

Introducing ice Contact Center 14

This document outlines the exciting enhancements and new capabilities of ice Contact Center 14. If you would like more information about new releases, please contact your account executive.

About ice

- ice Contact Center is an all-in-one customer communications solution designed for Microsoft Teams, Microsoft 365, and Dynamics 365.
- Agents can use icePhone, Microsoft Teams via Direct Connect, or PSTN for their UC, providing freedom to migrate as you see fit.
- ice was one of the first [contact centers certified for Microsoft Teams](#).
- ice is compatible with other IP-PBXs such as Avaya, Cisco, Mitel, BroadSoft, etc.

New features

Post-call transcription with Azure or Tethr

Call center transcription can help agents save time, improve customer satisfaction, and gain valuable insights from their conversations. By using iceJournal, agents can easily access and review the transcribed calls and focus on the key points and actions.

In ice 13, we added the ability to do transcription and speech analytics through Tethr. ice 14 enables users to view those transcriptions in iceJournal. Transcription can now be done using either Tethr or Azure Speech Services. Users can replay a voice recording in iceJournal and have the transcription synchronized to the recording playback.

Contact summarization

Reading an entire transcript, especially if the interaction was long, can be time-consuming, which is why a summary can be helpful. Agents who are tasked with creating summaries after each interaction often spend several minutes putting them together, which adds up to a significant amount of time every week. In addition, these summaries may be subject to bias or missing key insights that could help with issue resolution.

Allow your agents to spend less time in wrap-up with the help of Generative AI post-contact summarization. Using Gen AI, contact summaries are automatically generated, without bias, and can be accessed in iceJournal after a call.

CONTACT SUMMARY

Indeep reached out to a customer to request a description and data summary from Azure, specifically mentioning a table. It seems that the customer expects a positive outcome and plans to talk again soon.

Post-contact generative AI analysis (Contact metadata framework)

With post-call Gen AI analysis, users can easily identify trends, sentiment, or follow-up actions. The prompts for the Gen AI analysis are written in natural language in iceManager and can easily be altered at any point. After a call is complete and a transcript is generated, Gen AI analyzes the transcript based on what the prompt is asking it to do.

For example, a user could write a prompt in natural language asking the Gen AI to determine the sentiment of a call. Instead of listening to the call recording and trying to identify the customer's sentiment themselves, they can automate the task with post-call AI analysis to save time

Generative AI bot

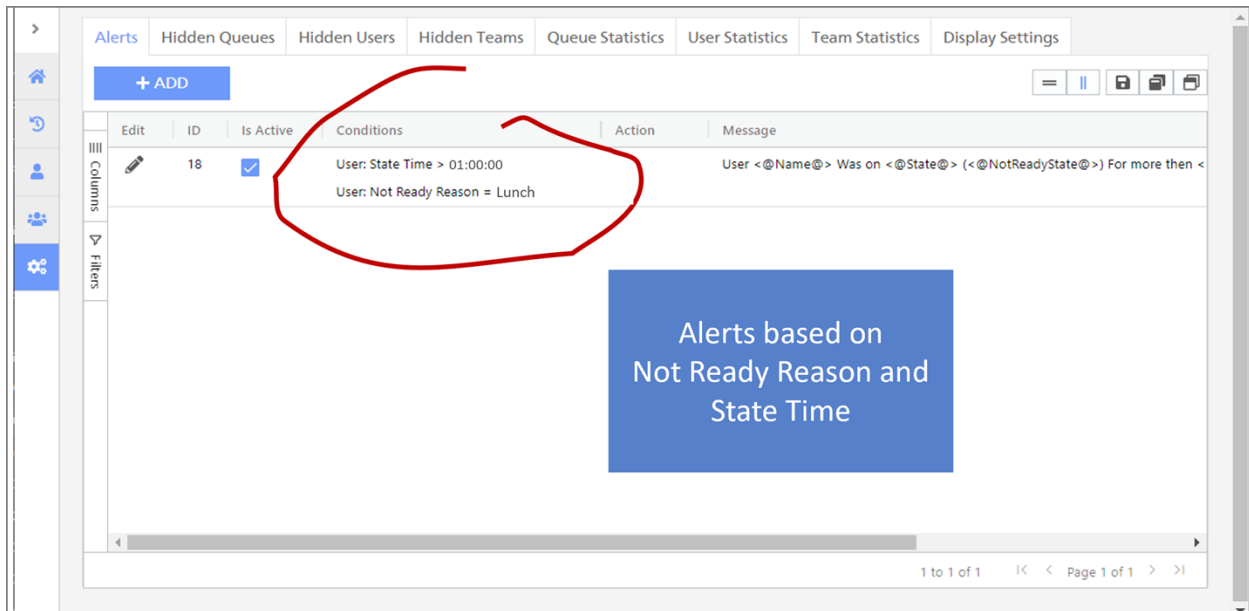
Our new Gen AI bot brings enhanced functionality to automate, personalize, and streamline customer interactions. It can now summarize the status of a ticket or summarize information from knowledge articles or user manuals to provide information to a customer.

Advanced generative AI post-contact analysis

In addition to the Gen AI post-call analysis in iceManager, ice offers advanced Gen AI post-contact analysis through workflow. This feature can perform actions on chat transcripts, such as summarizing the conversations or extracting key information. It can also perform subsequent actions, such as adding a generated summary to the customer's account in CRM.

Monitor alerts based on state time

Improve workforce management and agent productivity with customizable alerts. You can now create alerts based on agent state time. For example, you can receive an alert when agents are on lunch break for more than 1 hour (i.e., Not Ready state with Lunch Break Not Ready Reason > 60 mins).



Audio message management with TTS-generated prompts

Adapt to changes in your business by managing IVR prompts in iceManager. Audio messages can be recorded via the web interface or generated with Text-to-Speech (TTS). It supports the uploading and downloading of a single audio file or multiple files.

Audit trail

Track who is accessing information or making changes to ice for enhanced security. ice 14 adds the ability to log activities performed by all users such as when a voice recording is played/downloaded or when users/queues/teams make changes using iceAdministrator. Audit trails are web-based and can be accessed through iceManager.

iceChat in-browser support

Provide a seamless chat experience for your customers. iceChat now be embedded into an inline frame in your website. Customers can navigate around your website while retaining the same chat conversation across different web pages, creating a smooth and uninterrupted experience. In-browser iceChat can be customized in various ways, including the chat button icons and chat window height and width.

iceChat user interface (UI) enhancements

Customize your chat window to match your branding and offer your customers a consistent branded experience. Several iceChat UI elements are now configurable, including chat bubble width, spacing between chat bubbles, date/time format, font size, print button, and so on.

Post-contact tagging

Ensures all interactions are accurately categorized to maintain reliable records. If an agent forgot to tag an LOB code to an interaction during wrap-up or did not assign one for any other reason, users can now assign an LOB code after an interaction is complete in iceJournal.

Screen pop support in iceWorkflow

In response to Microsoft's plan to phase out VBScript, we are introducing a new enhanced workflow-driven screen pop in ice 14. This approach ensures that your screen pop functionality remains robust and future-proof, independent of VBScript's availability. The new screen pop workflow action can instruct iceBar to pop a URL in the default browser or iceManager.