

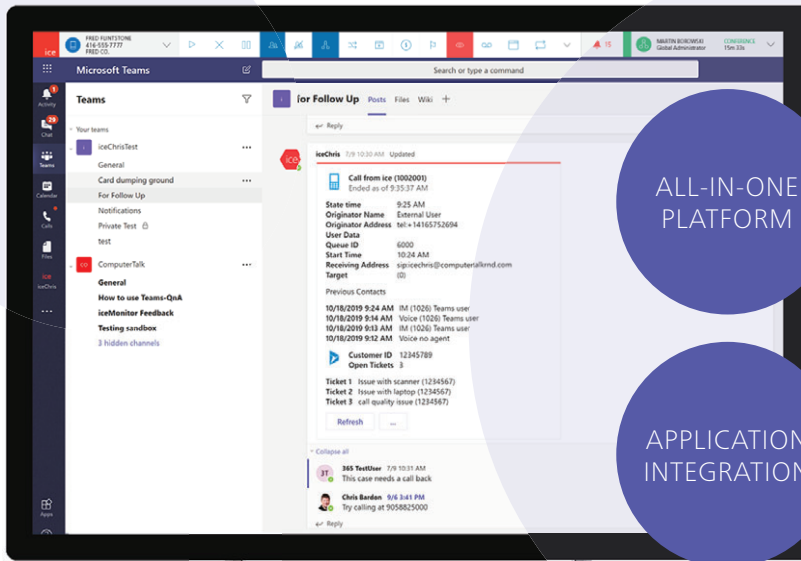
# ice Contact Center + Microsoft Teams

Expand contact center functionality to subject matter experts in order to foster collaboration and transform your customer experiences.



PRODUCT

COLLABORATE



ALL-IN-ONE PLATFORM

SEAMLESS MIGRATION

APPLICATION INTEGRATION

ENHANCED FUNCTIONALITY

## Seamless migration and multiple deployment scenarios

Take advantage of ice Contact Center's powerful functionalities using any combination of Microsoft Teams, Skype for Business, or PBX users with the ice tools operating the same regardless of the user's endpoints. You can even have users on different end points within the same queue. You don't have to be all or nothing – take your time moving users from Skype for Business to Teams.

Users and administrators can continue to use the same tools they are familiar with, reducing training time for employees to learn new software. ice Contact Center continues to work regardless of your configuration and makes for a seamless upgrade from on-premises PBX or Skype for Business Online, to Teams.

## Optimize the way you communicate with CRM integration

Screen pop information from CRM when users receive interactions to reduce talk time and frustration. Optimize user productivity and improve first contact resolution. Auto-insert Activity Records and CRM fields to compile customer information history, equipping users with information to accelerate resolution time and save time from manual entry. ice Contact Center offers endless integrations with various software such as CRM, workforce management, and ticketing solutions.

## Transform customer experiences with social media messaging

ComputerTalk's adaptable social media messaging platform allows for the easy integration of messaging channels such as Facebook Messenger, WhatsApp, and Twitter direct messages (DM) as they become prevalent in customer service.

## Enhance customer service with artificial intelligence

Take advantage of artificial intelligence to enhance automation across all media types, maximizing user productivity and reducing call duration. ComputerTalk works with Microsoft Cognitive Services to integrate AI into your contact center. Organizations can utilize these cognitive services such as natural language chatbots, speech biometrics, sentiment analysis, and language translation to enhance customer experiences.

## Professional services to help transform your business

Our quality professional services are at the core of every ice Contact Center deployment. ice is a highly configurable platform, which means that the solution can meet the most complex of business requirements. ComputerTalk provides end-to-end solutions from design to support for your contact center. We work closely with your organization to ensure the solution meets your business needs and optimizes your communications.

## New ice capabilities with Microsoft Teams.

New features in Teams will unlock never-before-seen capabilities of ice Contact Center that was not possible with Skype for Business. As this next-generation platform develops, ice becomes an even more powerful tool in delivering outstanding customer experiences.

### Actionable monitor alerts in Teams channel

ice can present 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.

### Schedule and publish reports to be sent directly to a Teams channel

Users can schedule and publish ice reports to a channel for immediate viewing and discussion. Simply set up the reports to be sent to Teams within iceReporting the same way you would to any email address.

### Graph search in iceBar

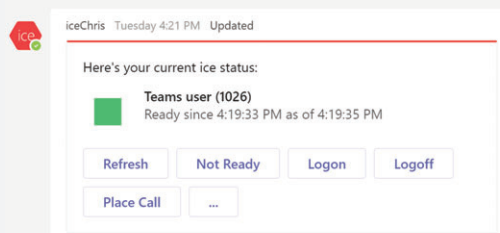
iceBar can be configured to search users in Microsoft Graph to allow contact center users to quickly contact subject matter experts, and to route ACD interactions outside the traditional contact center. By taking advantage of Graph, there is a single source of truth not only for contact details, but for contact relevance, with a user's most frequent collaborators automatically rising to the top of searches.

## ice for Teams

ice for Teams takes the integration between ice Contact Center and Microsoft Teams one step further by adding ice functionality directly within the Teams client.

### Reply to emails directly within Teams

Voice, IM, and collaboration have been consolidated within Teams, but what about email? Rather than switching between Teams and your email client, consolidate all your contact center interactions in one location. ice for Teams adds the ability to reply to emails directly within the Teams client, in addition to using the user's desktop or mobile email application.



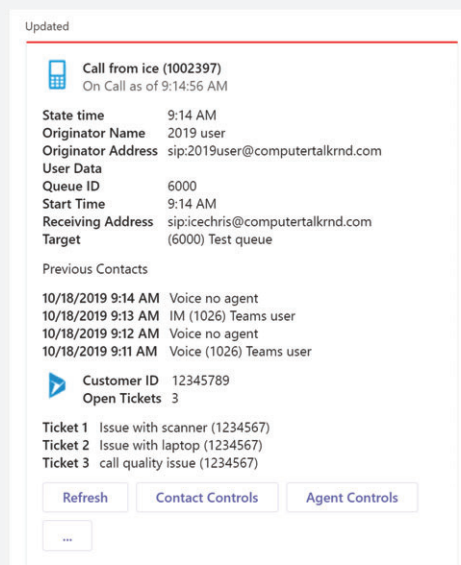
iceChris Tuesday 4:21 PM Updated

Here's your current ice status:

**Teams user (1026)**  
Ready since 4:19:33 PM as of 4:19:35 PM

Refresh Not Ready Logon Logoff

Place Call ...



Updated

**Call from ice (1002397)**  
On Call as of 9:14:56 AM

**State time** 9:14 AM  
**Originator Name** 2019 user  
**Originator Address** sip:2019user@computertalkrnd.com  
**User Data**  
**Queue ID** 6000  
**Start Time** 9:14 AM  
**Receiving Address** sip:icechris@computertalkrnd.com  
**Target** (6000) Test queue

**Previous Contacts**

|                    |                         |
|--------------------|-------------------------|
| 10/18/2019 9:14 AM | Voice no agent          |
| 10/18/2019 9:13 AM | IM (1026) Teams user    |
| 10/18/2019 9:12 AM | Voice no agent          |
| 10/18/2019 9:11 AM | Voice (1026) Teams user |

**Customer ID** 12345789  
**Open Tickets** 3

**Ticket 1** Issue with scanner (1234567)  
**Ticket 2** Issue with laptop (1234567)  
**Ticket 3** call quality issue (1234567)

Refresh Contact Controls Agent Controls

...

### Contact center features directly within the Teams client

ice for Teams surfaces most of the controls a user would have through our iceBar client, as well as contextual information about interactions directly within Teams. Users can easily see and change their current ACD state, log in and out of queues, place calls through ice, and transfer, consult, conference, or record an interaction. Users can view previous interaction history of the current contact as well as any open CRM tickets.

[computer-talk.com/request-demo](http://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](http://computer-talk.com).



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