



What's Changed in ice 13

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What's Changed in ice for server version 13

Table of Contents

Introduction	4
Journal Enhancements	4
Journal Search Results Grid.....	4
Columns Options	5
Column Header Actions.....	6
Column Header Sorting.....	7
Filter Options	8
Layout Options.....	9
Journal Export to CSV or Excel.....	10
LOB Search in Journal	13
Chat Enhancements.....	16
Contact Attachments in iceChat and icePhone	16
Contact Attachments for Website Visitors.....	16
Contact Attachments for Agents.....	19
Viewing Chat Attachments in Journal.....	22
Contact Attachment Settings.....	22
Chat Landing Page with Adaptive Cards.....	24
iceChat Interflow	25
IM Message Throttle	25
Screen Recording in Wrap-up	26
Email Enhancements	28
Support for Multiple Recipients	28
iceMail Re-queuing Contacts	31
Email Interflow	31
Reporting	32

Streamlined SSO Deployment..... 33

Auto-link Email on First SSO Login..... 34

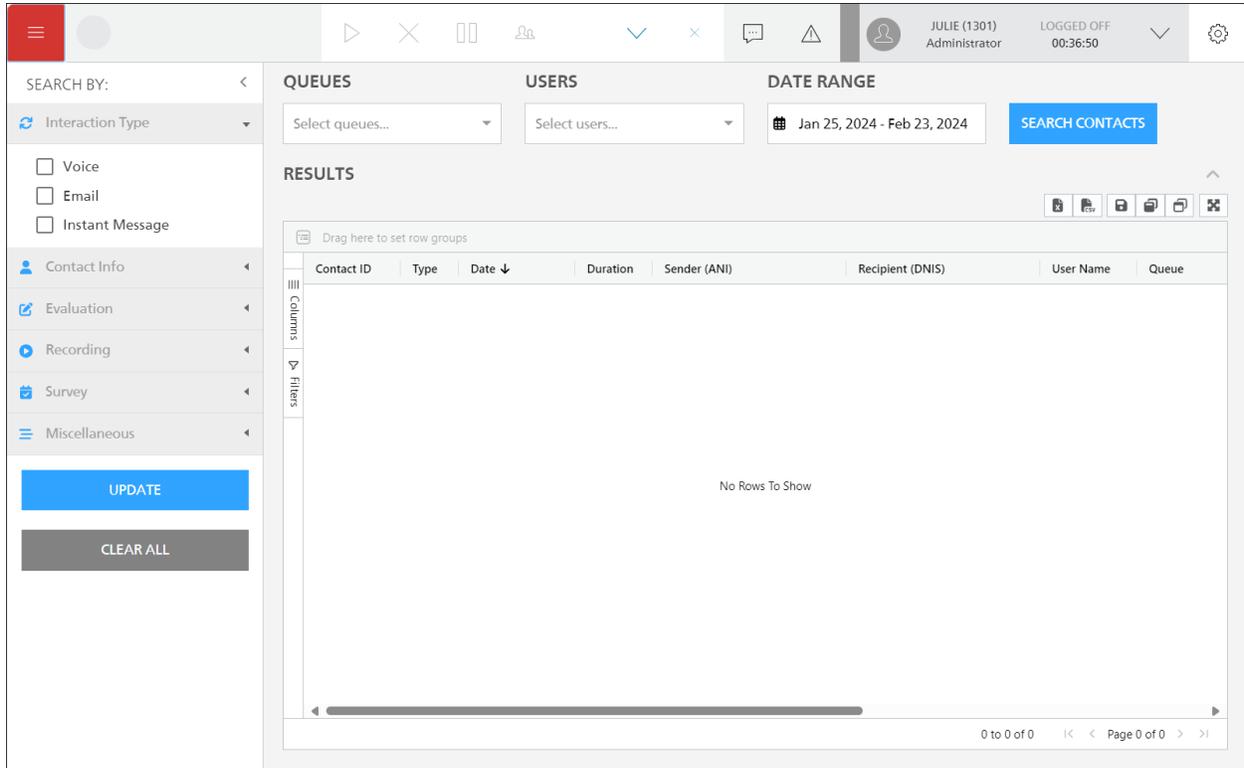
Introduction

This document introduces the new features in ice 13. For more information on specific settings and features, please refer to the User Manuals accessible in the eLearning site and in the iceManager Help Center.

Journal Enhancements

Journal Search Results Grid

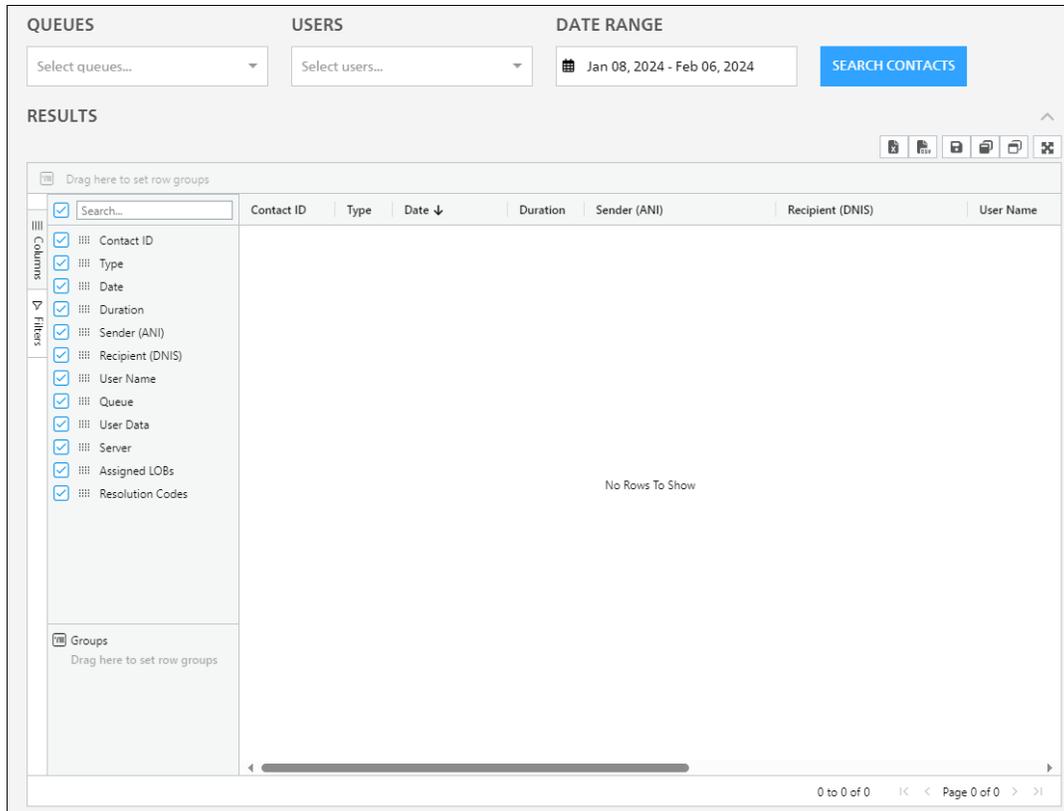
In ice 13, Journal has been upgraded to use the same grid view design as iceMonitor. This allows users to remove columns, sort journal results, apply row filters and save their layouts.



The screenshot displays the 'Journal Search Results Grid' interface. At the top, there is a navigation bar with a user profile for 'JULIE (1301) Administrator' and a 'LOGGED OFF 00:36:50' status. Below this, the search criteria are defined by three dropdown menus: 'QUEUES' (with 'Select queues...' text), 'USERS' (with 'Select users...' text), and 'DATE RANGE' (set to 'Jan 25, 2024 - Feb 23, 2024'). A blue 'SEARCH CONTACTS' button is positioned to the right of the date range. On the left side, a 'SEARCH BY:' section includes a dropdown for 'Interaction Type' and three checkboxes for 'Voice', 'Email', and 'Instant Message'. Below these are several filter categories: 'Contact Info', 'Evaluation', 'Recording', 'Survey', and 'Miscellaneous', each with a left-pointing arrow. At the bottom of this section are two buttons: a blue 'UPDATE' button and a grey 'CLEAR ALL' button. The main area is titled 'RESULTS' and contains a table with the following columns: 'Contact ID', 'Type', 'Date' (with a downward arrow), 'Duration', 'Sender (ANI)', 'Recipient (DNIS)', 'User Name', and 'Queue'. The table is currently empty, displaying 'No Rows To Show'. A 'Columns' sidebar is visible on the left of the table, and a 'Filters' sidebar is on the right. At the bottom right of the table, the pagination shows '0 to 0 of 0' and 'Page 0 of 0'.

Columns Options

The Results table provides information for each contact. Click the Columns heading on the left of the table and use the checkboxes to show and hide the information.



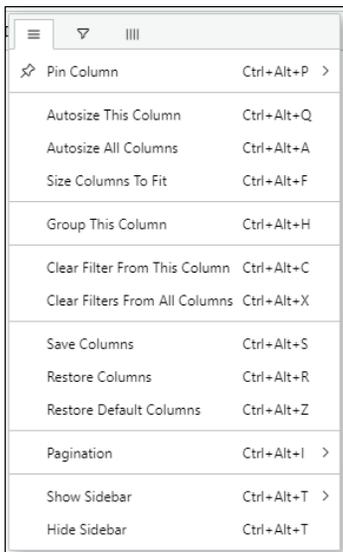
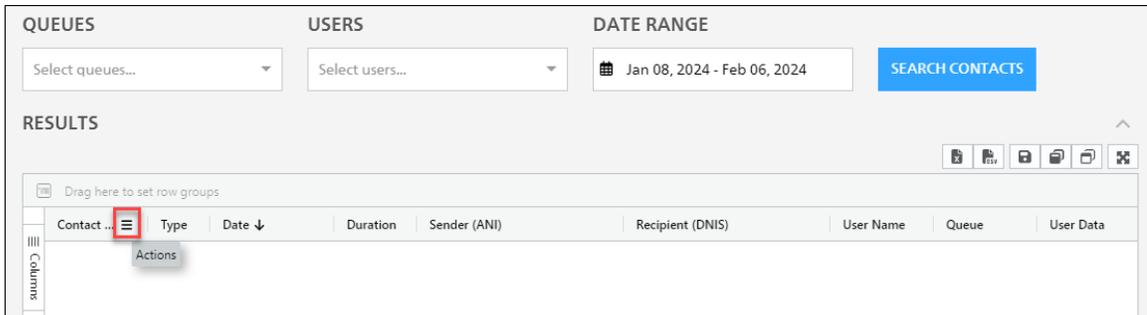
The screenshot shows a web interface for searching contacts. At the top, there are three sections: 'QUEUES' with a dropdown menu, 'USERS' with a dropdown menu, and 'DATE RANGE' with a date picker set to 'Jan 08, 2024 - Feb 06, 2024' and a blue 'SEARCH CONTACTS' button. Below this is the 'RESULTS' section, which contains a table with a search bar and a list of columns. The columns are: Contact ID, Type, Date, Duration, Sender (ANI), Recipient (DNIS), and User Name. A 'Columns' panel on the left allows users to toggle the visibility of these columns. The table currently displays 'No Rows To Show'. At the bottom right, there is a pagination indicator showing '0 to 0 of 0' and 'Page 0 of 0'.

The grid will refresh with the selected columns. By default, all columns are displayed on the table.

Note: Use the search field to find a column name in the list.

Column Header Actions

Click the *Actions* button on the right side of the column name as shown below to open the menu of options.



Select an option from the menu to configure the columns and rows in the table.

For more information, please refer to the iceManager User Manual.

Column Header Sorting

Select the column name to sort the rows in the table by the selected column.

QUEUES: Select queues... USERS: Select users... DATE RANGE: Jan 08, 2024 - Feb 06, 2024 [SEARCH CONTACTS](#)

RESULTS

Drag here to set row groups

Contact ID	Type	Date ↑	Duration	Sender (ANI)	Recipient (DNIS)	User Name	Queue	User Data
5601	Email	2024-01-10 11:1...	00:00:38	Andrew	ice13@ice13.com	alin (1018)	E-mail Queu...	WATCH OUT...
6151	Email	2024-01-22 01:2...	00:03:11	Bryan	ice13@ice13.com			WATCH OUT...
6301	Email	2024-01-30 01:0...	00:05:10	Diane	ice13@ice13.com	Default User...	E-mail Queu...	WATCH OUT...
6311	Email	2024-01-30 01:0...	00:04:02	Diane	ice13@ice13.com	Default User...		
6321	Email	2024-01-30 01:0...	00:04:43	Diane	ice13@ice13.com	Default User...		

QUEUES: Select queues... USERS: Select users... DATE RANGE: Jan 08, 2024 - Feb 06, 2024 [SEARCH CONTACTS](#)

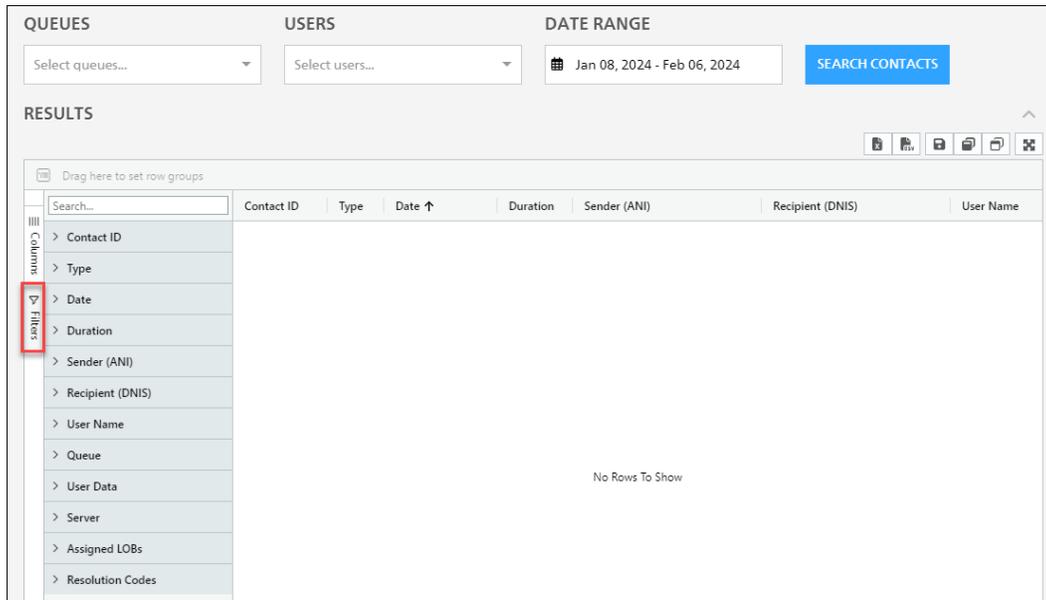
RESULTS

Drag here to set row groups

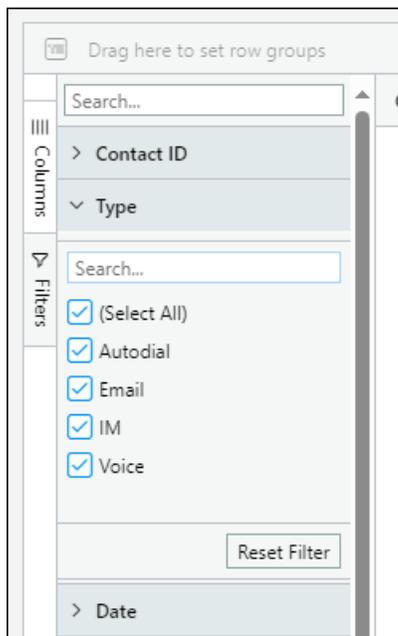
Contact ID	Type	Date ↓	Duration	Sender (ANI)	Recipient (DNIS)	User Name	Queue	User Data
6321	Email	2024-01-30 01:0...	00:04:43	Diane	ice13@ice13.com	Default User...		
6311	Email	2024-01-30 01:0...	00:04:02	Diane	ice13@ice13.com	Default User...		
6301	Email	2024-01-30 01:0...	00:05:10	Diane	ice13@ice13.com	Default User...	E-mail Queu...	WATCH OUT...
6151	Email	2024-01-22 01:2...	00:03:11	Bryan	ice13@ice13.com			WATCH OUT...
5601	Email	2024-01-10 11:1...	00:00:38	Andrew	ice13@ice13.com	alin (1018)	E-mail Queu...	WATCH OUT...

Filter Options

Click the Filters heading on the left of the table and use the data points available to filter your list of contacts.



The screenshot shows a search interface with three main sections: QUEUES, USERS, and DATE RANGE. Below these is a RESULTS section. The RESULTS section contains a table with columns: Contact ID, Type, Date, Duration, Sender (ANI), Recipient (DNIS), and User Name. On the left side of the table, there is a 'Filters' panel with a search bar and a list of filterable fields: Contact ID, Type, Date, Duration, Sender (ANI), Recipient (DNIS), User Name, Queue, User Data, Server, Assigned LOBs, and Resolution Codes. The 'Filters' panel is highlighted with a red box.



This close-up shows the 'Filters' panel for the 'Type' field. It includes a search bar and a list of filterable options: (Select All), Autodial, Email, IM, and Voice. A 'Reset Filter' button is located below the list. The 'Date' field is also visible below the 'Type' field.

The grid will refresh according to the filter conditions selected.

Layout Options

The following options will allow you to save your layout changes or revert your changes.

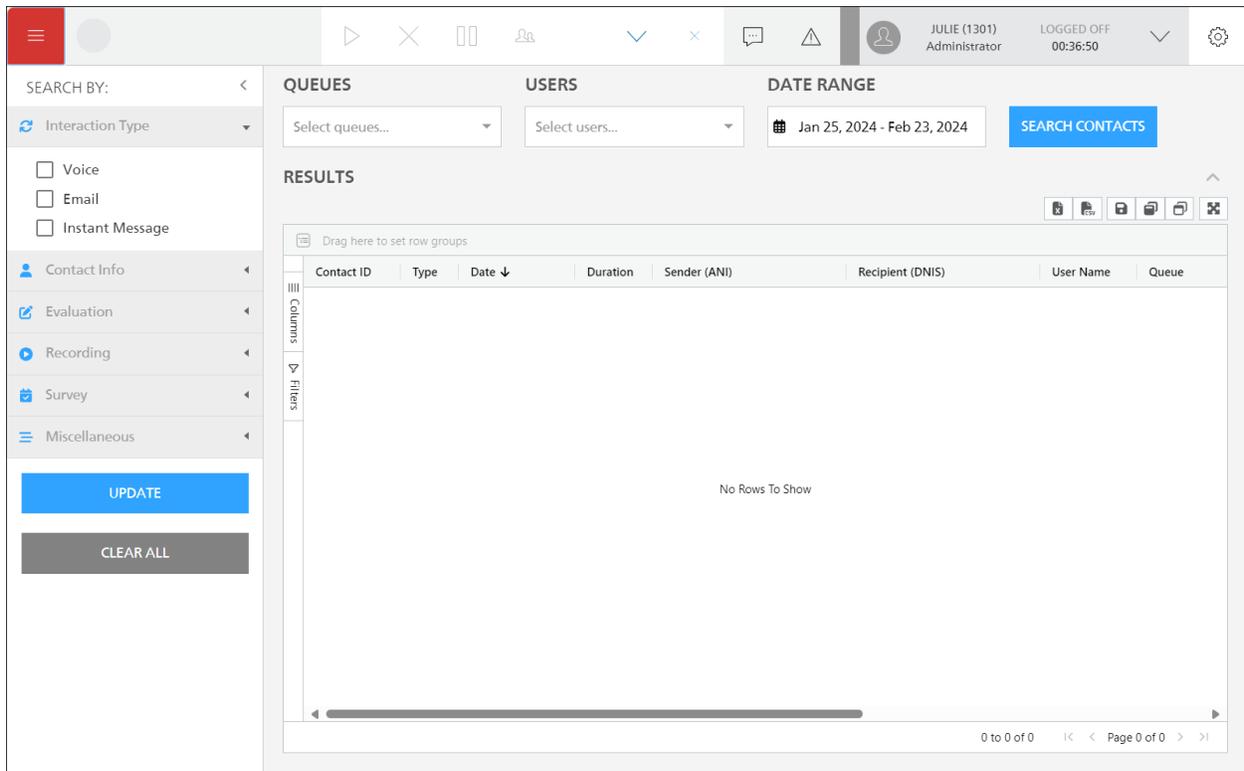


The table below provides information for each layout option.

Toolbar Item	Function
	Use this button to save the layout changes.
	Use this button to restore your layout to a previously saved layout.
	Use this button to reset your layout to the default settings.
	Use the button to enter Full Screen Mode. To exit full screen, use the ESC button on your keyboard.

Journal Export to CSV or Excel

In ice 13, Journal search results can be exported to a CSV file for further analysis or importing into a customer's reporting system.



The following buttons available in the journal tool will allow you to export your search results to an Excel or CSV file:

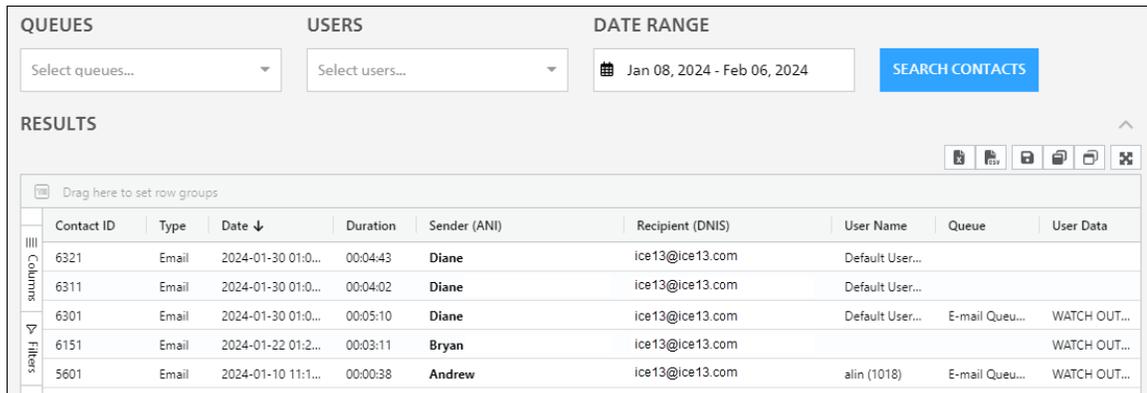


The exported file will reflect the data in the Journal grid at the time of export and will include the columns and contacts that are visible in the search results grid.

Note: Journal search results are limited to 1000 records by default.

To export your journal search results:

- Using the filter options, search for the interactions to be included in the exported file.



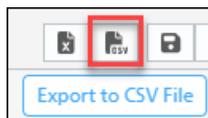
The screenshot shows a search interface with three filter sections: 'QUEUES' (Select queues...), 'USERS' (Select users...), and 'DATE RANGE' (Jan 08, 2024 - Feb 06, 2024). A 'SEARCH CONTACTS' button is present. Below the filters is a 'RESULTS' section with a table of contact interactions.

Contact ID	Type	Date ↓	Duration	Sender (ANI)	Recipient (DNIS)	User Name	Queue	User Data
6321	Email	2024-01-30 01:0...	00:04:43	Diane	ice13@ice13.com	Default User...		
6311	Email	2024-01-30 01:0...	00:04:02	Diane	ice13@ice13.com	Default User...		
6301	Email	2024-01-30 01:0...	00:05:10	Diane	ice13@ice13.com	Default User...	E-mail Queu...	WATCH OUT...
6151	Email	2024-01-22 01:2...	00:03:11	Bryan	ice13@ice13.com			WATCH OUT...
5601	Email	2024-01-10 11:1...	00:00:38	Andrew	ice13@ice13.com	alin (1018)	E-mail Queu...	WATCH OUT...

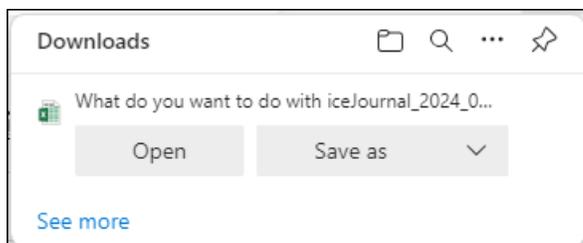
- To export the data to an excel file, select the *Export to Excel File* button.



To export the data to a CSV file, select the *Export to CSV File* button.



- When prompted by your browser, save your file to your local machine.



- In the Excel exported file, a Details Link column has been added to provide a link to the specific contact in journal.

	A	B	C	D	E	F	G	H	I	J	K	L	M
	Details Link	Contact ID	Type	Date	Duration	Sender (ANI)	Recipient (DNS)	User Name	Queue	User Data	Server	Assigned LOBs	Resolution Codes
1	https://11113.cc	6321	Email	2024-01-30 01:06:16:00:04:43		Diane	ice13@ice13.com	Default User (1000)			iceA		Agent
2	https://11113.cc	6311	Email	2024-01-30 01:06:11:00:04:02		Diane	ice13@ice13.com	Default User (1000)			iceA		Agent
3	https://11113.cc	6301	Email	2024-01-30 01:00:11:00:05:10		Diane	ice13@ice13.com	Default User (100 E-mail Queue (6C WATCH OUT FOR iceA			iceA		Replied
4	https://11113.cc	6151	Email	2024-01-22 01:24:54:00:03:11		Bryan	ice13@ice13.com			WATCH OUT FOR iceA			Released
5	https://11113.cc	5601	Email	2024-01-10 11:14:50:00:00:38		Andrew	ice13@ice13.com	alin (1018)		E-mail Queue (6C WATCH OUT FOR iceA			Agent
6													
7													
8													

Note: The CSV file export does not contain this additional column.

LOB Search in Journal

The new Line of Business search filter in Journal allows you to filter your search results by the LOB codes assigned to the contact. LOB codes are also shown in Journal results in the new LOB column.

RESULTS

Drag here to set row groups

Contact ID	Type	Date ↓	Duration	Sender (ANI)	Recipient (DNIS)	User Name	Queue	User Data	Server	Assigned LOBs
1071	IM	2024-03-06 02:2...	00:00:33	Jane (acs:69f49287-f888-44ad-...	chata@computer-talk...	Christina (31...	IM Queue (7...		iceA	Information Request.Password ...
1061	IM	2024-03-06 02:2...	00:00:24	Bill (acs:feaf39c6-f3ce-43c3-9d...	chata@computer-talk...	Christina (31...	IM Queue (7...		iceA	Account Inquiry

1 to 2 of 2 << < Page 1 of 1 > >

When a contact is selected from the results table, the contact details view shows the applied LOB codes, the date and time that they were applied, and the agent who applied the codes.

RESULTS

Drag here to set row groups

Contact ID	Type	Date ↓	Duration	Sender (ANI)
1071	IM	2024-03-06 02:2...	00:00:33	Jane (acs:69f49287-f888-4...
1061	IM	2024-03-06 02:2...	00:00:24	Bill (acs:feaf39c6-f3ce-43c...

1 to 2 of 2 << < Page 1 of 1 > >

DETAILS

LOBS ASSIGNED

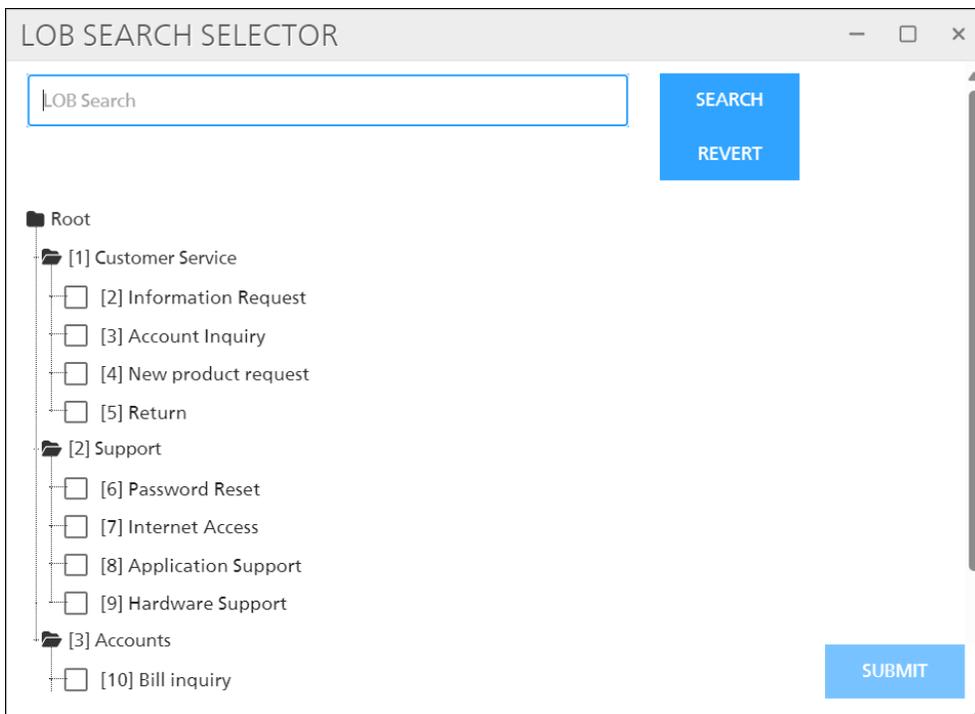
ID	Name	Time Applied	Applied By
2	Information Request	2024-03-06 2:29:14 p.m.	3164
6	Password Reset	2024-03-06 2:29:14 p.m.	3164

CONTACT SEGMENTS

ID	Start Time	Agents	Queues	Recording
0	2024-03-06 2:28:46 n.m.			

To filter your search results based on LOB codes assigned:

Enter a comma delimited list of LOB codes (i.e. 3, 65, 346) in the text box, or click on the LOB selector button to the right of the text box to select the codes.



Note: The new Journal Search – Filter LOB Codes setting in Configuration Groups determines if Journal will only show LOB codes assigned to users, or all LOBs including deactivated LOBs, and LOBs not assigned to users.

← EDIT CONFIGURATION GROUP

DEFAULT CONFIGURATION GROUP ↑ ↓ 1 of 1

General

Server

LOB

Canned Response

Not Ready Reason

iceBar for desktop

iceBar for web

Survey

icePhone

Enable force LOB Code (iceBar Desktop)	Disable ▼
Default LOB Assignment	Include ▼
Default Category Expansion	Expand ▼
Auto Submit (iceBar Desktop)	Disable ▼
Close on Submit (iceBar Desktop)	Disable ▼
Journal Search - Filter LOB Codes ⓘ	Enable ▼

When enabled, the LOB search in Journal will only show LOBs assigned to users. When disabled, it will show all LOBs including deactivated, and LOBs not assigned to users.

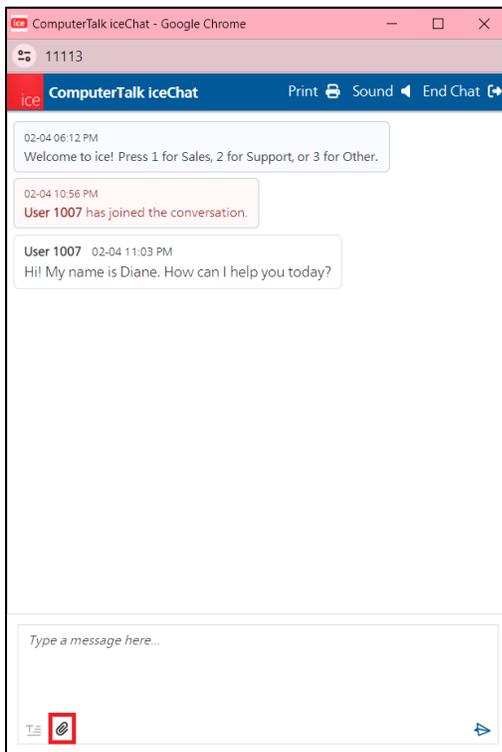
Chat Enhancements

Contact Attachments in iceChat and icePhone

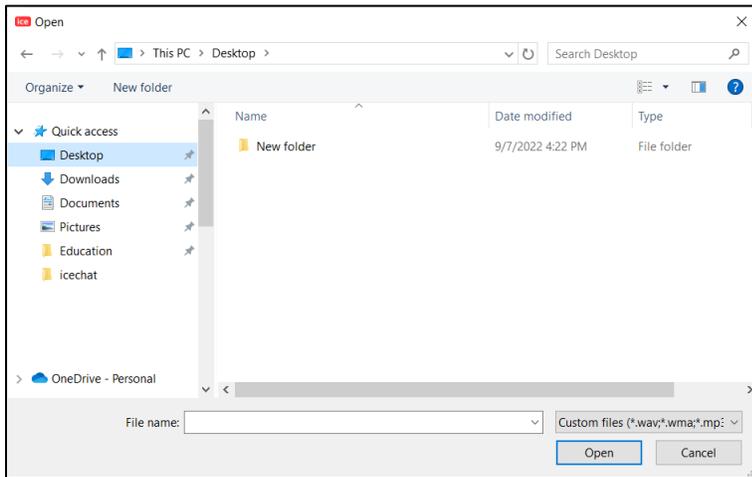
Customers and agents are now able to send attachments in chat, which will appear as links in the chat window.

Contact Attachments for Website Visitors

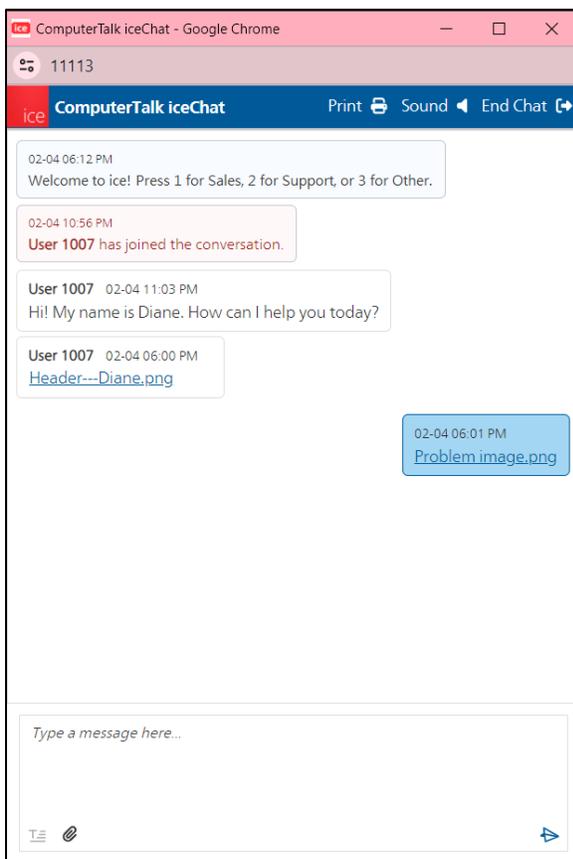
Website visitors can upload contact attachments in the chat by clicking the Contact Attachment button located on the bottom left of the chat window.



The file explorer window will open allowing the website visitor to select an attachment to upload in the chat.

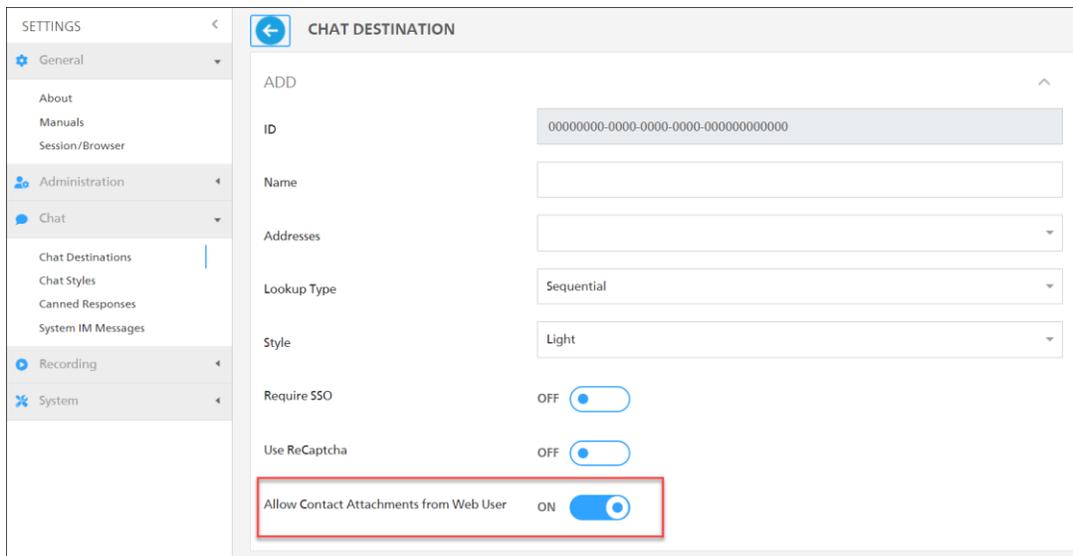


Once an attachment has been selected, it will be sent as a link in the chat for the agent to view.



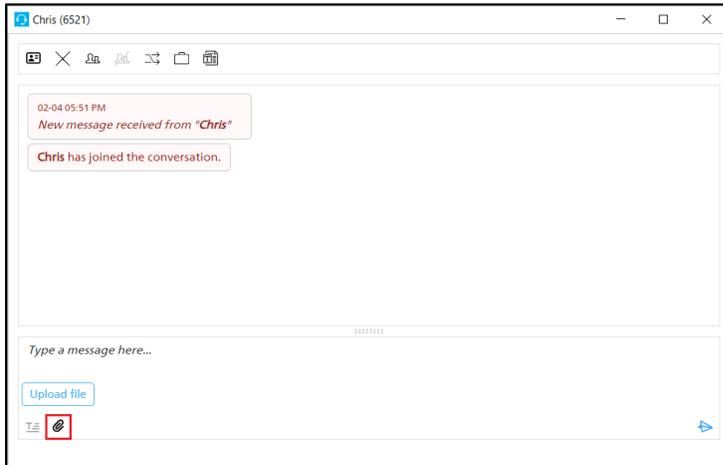
Administrators can enable Contact Attachments for website visitors in Chat Destinations, located in the iceManager Chat settings.

To allow website visitors to upload attachments, ensure that *Allow Contact Attachments from Web User* is toggled ON.

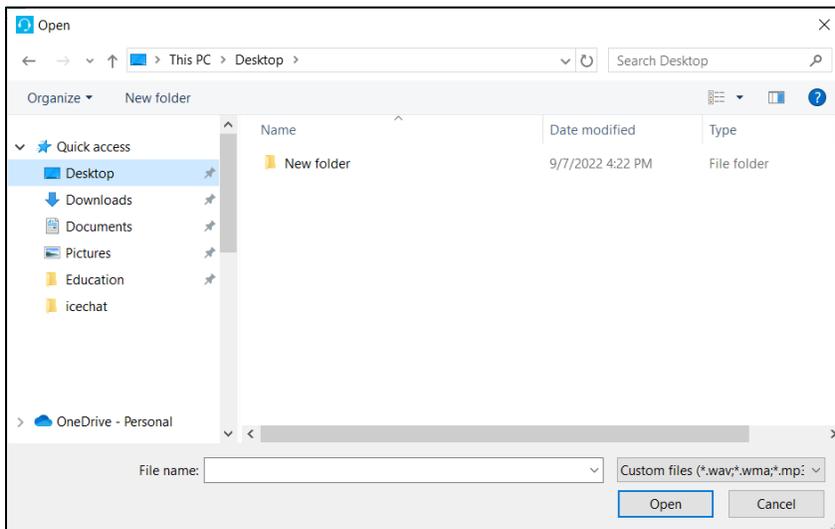


Contact Attachments for Agents

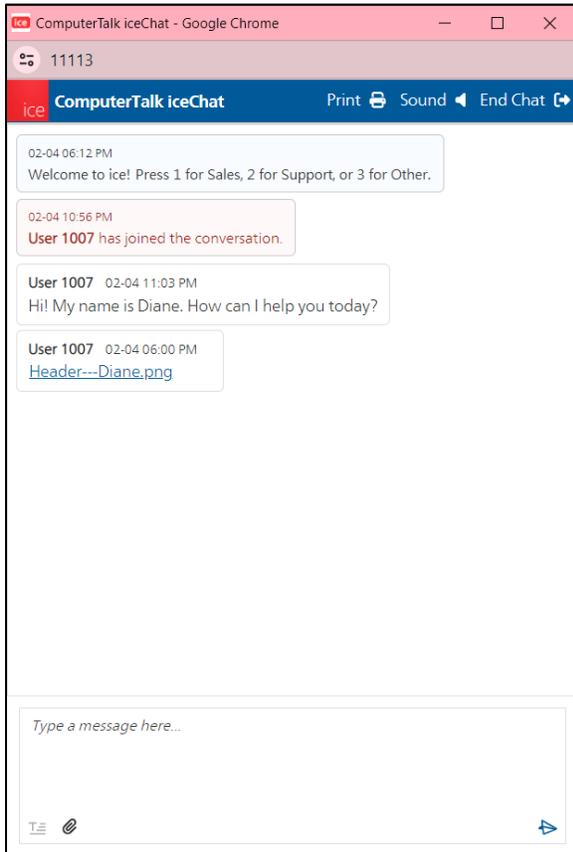
Agents using icePhone can also upload files to a chat conversation.



When the attachment button is selected, iceBar will open the file explorer window which will allow the agent to select an attachment to upload in the chat.



Once an attachment has been uploaded, the website visitor will be able to access the attachment through the link provided.



Note: Once you have selected the file to upload in the chat, it cannot be recalled or cancelled.

Administrators can enable Contact Attachments for icePhone agents in Configuration Groups, located in the iceManager Administrative settings.

To allow icePhone agents to upload attachments, ensure that *Allow Contact Attachments from Agent* is toggled ON.

EDIT CONFIGURATION GROUP

DEFAULT CONFIGURATION GROUP ↑ ↓ 1 of 1

General Server LOB Canned Response Not Ready Reason iceBar for desktop iceBar for web Survey icePhone

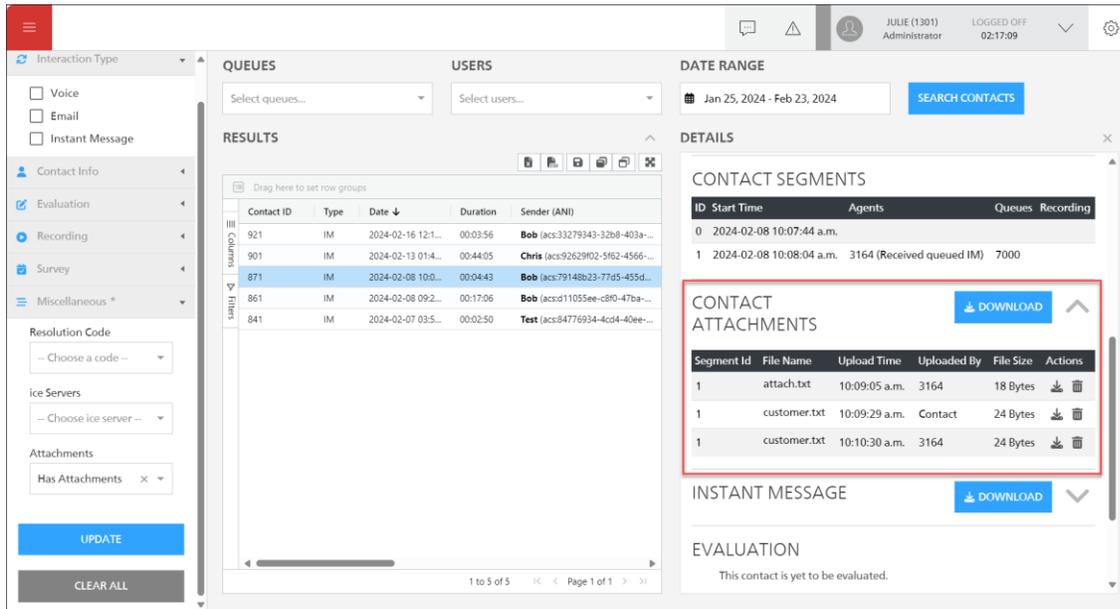
Close Window on Release

Allow Contact Attachments from Agent

Name	Order	Type	Members	Action
Default Configuration Group	0	Default	Everyone	

Viewing Chat Attachments in Journal

This section contains links to all attachments uploaded in a chat contact.



The screenshot shows the 'CONTACT ATTACHMENTS' section of the interface. It features a table with the following data:

Segment Id	File Name	Upload Time	Uploaded By	File Size	Actions
1	attach.txt	10:09:05 a.m.	3164	18 Bytes	 
1	customer.txt	10:09:29 a.m.	Contact	24 Bytes	 
1	customer.txt	10:10:30 a.m.	3164	24 Bytes	 

The contact attachments table provides information on the segment ID in which the attachment was uploaded, the file name of the attachment, the upload time, who uploaded the file and the file size.

The download button allows an agent to download the attachment and follows the same permissions as segmented call recordings.

Note: Only administrators have the ability to delete chat attachments. Any chat attachments that have been deleted cannot be recovered.

Contact Attachment Settings

There are a number of new settings associated with chat attachments configurable only by the Global Administrator. To modify any of these settings, please contact Computer Talk.

The settings that can be configured include:

- The retention period for attachments
- The duration that an attachment link remains valid
- The maximum attachment size
- The maximum number of files that can be uploaded in a chat session per participant
- The type of attachments that can be uploaded by agents and customers in a chat

Chat Landing Page with Adaptive Cards

Ice 13 has added support to use Adaptive Cards for the chat landing page. This change includes the ability to paste in Adaptive JSON data and CSS styling for the chat destination.

When creating a new chat destination, a default Adaptive Card template JSON data will be added. The JSON data and the CSS styling can be modified to configure your chat landing page.

CHAT LANDING PAGE USING ADAPTIVE CARDS ^

Use Adaptive Cards Login ON

Adaptive Card JSON Data Refer to the [Adaptive Card designer](#) tools to generate the JSON.

```

{
  "$schema": "http://adaptivecards.io/schemas/adaptive-card.json",
  "type": "AdaptiveCard",
  "version": "1.6",
  "$data": {
    "lang": "en-CA",
    "langKeys": {
      "signIn": {
        "en-CA": "Sign In",
        "en-US": "Sign In",
        "fr-CA": "Connexion",
        "es-MX": "Registro"
      }
    }
  },
}
```

Adaptive Card CSS Styling Refer to the documentation at [Adaptive Cards Native styling](#) for more information.

```

/* sign in button */
#signInLabel {
  color: #323232 !important;
  font-weight: 400 !important;
  font-size: 28px !important;
  line-height: 42px !important;
}

/* remove outline from adaptive card container */
.ac-container.ac-adaptiveCard:focus-visible {
  outline: none;
}

/* actions rendered like buttons */
.ac-pushButton {
```

RESET TO DEFAULTS

iceChat Interflow

Ice 13 enables ACS chat threads created for Web Chat to be rerouted from one server to another server.

Note: This is only supported for ACS chats in workflow. Once connected to an agent, the chat must be completed before the agent can be moved.

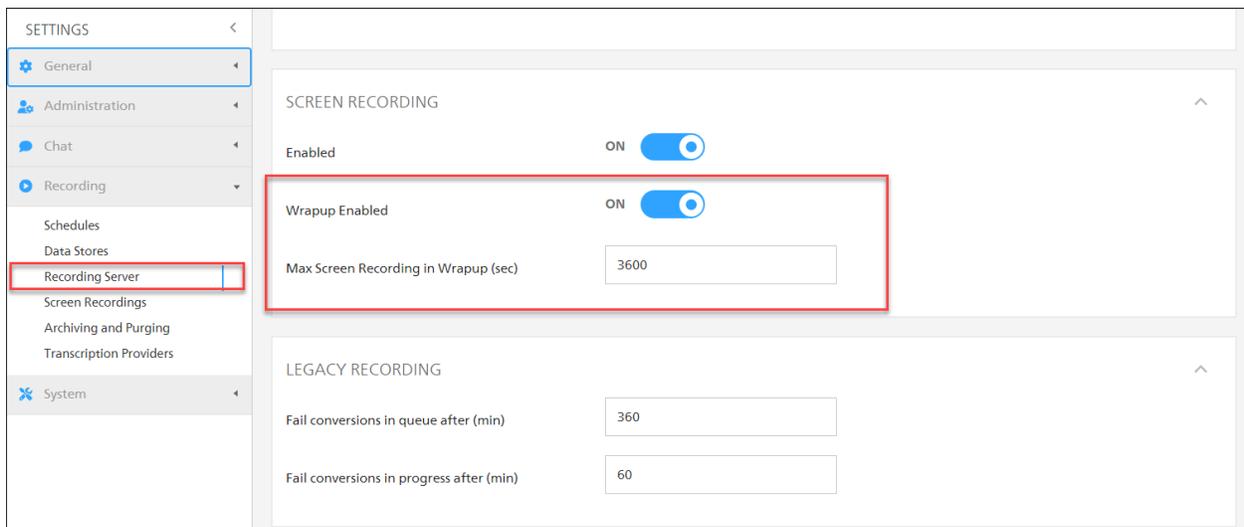
IM Message Throttle

The new “Maximum Number of Workflow Replies” setting has been introduced to control the maximum number of messages that can be sent in a workflow session. This is to prevent ACS chat sessions in workflow that send messages like “You are still in queue” from being connected indefinitely. This setting is configurable in iceManager by the Global Administrator, and defaults to 100.

Screen Recording in Wrap-up

Screen recording can be configured to continue while the user is in wrap-up state until the maximum screen recording time is reached. The maximum time for screen recording in wrap-up is configurable and defaults to one hour.

In ice 13, new settings have been added to the Recording Server settings in iceManager to manage screen recording in wrap-up.



The following table describes the new settings:

Screen Recording		
Enabled	On/Off	Select <i>On</i> to enable screen recording. Note: When Screen Recording is enabled Audio Recording will automatically be enabled.

Wrapup Enabled	On/Off	Select <i>On</i> to allow screen recording to continue when the agent is in wrap-up state.
Max Screen Recording in Wrapup (sec)	1 to N seconds	Enter the maximum length of screen recording in wrap-up state in seconds. Defaults to 3600. When agents have infinite Auto Wrap time configured for the handling queue, this will control the length of time for screen recording in wrap-up.

Email Enhancements

Support for Multiple Recipients

In ice 13, iceMail has added functionality to support multiple recipients. iceMail allows additional 'to' and 'cc' recipients added by the customer or the agent.

The following four new email properties have been made available in workflow to handle multiple recipients:

- `$Email:LastHandlingAgent`: Represents the last handling agent for a message thread.
- `$Email:OtherHandlingAgents`: Represents all other handling agents in the thread.
- `$Email:InternalCCAddresses`: Contains a comma-delimited list of addresses that were copied on the previous agent reply message on the thread.
- `$Email:ExternalCCAddresses`: Contains a comma-delimited list of addresses that were copied by the customer on the last inbound message to ice.

These variables are populated using the last agent or email address an email was routed to for a given interaction.

Consider the following example:

A customer sends an email to the contact center agent@computer-talk.com and CC's their colleague 'colleague@business.com'.

The variables will be set as follows:

- `$Email:LastHandlingAgent=`
- `$Email:OtherHandlingAgents=`
- `$Email:InternalCCAddresses=`
- `$Email:ExternalCCAddresses= colleague@business.com`

This email is routed to Agent 1001 who transfers the contact to Agent 1002. Agent 1001 replies to the customer. The customer performs a Reply All and the email arrives back at the contact center.

The variables will be set as follows:

- \$Email:LastHandlingAgent=1002:a2@ct.com
- \$Email:OtherHandlingAgents=
- \$Email:InternalCCAddresses=
- \$Email:ExternalCCAddresses= colleague@business.com

Note: The variables are not impacted when an agent replies to an email. Although Agent 1001 replied to the customer, they are not the last handling agent.

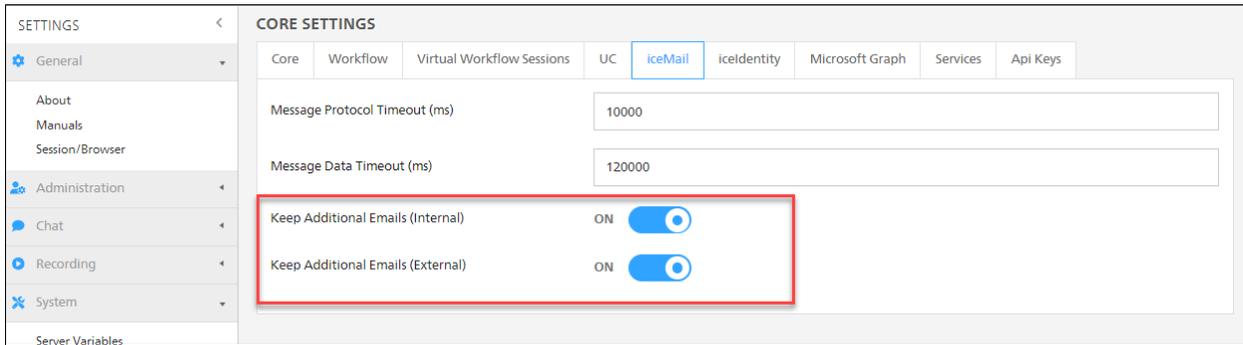
This email is then routed to Agent 1003, and Agent 1003 CC's a subject matter expert 'sme@ext.com'. The customer replies again but drops their colleague from the thread.

The variables will be set as follows:

- \$Email:LastHandlingAgent=1003:a3@ct.com
- \$Email:OtherHandlingAgents=1002:a2@ct.com
- \$Email:InternalCCAddresses=sme@ext.com
- \$Email:ExternalCCAddresses=

The last handling agent on any given interaction will be tracked, and previous agents that the email was routed to on a given interaction will not be included in the \$Email:OtherHandlingAgents.

The iceManager settings *Keep Additional Emails (Internal)* and *Keep Additional Emails (External)* determine the behaviour of multiple recipients in iceMail. These settings are only accessible by the Global Administrator.



The following table describes the two new settings.

Parameter	Permissible Values	Description
Keep Additional Emails (Internal)	On/Off	If this setting is enabled, any non-iceMail email addresses on internal inbound emails will be tracked and used to populate workflow variables as documented and used as the default set of addresses to send messages to the external side. If set to false, the existing ice 12 behaviour of dropping these addresses will be used.
Keep Additional Emails (External)	On/Off	If this setting is enabled, any non-iceMail email addresses on external inbound emails will be tracked and used to populate workflow variables as documented and used as the default set of addresses to send messages to the external side. If set to false, the existing ice 12 behaviour of dropping these addresses will be used.

iceMail Re-queuing Contacts

When an ice server restart occurs, previously queued emails will maintain queue time. Ice will attempt to recreate any iceMail contacts on restart that have not been released. These contacts will be re-queued to the queues they were in when the system was brought down. The original contact ID will be used.

If the contact was not handled or queued, it will be sent to workflow as a new contact, but will retain its contact ID.

Email contacts that have been handled by an agent will be treated as though they were released.

Email Interflow

Ice 13 enables emails to be rerouted from one server to another server using the same action as a voice call. The effect the same as an email being rerouted from iceConsole.

Reporting

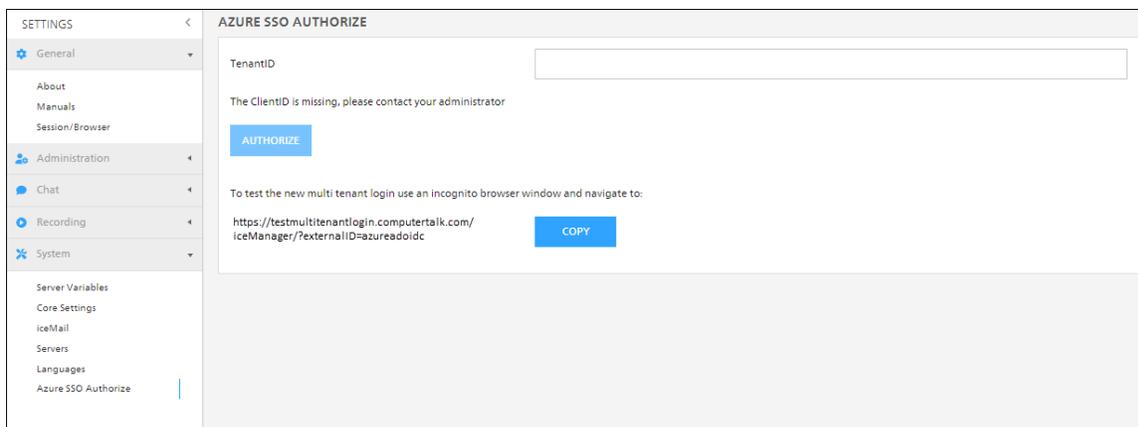
Ice 13 introduces a new Concurrent Connections Report which show the maximum number of users who were concurrently logged into ice during the specified interval.

Concurrent Connections Report	
Switch 11001 - HR Contact Center	
Daily From 2024-01-23 to 2024-01-26	
Date	Maximum number of concurrent connections
2024-01-23 12:00:00AM	1
2024-01-24 12:00:00AM	1
2024-01-25 12:00:00AM	0
2024-01-26 12:00:00AM	0
Maximum	1

Streamlined SSO Deployment

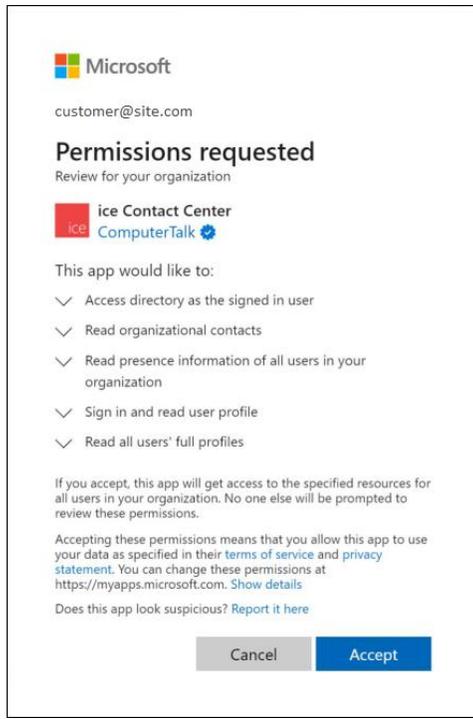
ice 13 streamlines the deployment of Single Sign-On (SSO) for customers by introducing a new Azure SSO Authorize page. It enables a tenant administrator to give consent to a multi-tenant application to link user accounts to Azure AD profiles for SSO and contact searches.

In iceManager settings, this section is only accessible by administrators.



Once Computer Talk has configured the related settings, the Azure administrator will need to complete the following steps:

1. Log into iceManager as an administrator and navigate to the Azure SSO Authorize page.
2. Enter the TenantID and click "Authorize". This will open a separate login window where you will need to enter your SSO credentials to log in.
3. After logging in, you will see the following popup that will request permissions for the application.



4. Review the requested permissions and click "Accept". You will be directed back to the iceManager page.
5. Test the login using the provided test link in an incognito browser to confirm access.

Auto-link Email on First SSO Login

Ice 13 has introduced a new setting to icelidentity: "Auto-Link on First Login". If a single-sign on user logs in when this setting is enabled and their token does not match an assigned Azure AD GUID, icelidentity determines if their email matches any of the configured agents. If a match is found, the user's Azure AD GUID is assigned to the user and the login is allowed to proceed.