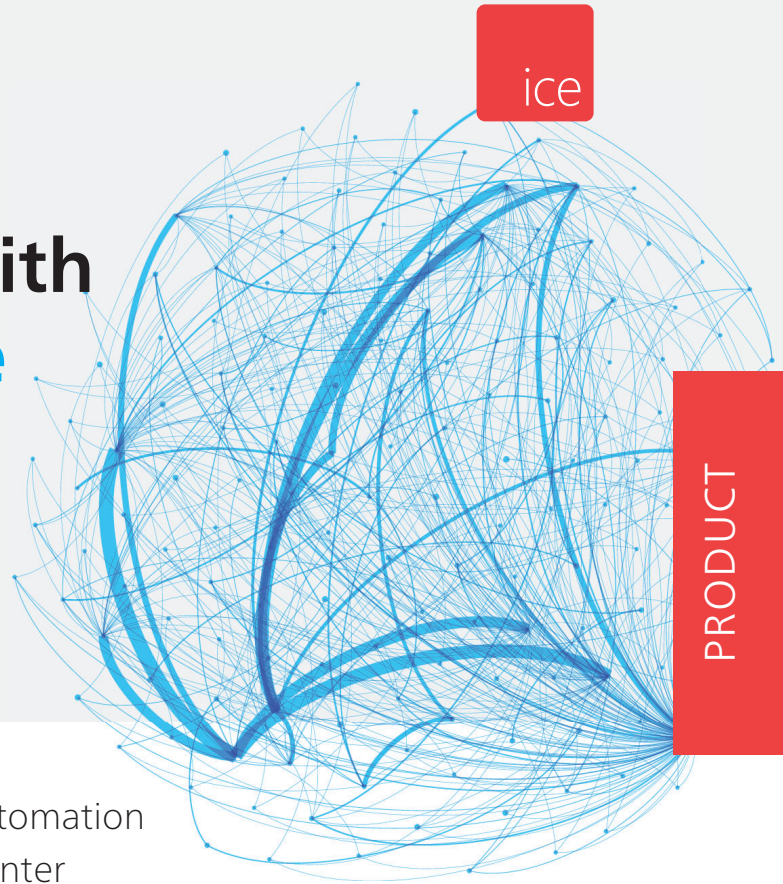


ice Contact Center with Artificial Intelligence

Take advantage of ice Contact Center's built-in universal connectors to introduce automation, intelligent routing, and self-service applications.



Add artificial intelligence (AI) and increase automation across all media types to maximize contact center productivity and enhance the customer experience.

Natural language chatbot

Intelligent screen pop for voice

Custom text-to-speech voice

Speaker verification

Sentiment analysis for IM and email

Translation with a bot

Natural language chatbot

Chatbots prompt conversations with website visitors 24/7, 365 days a year to answer questions they have or perform self-service tasks. Customers can fluidly write their inquiries and they will get an instant response without needing a human on the other end. This saves users time from responding to repetitive and frequently asked questions.

Custom text-to-speech voice

Organizations can use this voice model to fill in the gaps when text-to-speech is needed in an IVR system. The custom text-to-speech voice model can be based on a human voice and organizations can have a single 'voice of the company' for brand consistency. Reduce the need to hire the same voice talent or record more voice recordings when IVRs need to update or change.

Intelligent screen pop for voice

Automatically screen pop information based on what the customer or contact center user says, in real time. Save user time from searching for information across multiple locations. Users automatically have the information required to help customers. Intelligent screen pop dynamically provides information even as conversations change.

Speaker verification

Use a speaker's voice to verify their identity. The speaker needs to enroll using a passphrase and record three audio samples to register their voice. After enrollment, the speaker can verify their identity using the passphrase. Callers no longer have to go through the lengthy process of answering multiple questions to identify themselves. This also prevents imposters from answering another person's security questions.

Sentiment analysis with IM and email

Notify a supervisor of an angry or upset customer, so they can assist the contact center user. It can be difficult for users to understand how a customer feels during a conversation. Analyze IMs or emails in real time to see if the customer is expressing positive or negative sentiment. Supervisors can proactively insert themselves in the conversation to assist the user and turn the interaction into a positive one. Supervisors are notified automatically and therefore can focus on other tasks instead of monitoring for negative interactions.



3 benefits of using artificial intelligence with your contact center

Increase contact center user efficiency

Automate tasks for users such as responding to frequently asked questions, allowing them to spend their time on more complex tasks. Provide users with assistance through a chatbot, enabling them to provide quicker and more accurate information to customers.

Translation with a bot

When customers and organizations speak different languages, this can cause a communication barrier for customers to get the assistance they require. With translation, customers can type in any language and the chatbot will be able to help them. The customer can converse with the bot in their preferred language, reducing the need to hire agents who speak certain languages.

Self-service voicebot

Add a self-service voicebot through a voice IVR. Like chatbots, voicebots are available 24/7, 365 days a year, allowing customers to receive fast responses. The AI uses grammar-based speech recognition to configure the options presented to customers, ultimately leaving less room for error compared to natural language as these conversations are directed.

Self-service chatbot

Self-service chatbots allow customers to perform routine tasks and receive responses to frequently asked questions through directed conversation with the chatbot. Customers have the benefit of interacting with organizations quickly with no wait time. Organization can easily create the self-service options using iceWorkflow Designer.

FAQ chatbot

FAQ chatbots are a quick and easy way to set up natural language to respond to customers' frequently asked questions. Contact center users spend a lot of time responding to repetitive and frequently asked questions from customers. With FAQ chatbots, customers can interact with the bot, saving users time, allowing them to focus on other important tasks.

Enhance the customer experience

Provide customers with self-service options, so they can interact with your organization at their pace, then hand off the interactions to users when required.

Solve problems faster

With intelligent screen pop, the AI pops information from databases as contact center users are saying keywords. This provides users with quick information to help efficiently handle customer interactions, reducing their time to search for the information they need.



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