if the customer wants to make a mortgage payment if one is due soon

iceVoice gets callers where they need to go with one spoken command

## Imagine . . .

- putting control in the caller's hands – callers say what they want to do, and they can zero out to speak to a live agent during business hours
- automating common functions, allowing customers to access information and perform transactions 24/7, while relieving agents of tedious and repetitive calls
- multi-lingual support



### About ComputerTalk

ComputerTalk is the voice solutions specialist, where one spoken command gets callers where they need to go. Founded in 1987, we provide integrated communication solutions for contact centers, enterprise, and Government agencies worldwide.

With hundreds of Microsoft-powered installations delivered on Intel hardware, our applications range from virtual networked CTI, to seamlessly blended agent-assist, to self-service. With 2,000,000 calls outsourced each month in hosted services, our secure multi-modal voice and data applications keep callers connected while on the go.

Built on VXML, SALT, next generation VoIP/SIP, TDM, or wireless technologies, our custom and pre-packaged voice solutions increase customer satisfaction and loyalty, generate higher revenues, reduce costs, and improve security. For more information visit [www.computer-talk.com](http://www.computer-talk.com) or call 1 800 410 1051.



P-ICV-508-101EN

[www.computer-talk.com](http://www.computer-talk.com)  
1.800.410.1051