computer talk

Ignite your customer experiences with
our all-in-one **omnichannel**
Microsoft contact center solution

ice

ice Contact Center

ice Contact Center is ComputerTalk's all-in-one omnichannel contact center solution. ice lets you connect with anyone in the world with any modality. As a Microsoft Partner since 2005, ComputerTalk has Gold Competencies in Communication and Application Development and our product is the world's only enterprise-class, Skype for Business native contact center.

Skype for Business

Microsoft Teams

Office 365

Microsoft Dynamics 365

Power BI

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Omnichannel Solution

Reach customers where it is most convenient for them. Whether it be through voice, video, web chat, SMS, chatbots, or social media, agents can maintain conversations while switching between channels in real time without losing context. As new channels are added to your organization, agents will continue to use the same tools they are familiar with.

Voice Social Video Email Chat SMS Apps Bots

www.computer-talk.com/request-demo

Success Stories

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Save agent time through IVR

Trade Association Success Story

A trade association is able to streamline customer service by introducing a unique feature that allows callers to speak their needs, instead of dialing numbers on a keypad. Their largest number of inbound calls are people requesting information about interest and exchange rates. Using IVR and text-to-speech functionalities, the association can play back the response requests, giving agents more time to focus on solving bigger problems.

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Increase efficiency through our mobile app integration

Insurance Company Success Story

An insurance company leverages several features made available through iceMobile Connect, ComputerTalk's mobile contact center integration. They can learn the exact location of accidents, view photos of collisions, and move conversations across media channels, using the power of the mobile device. The insurer saves money and time as information is filed electronically and instantly. Furthermore, the company creates a happy, mobile-first customer that will be more likely to interact with them in the future.

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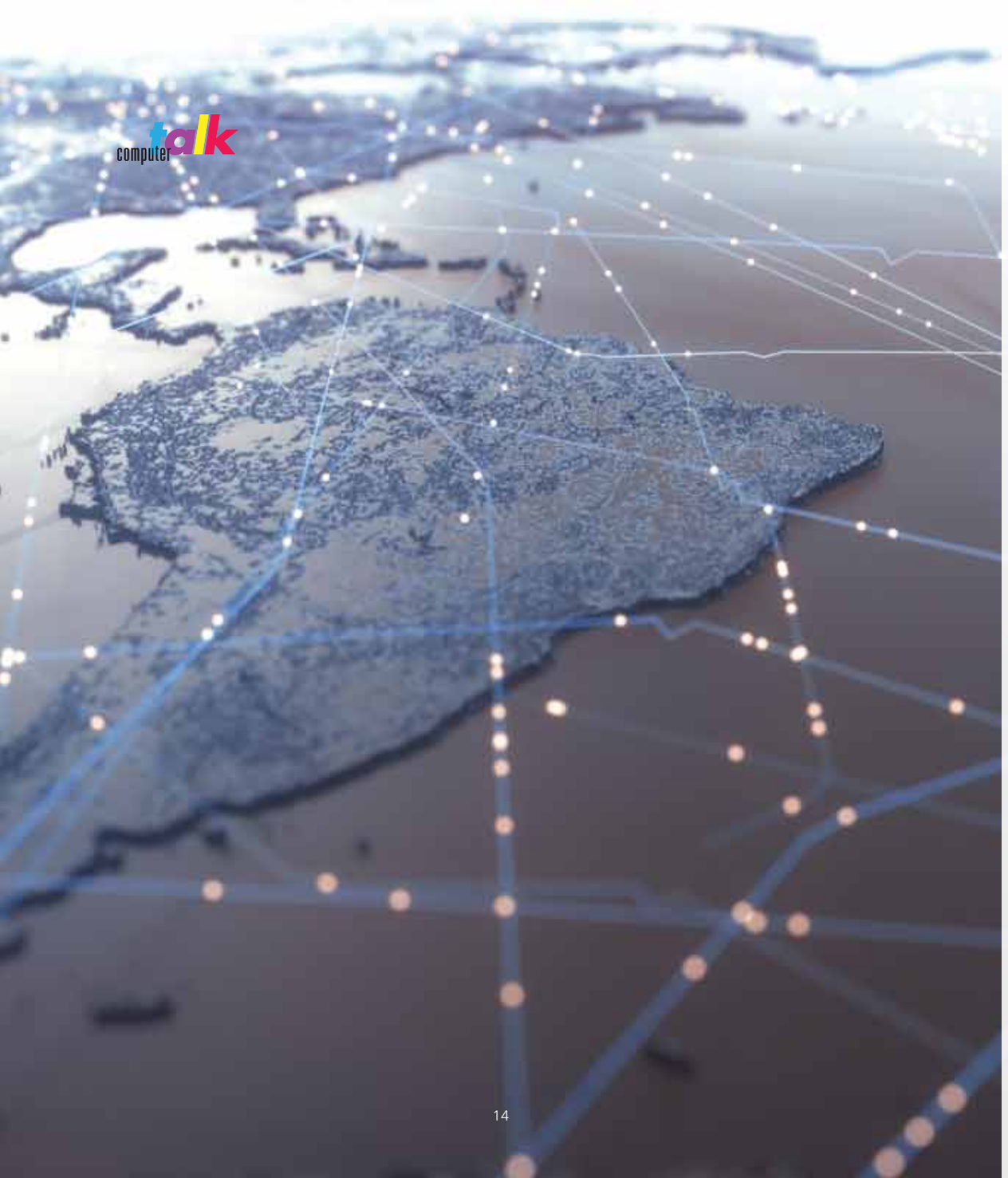
Gain actionable insights and develop new strategies with iceSurvey

Transportation Company Success Story

Through iceSurvey, a transportation company can dive further to listen and understand their customer needs. The company improves their customer experiences by providing callers with useful information, so they don't feel like they are wasting time waiting to speak with an agent. At the same time, they send out surveys to gather actionable insights into their experiences. The information collected leads to valuable data, which can be used to increase efficiencies of current processes and develop new business strategies.



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Support remote agents across multiple geographic regions

Global Construction Firm Success Story

A global water engineering and construction firm uses ice as their global help desk platform, supporting the entire company's applications. This firm required support for remote agents -- team members are in all parts of the world (India, Latin America, and the US) while the server is in the UK. ice provides remote agents the support they required to manage the company’s operations, which spans over 180 offices in 35 countries, with 7000 employees. This mission-critical solution ensures that support is available 24/7.

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Implement enhanced routing for premium accounts

Retail Corporation Success Story

A leading multinational corporation that produces over 60,000 different products uses ice Contact Center to streamline customer service for their premium accounts without negatively impacting their other customers. Regular customers are routed based on the nature of their requests, whereas premium customers are routed to specific agents with the appropriate skill level. ice facilitates the personalized premium customer experience by recognizing callers by phone number and/or company name. This ensures that all customers receive the level of support they need.

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Reduce call times with outbound dialing

School Board Success Story

A school board uses ice for outbound dialing to notify parents and students of school shutdowns, lockdowns, snow days, and absenteeism. The school could dial multiple numbers for each parent eliminating the need to individually call and dial numbers. Teachers are able to send messages to specific grades, schools, or the whole region.

MLB Team Success Story

A Major League Baseball team uses ice Contact Center for Skype for Business to centralize their call, email, and web chat capabilities. Previously, their customer sales reps were spending a significant amount of time manually imputing customer data from ProVenue into Dynamics 365. By connecting their CRM to ProVenue, they are able to optimize ticket sales through database replication, utilizing purchasing history and campaign outreach.

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Personalize customer experience with screen pops

Financial Service Success Story

A financial service company offers superior customer service by using ice to provide their agents with detailed information. This information, delivered via screen pop on users' desktops, includes purchase history, account information, previous call details, notes, and actions. Users can update this information, to ensure that other employees who work with this client can base their customer service decisions on reliable and up-to-date information.

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Automate messages with iceAlert

Healthcare Application

iceAlert allows hospitals to automatically call patients prior to their scheduled appointment, play a reminder message, and track the result of the call. This reduces the number of missed appointments and takes the burden of manual calling off the nurses and other staff, allowing them to focus on patient care.

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Enhance customer care

Counselling Service Application

A confidential counselling service directs customer calls as well as IMs to their choice of male, female, or either agents 24/7 creating better customer care and accessibility. They are also able to direct university and college students with alcohol and drug dependencies who need treatment or counselling to a booking center.

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Contact Center Features

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All-in-One

Efficiently handle different methods of communication on one platform (including ACD, speech IVR, WFM, recording, chatbots, and more). Agents can conveniently manage all customer inquiries using the same tools, helping them save time managing inquiries from different channels on multiple pieces of software. More importantly, your customers can contact you using their preferred communication channel.

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PBX Agnostic

ComputerTalk's vendor agnostic approach means that you can keep your current systems and technologies, and incorporate pieces of ice at your own pace. ice can overlay any PBX, meaning you don't need to suffer through a rip and replace approach. Keep using the equipment you have today, and ice simply builds upon and extends the value of those previous investments, Agents and administrators can continue using the same tools they are familiar with throughout the migration.

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Cloud and On-Premises

ice Contact Center is available in and on-premises, cloud, or hybrid deployment scenarios, allowing organizations to choose the model that works for them. The hybrid model helps organizations move towards a full cloud deployment or maximize the life of existing on-premises tools. No matter which scenario you choose, ice Contact Center offers the same features, ensuring that organizations can move to the cloud without having to retrain agents.

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Office 365 and On-Premises Skype for Business

ice Contact Center is the world's only enterprise-class Skype for Business native contact center. Take your Microsoft investment to the next level by adding real-time communications with ice Contact Center for Skype for Business. ComputerTalk is a Microsoft Gold Communications specialist with over 30 years of experience in providing speech-based IVR, UC, and contact center solutions.

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Microsoft Teams

Collaboration and communication, all in one place. As Skype for Business Online becomes Microsoft Teams, ice Contact Center will provide the most seamless transition experience. Teams brings numerous new communication and collaboration features with it, and ice takes advantage of these key features. Secure your future by aligning with the latest communications platform.

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CRM Integration

Work with nearly any CRM and common ticketing software including Salesforce, Dynamics 365, ServiceNow, SugarCRM, and more. Free up agent time by providing screen pops, giving them reliable, detailed, and up-to-date customer information. Automatically insert activity records to compile customer interaction history to accelerate resolution time.

Microsoft Dynamics 365

salesforce

zendesk

SUGARCRM

now

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Outbound

Don’t wait for your customers to call you; proactively reach out to them using outbound calling or IVR applications. Deliver automated outbound communication that simply plays a message and disconnects or plays IVR prompts where customers can interact with menus. With click-to-call capabilities, agents can conveniently save time manually typing customers' phone numbers, enabling them to click-to-dial directly from the lead or contact view on their CRM. Ultimately, this increases agent productivity and reduces operational costs.

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Artificial Intelligence

Take advantage of ice's built-in universal connectors to introduce automation, intelligent routing and self-service applications with IVR, speech recognition, text to speech, chatbots and workflows. Use the built-in connectors for IBM Watson and Microsoft Cognitive Services, to apply AI to enhance automation across all media types, maximizing agent productivity and reducing call duration/improving customer experiences.

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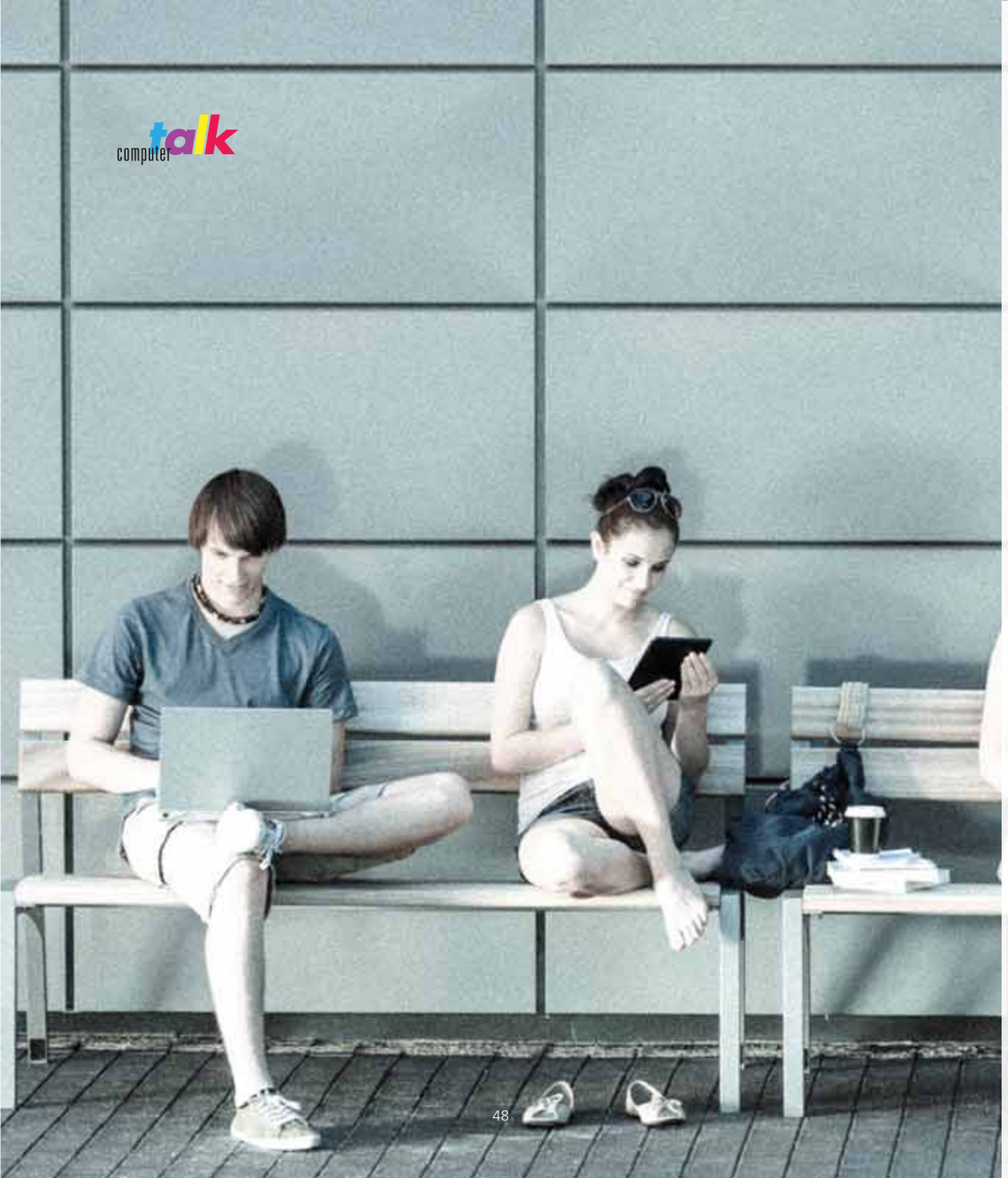
High Availability

ice Contact Center is deployed using high availability (HA) architecture with multiple active servers and unified administration. This architecture provides reporting for separate servers and aggregated reports for all servers. It is available within a single site or across multiple sites either on-premises or in the cloud.



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Remote Workers

Support agents wherever they choose to work. Team members across different geographic regions can work remotely as calls can be distributed globally. The flexibility of ice allows agents to log on from anywhere with presence visibility across all locations.

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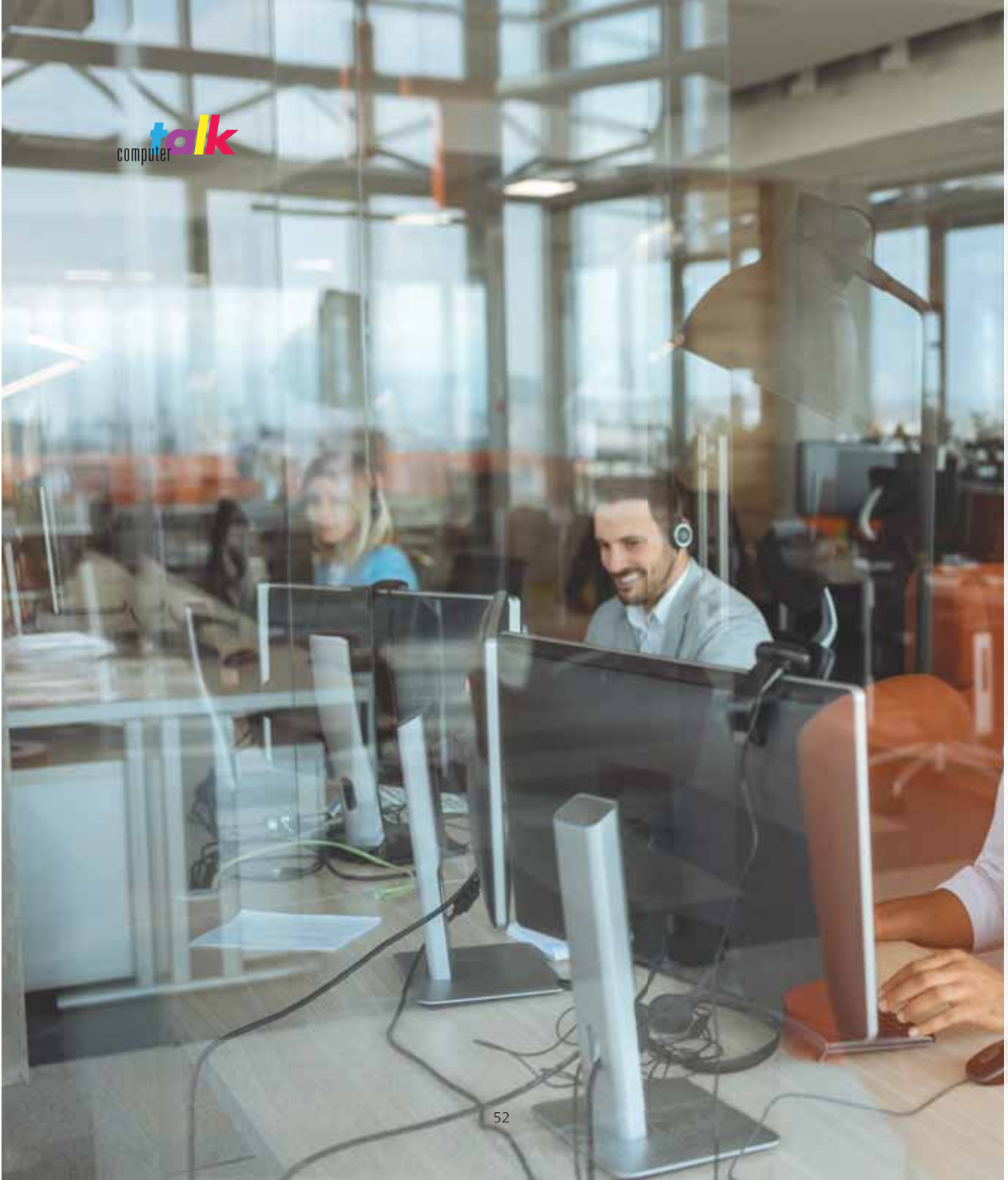
Application Integration and Automation

ice Contact Center comes packaged with dozens of pre-built connectors to many of your favorite platforms, including Dynamics, Salesforce, and common ticketing software. Additionally, generic connectors within ice can integrate with nearly any platform or API, including your own homegrown software. These integrations help you provide personalized customer experiences while optimizing self-service applications and agent efficiencies.



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Voice

Web Chat

Email

Instant Messaging

Video

SMS

Social Media

Apps

Bots

ComputerTalk would love to show you how to **ignite** your customer experiences with ice Contact Center

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