Extend Teams Functionality with ice Contact Center

Microsoft Teams has become the communication hub in many organizations for both internal and external communications and collaboration. Microsoft offers auto attendant and call queues for Teams users. For some organizations, these features meet the needs of their contact centers while others require more advanced features. ice Contact Center offers a Teams native contact center solution to enhance a customer's Teams deployment and provide additional features.

Feature	Microsoft Teams Auto Attendant and Call Queues	ice Back Office User	ice Contact Center
Standard voice ACD/IVR	✔	✔	✔
Advanced voice ACD/IVR	✖	✔	✔
Advanced multimedia handling/workflows	✖	✖	✔
Voice queueing	✔	✔	✔
Multimedia* queueing	✖	✖	✔
Standard ice call handling toolbar	✖	✔	✔
Advanced ice interaction handling toolbar	✖	✖	✔
Support for non-Teams endpoints	✖	✔	✔
Voice recording	✖	✔	✔
Multimedia* recording	✖	✖	✔
Advanced ice reporting	✖	✔	✔
Outbound dialing	✔	✔	✔
Multilingual support	✔	✔	✔
3rd party desktop application integration	✖	✖	✔
CRM screen pop	✖	✖	✔
Most idle user routing	✔	✔	✔

* voice, email, chat, SMS, social media

Microsoft auto attendant and call queues features

The Microsoft Teams auto attendant lets people call your organization and navigate through a menu to speak to the right person, department, call queue, or an operator. The call queues route the caller to an employee assigned to the queue.

Auto attendant

- Direct calls to:
  » A person in the organization
  » Voice app (another auto attendant or a call queue)
  » External phone number
  » Voicemail
  » Operator
- Directory search – Dial by name or dial by extension
- Specify who is available for the directory search by choosing groups of users to include or exclude
- Prompts can be created using text-to-speech or by uploading a recorded audio file
- Voice and DTMF inputs
- Set time zone
- Multi-language – note: a separate auto attendant needs to be created for each language
- Option to play a greeting message – upload an audio file or use text-to-speech
- Configure an operator
- Auto attendant routing options
  » Redirect immediately
  » Redirect based on dial options
  » Dial people by name or extension
  » Disconnect
- Separate off hours and holiday call routing options.
  Note: After-hours call routing allows all the options listed above, while holiday call routing allows only redirecting or disconnecting a call, but no dial key options.

Call queues

- Offer a greeting message – Upload an MP3, WAV, or WMA
- Music on hold – Default music or you can upload an MP3, WAV, or WMA
- Call routing – In first in, first out (FIFO) order
- Multi-language – Note: a separate call queue needs to be created for each language
- Voice and DTMF inputs
- Agents in call queues can opt out of taking calls
- Enable call parking and retrieval
- Agents can be added to a call queue individually, by distribution list, security groups, or Microsoft 365 Groups or Teams
  » 20 agents individually and up to 200 agents via groups
- Routing methods
- Attendant routing – Rings all agents
  » Serial routing – Rings agents in a specified order
  » Round robin – Balances routing equally between agents
  » Longest idle – Routes to the agent who has been idle the longest
    • Note – Agents using Skype for Business will not receive calls with this setting enabled
- Presence-based routing – An agent will only be routed a call when they are available
  » Note – Agents using Skype for Business will not receive calls with this setting enabled
- Call overflow handling
- Call timeout handling
- Caller ID for outbound calls
- Call controls – Call, transfer, hold
- Voicemail redirect

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Additional ice Contact Center features

ice Contact Center can provide all the features listed above as well as additional advanced contact center features.

Omnichannel
ice Contact Center provides routing and queueing for multiple interaction types such as chat, SMS, email, and social media. Multi-contact handling allows users to handle multiple text-based interactions at the same time while also handling 1 voice interaction.

Self-service
Provide self-service options for routine tasks such as retrieving account balances, changing account information, and checking business hours, locations, and web addresses.

Interaction Recording
Provide bulk, schedule, or random recording of contact center interactions. Privacy recording settings are available for security and compliance.

CRM Integration
Integrate the contact center with a CRM or ticketing software. Route interactions based on information in the CRM, screen pop the application to the agent, and/or auto populate CRM fields based on the input information.

Advanced Call Routing and Queueing Features
Route interactions based on queue priority and user skills, provide customers with advanced information such as their position in queue and estimated wait time, and offer the option to leave a callback or voicemail in queue.

Advanced User Features
Provide users with additional features such as canned responses, wrap-up time, not ready reasons, line of business codes, resolution codes, access to an emergency contact and more.

Supervisor Features
Allow supervisors to silent monitor, screen monitor, coach, and barge-in.

Real-time Monitoring
Monitor queues, users, and teams to ensure grade of service levels and that customers are not waiting in queues too long.

Historical Reporting
ice provides over 100 reports out of the box to look back at trends and spikes in the contact center.

Outbound Campaigns
Provide outbound IVR; preview, progressive, and predictive dialing; and blended inbound and outbound agents.

Customer Surveys
Provide post-interaction surveys to gain feedback and better insights.

Quality Assurance
Evaluate how well a user handled an interaction.

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Use cases

Microsoft Teams auto attendant and call queues

- Organizations with simple call flow
- Subject matter experts where recording, monitoring, and reporting are not required
- Voice only

ice Back Office User

- Subject matter experts requiring recording, monitoring, and reporting
- Complex call routing and queue treatment required
- Advanced real-time monitoring and historical reporting
- Voice only

ice Contact Center

- Complex self-serve IVR
- Complex interaction routing and queue treatment required
- Advanced real-time monitoring and historical reporting
- Omnichannel interaction routing
- Omnichannel interaction recording

Note: All 3 options can be used in combination in an organization to ensure each user has the features and functionality they require.

About Us

ComputerTalk is the developer of ice Contact Center. ice modernizes the call center with business application integrations, AI, and analytics across all communication channels, helping organizations deliver outstanding customer experiences. As a Microsoft Teams native contact center solution, ice allows users to handle all interactions within a single interface. Founded in 1987 and headquartered in Markham, Canada, ComputerTalk powers enterprise-class contact centers for organizations across the globe.

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