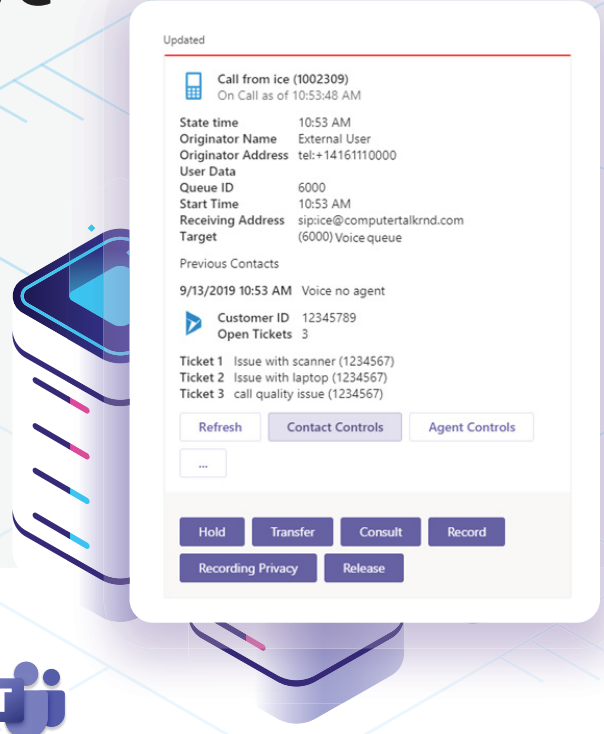


Microsoft Teams Native ice Contact Center



Microsoft enables 3 models of integration with Teams. ComputerTalk has chosen to integrate with Microsoft Teams using the Connect and Extend model. This model allows us to offer a close integration with Teams while retaining the advanced enterprise-class features and functionalities not currently available in the Teams SDK that our clients depend on. Our contact center agents and SMEs can handle calls, IMs, and emails through the Teams client while visibility into the interactions is retained for recording, monitoring and reporting.



Connect

The Connect model allows contact center partners to connect to the Microsoft Teams phone system infrastructure via direct routing. The contact center agents remain on the contact center application and subject matter experts who do not require full contact center features can use Teams. The connect model allows agents on the contact center application to transfer calls to SMEs on Teams while leveraging their presence to ensure their availability. Once the call is transferred to Teams, the contact center no longer has visibility into the call for recording, monitoring, or reporting.

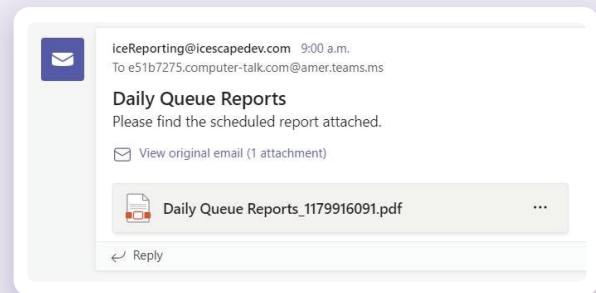


Connect and Extend

The Connect and Extend model takes the integration with Teams to the next level. It extends the contact center into Teams to allow both contact center agents and SMEs to use the Teams phone system for calls. The contact center retains visibility of the calls in Teams for recording, monitoring, and reporting.

Extend and Power

The Extend and Power model lets contact center partners build a native Azure-based application using the Teams SDK. This allows the contact center partner to rapidly deploy and provision their solution across all Teams regions and geographies, however the SDK is still missing some critical features to allow for an enterprise-class solution.



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How ComputerTalk Connects and Extends Teams

iceBar for Teams

Agents can handle interactions directly within the Teams client with no additional applications deployed on the desktop. iceBar for Teams sits directly within the Teams client so agents can easily handle all interactions within one application.

iceBar for desktop

If agents don't want to stay inside the Teams client as their main application but still want to leverage Teams for communication, they can use the iceBar for desktop application, which is a thin toolbar that sits at the top of their desktop. This application takes up minimal real estate, which allows agents to interact with Teams, a CRM, or any other application while having the iceBar visible.

iceManager in Teams

Pin the iceManager website within Teams to be able to monitor the contact center directly from within Teams.

Monitor alerts in Teams

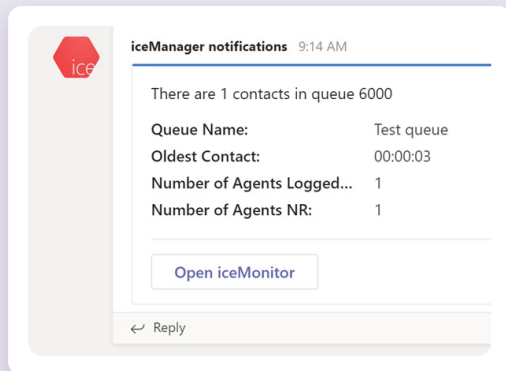
Send actionable alerts from iceMonitor to a Teams channel on an adaptive card message. Supervisors and users can quickly react to the alerts within Teams, resolving issues in a quick and efficient manner.

Scheduled reports to Teams

Schedule and publish ice reports to a Teams channel for immediate viewing and discussion.

Share interactions to a channel

Increase collaboration by sharing an interaction card that you receive from ice to a Teams channel. This allows other team members to follow up with the interaction.



About Us

ComputerTalk is the developer of ice Contact Center. ice modernizes the call center with business application integrations, AI, and analytics across all communication channels, helping organizations deliver outstanding customer experiences. As a Microsoft Teams native contact center solution, ice allows users to handle all interactions within a single interface. Founded in 1987 and headquartered in Markham, Canada, ComputerTalk powers enterprise-class contact centers for organizations across the globe.

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