



VoIP on ice³

Deploying a VoIP System?

Deploy a new VoIP system with ice³, or enhance an existing VoIP system. Whatever your needs, ice³'s modular and intuitive interfaces keep your VoIP network running smoothly.

Speech and DTMF driven self service applications

Contact Center queuing

Intelligent routing

Advanced conversation recording and archiving

Unified messaging

Office PBX functionality

Microsoft Live Communications Server integration



ice³'s SIP-based services:

IP PBX Functionality

Install, manage, and operate a full office phone system with an ice³ IP PBX. Real-time monitoring, reporting, and easy-to-use administration features get your office up and running in no time. ice³'s IP PBX functionality includes:

- PSTN Gateway
- unified messaging (receive voicemail through your email or over the web)
- conversation recording and archiving with a web based retrieval interface
- speech-activated dialing – just pick up your phone and say the name or number to dial
- “Say My Name™” speech attendant functionality.
- support remote or home users with ease
- simultaneously ring a user at multiple locations

Contact Center

ComputerTalk's contact center expertise now extends to VoIP networks. ice³'s contact center Capabilities include: skills based routing, real-time and historical reporting, instant message and email queuing, conversation recording, agent call control via the PC, CRM integration, and CTI screen pop. ice³ also supports advanced queuing and routing logic, configured with an easy-to-use graphical interface.

SIP Gateway

ice³ can operate as a full PSTN to SIP gateway, allowing calls to cross from traditional phone lines to SIP IP networks. Echo cancellation is applied to all calls, and flexible call routing is controlled through the ice³ workflow engine.

Conversation Recording

ice³ delivers advanced conversation recording capabilities for VoIP networks. Recordings can be based on a wide variety of triggers, such as the person making or receiving the call, the originating contact center queue, or the dialed number of the caller. ice³ can record the entire caller experience, including any caller interaction with media server (IVR) applications.

Microsoft Live Communications Server (LCS) Integration

ice³ works with Live Communications Server, providing an enterprise-grade instant messaging and collaboration solution with real-time presence visibility. PBX calls can be placed and controlled from Office Communicator, including visual transfer and conference capability. ice³'s gateway functionality lets LCS users place or receive calls to SIP or PSTN addresses with their Communicator softphone. For contact centers, instant messages from LCS can be queued into ice³ and distributed to agents in the same way as voice calls and emails.

Media Server Capabilities

Create feature rich speech-enhanced interfaces with ice³'s workflow and xTalk technologies. ice³ gives your VoIP network access to speech recognition, speaker verification, audio file playback/recording, text-to-speech, voicemail, and back-end customer data via database queries or web services. ice³ media server supports Nuance speech recognition, and Microsoft Speech Server.

Outbound Call Campaigns

Adding preview, progressive and predictive outbound dialing capabilities to a SIP/VoIP network, ice³ gives users an intuitive interface for managing outbound call campaigns to SIP or PSTN prospects.

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 or call 1 800 410 1051.



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