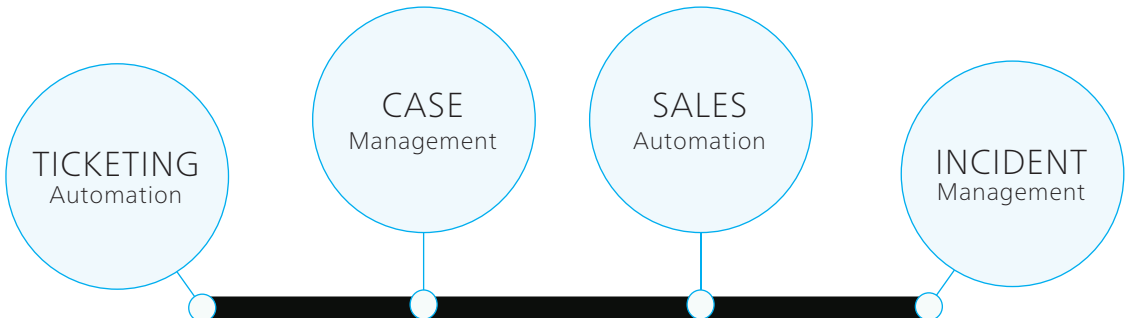


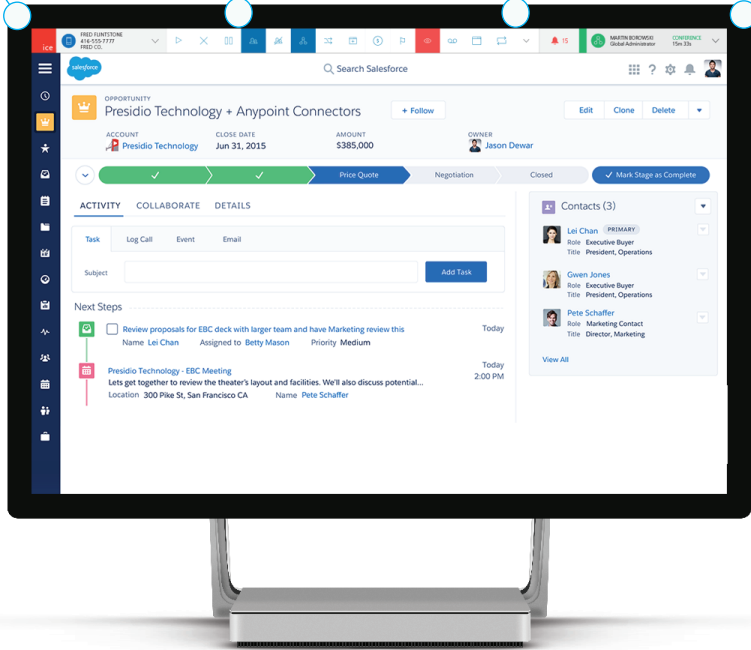
ice Contact Center + Salesforce

Enhance customer experiences by ensuring contact center users are prepared for any interaction

ADDING AUTOMATION AND PERSONALIZATION



INTEGRATIONS



Implement a consistent omnichannel customer experience across all communications channels in real time.



Voice



Social



Video



Email



Chat



SMS



Apps

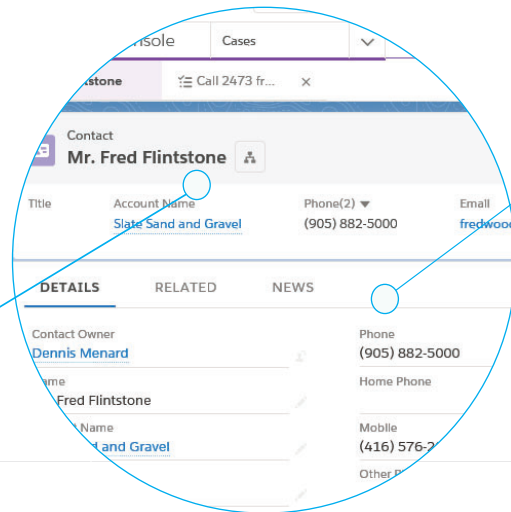


Bots

Take Salesforce integration beyond traditional screen pops with ice Contact Center

Enable agents to maintain conversations from several media types at the same time without losing context

With click-to-call capabilities, agents can conveniently save time manually typing customers' phone numbers, enabling them to click directly from the CRM lead or contact view.

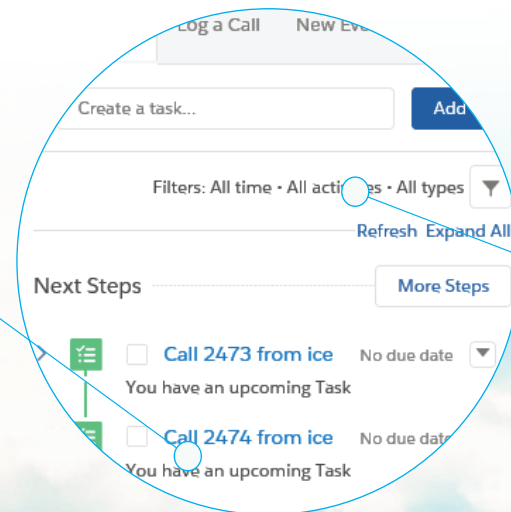


Screen pop information from Salesforce when agents receive contacts to reduce talk time and customer frustration.

While a call is in IVR, look up customer information to determine skills, priorities, and attributes to route and queue interactions. This optimizes agent productivity and improves first contact resolution.

For PCI compliance, auto-pause call recording when collecting credit card data. Auto-resume recording when the agent navigates to the next field.

Provide self-serve capabilities to receive ticket status or update ticket information.



Integrate icePay to automate payment processing via IVR. This eliminates the need for agents to request and record credit card data.

Provide users instant access to recordings and transcripts by clicking embedded URLs in custom fields, providing fast and convenient dispute resolution.

Auto-insert Activity Records to compile complete customer interaction history, equipping agents with info to accelerate resolution time. Auto-fill CRM fields to save agent time from manual entry.



Benefits

of integrating
Salesforce with
ice Contact
Center

• Increase Efficiency

When presented with relevant customer information, agents spend less time searching different knowledge bases, pulling together context around the request, and asking the customer to repeat information.

•• Increase Profit

Agents gain insight into customers' buying habits and sales cycles, allowing agents to upsell products or expedite the sales cycle.

••• Improve Knowledge Distribution

Salesforce provides organizations with a centralized knowledge base management solution, enabling employees across all departments to share and use accurate information about customers.

•••• Enhance Customer Experiences

Build routing rules into any interaction to ensure that everyone's questions, requests, or complaints will be answered. The contact treatment can be customized based on key fields in Dynamics 365 so that customers can receive a personalized experience when contact your organization.

••••• Reduce Call Duration

Customers are routed to the appropriate agent based on their account information, decreasing the number of times a customer is transferred and improving first contact resolution rate.

ice enables organizations to optimize their business processes for handling customers, prospects and partners. Interested in seeing this live? Schedule a demo with us today at:

www.computer-talk.com/request-demo

computer-talk.com/request-demo

About Us

ComputerTalk helps organizations deliver outstanding customer experiences across every communication channel, on one platform. ice Contact Center with Skype for Business and Microsoft Teams delivers solutions that help organizations grow and transform their customer experiences.

Our solutions improve contact center productivity and integrates the contact center with the rest of the organization, so companies can truly leverage their knowledge workers. ComputerTalk is a global provider of enterprise-class contact center and advanced IVR solutions powered by an application designer tool. This tool empowers organizations to build custom applications that transform the way they interact with customers.

Our solutions are available on-premises, in a private PCI compliant cloud, or hybrid. ice Contact Center delivers cost savings, productivity improvements, and mobility that the market demands.

Founded in 1987 and headquartered in Markham, Canada, ComputerTalk is an expert in custom communications-enabled business process applications. ComputerTalk is a member of the Microsoft Cloud Partner Alliance, Technology Adoption Program (TAP), has three gold competencies in Application Development, Communications, and Windows and Devices, and has two silver competencies in Cloud Platform and Datacenter.

For more information, visit us at computer-talk.com.



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