

# ice Contact Center with Artificial Intelligence

Maximize your contact center productivity and enhance the customer experience by adding automation across all communication channels with artificial intelligence (AI).



Transcription

PII Redactor

Contact  
Summarization

Generative AI  
Contact Insights

Agent Assist



Voicebots

Chatbots

IVR AI Voices

Speech Analytics

## 4 benefits of using **artificial intelligence** with your contact center

### Reduce customer wait times

Handle more inquiries with fewer agents. Let customers instantly receive answers to frequently asked questions or perform routine tasks with a chatbot or voicebot. Freeing agents from answering simple or common questions allows them to focus on more complex inquiries, significantly reducing wait times. With Agent Assist, agents can deliver accurate answers with the help of suggested responses, resource links, and real-time guidance.

### Improve contact center efficiencies

Use AI to monitor and analyze interactions for compliance purposes. Automating the analysis of customer interactions helps organizations gain valuable insights into customer interactions without manual effort. This ensures your contact center data complies with industry standards and ensures that sensitive information is handled appropriately.

### Enhance the customer experience

Deliver a more tailored customer journey by equipping your agents with AI-powered assistance and personalized insights. Agent assist tools help representatives respond faster and more accurately, providing recommendations based on each customer's history and preferences. Extend your business hours by offering 24/7 self-service availability, empowering customers to quickly find the answers they're looking for.

### Improve accuracy

Agents that need to summarize their interaction after it's complete often find this process tedious and time-consuming. In addition, this summarization can be prone to human error, with the possibility of agents missing key details that might be relevant to issue resolution. Generative AI can quickly and accurately summarize customer interactions while also minimizing human error associated with information retrieval and data entry.

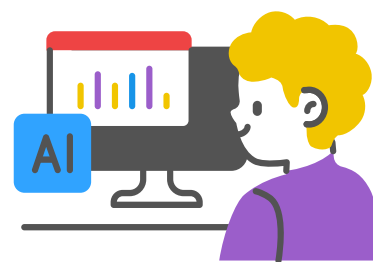
# How to optimize customer experiences with AI

**NEW**

## Transcription

When evaluating an agent's performance, supervisors can read the transcript of the call instead of listening to the full recording. Reading a transcript is useful for getting more information about the call and allows supervisors to quickly scan through the conversation, focusing on the key parts. Transcription is the first step to the other exciting AI features such as summarization, sentiment analysis, and more! It helps supervisors gain a better understanding of whether the interaction was positive, see if the customer's question was answered accurately, and ensure the agent followed the appropriate guidelines.

Transcripts can be viewed in the iceJournal suite. Users can replay a voice recording and have the transcript synchronized to the recording playback, highlighting the phrase as it's playing. The transcript can also be searched and downloaded by a user.

**NEW**

## Personally Identifiable Information (PII) Redactor

Protect customer privacy and maintain compliance by automatically removing sensitive information, like names, phone numbers, and credit card details, from voice recordings and transcripts. The tool is easily configurable to target the specific data types your organization needs to secure, helping reduce risk and safeguard personal information across all communication channels.

**NEW**

## Contact Summarization

Every customer interaction holds valuable insights, but those details can easily get lost in lengthy transcripts or inconsistent notes. Summarizing calls ensures the right information is captured and accessible, yet doing it manually is time-consuming and prone to error.

With Generative AI, post-contact summaries are created instantly and stored in iceJournal. They're accurate, unbiased, and easy to reference - helping agents resolve issues faster and giving your organization a clearer picture of every interaction.

**NEW**

## Generative AI Contact Insights

Contact Insights use generative (Gen) AI to analyze your interactions. Users can easily identify trends, sentiment, or follow-up actions. The prompts for the GenAI analysis are written in natural language and can easily be altered at any point. After a call is complete and a transcript is generated, GenAI analyzes the transcript based on the prompt. For example, if a user wants to analyze the sentiment of calls, they would write a prompt in natural language asking the GenAI to determine the sentiment of the call. Instead of users listening to a recording of a call trying to identify the sentiment of the customer, they can save time by automating this with GenAI Contact Insights.

Some other examples include:

- Adding a summary to a CRM
- Creating follow-up actions to GenAI insights
- Alerting supervisors if an agent is experiencing a difficult call (e.g., if the sentiment score is less than 3/10, a supervisor will be notified)
- And more!

NEW

## Agent Assist

Our new Agent Assist tool enables agents to access critical, contextual information at a glance. This includes caller information, knowledge base articles, chat or call summaries upon transfer, and more. The Agent Assist tool ensures agents have their right information at the right time during their interactions, thus boosting agent productivity and enhancing customer interactions.

## Voicebots

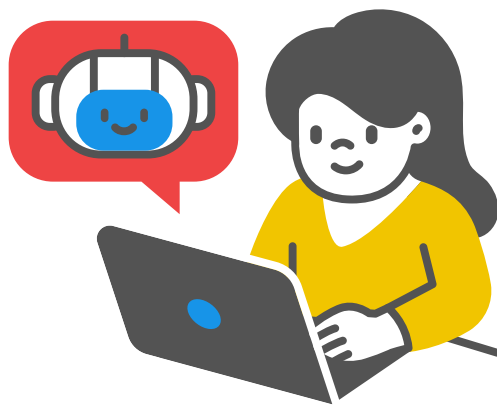
Enhance customer service experiences with a voicebot, available 24/7, 365 days a year, providing quick responses and empowering customers to perform self-service tasks. Replacing a DTMF menu with a Natural Language Understanding (NLU) voicebot allows customers to speak their needs and reduces the number of menus needed to get to the most appropriate agent.

With our new Generative AI capabilities, voicebots can now provide even smarter, more personalized interactions. They can summarize ticket statuses, extract key information from knowledge articles, or guide customers using information from user manuals, helping customers get accurate answers quickly while streamlining the agent workflow.

## Chatbots

Chatbots can interact with website visitors 24/7, 365 days a year, answering common questions and enabling customers to perform self-service tasks. With natural language, customers can type their inquiries and receive instant responses, eliminating the wait times and allowing them to get what they need quickly. Our Generative AI capabilities take chatbots beyond simple responses by helping guide customers through complex processes and decisions. It can suggest next steps, clarify confusing questions, and anticipate what the customer might need next. This not only helps customers complete tasks on their own but also reduces mistakes and follow-up inquiries, letting agents focus on higher-value interactions.

When customers and organizations don't speak the same language, the communication barrier can make it difficult or even impossible for customers to get the assistance they need. With a multi-lingual chatbot, customers can interact with the bot in their preferred language, reducing the need to hire agents who speak additional languages and ensuring all customers get the best service. We offer bring-your-own bot solutions, or if you don't know where to start, we have the expertise to build one for you.



## IVR AI Voices

Eliminate the need to hire the same voice talent or have multiple voices in an IVR system when messages need to be updated or changed. Using cloud text-to-speech gives you flexibility in the voice you want to use and consistency throughout your IVR. With the application of artificial intelligence in text-to-speech modeling comes a new set of high-quality text-to-speech (TTS) neural network-based voices. These voices are 100% natural sounding with no hint of robotic utterance. ice Contact Center supports both static and dynamic prompts.

## Speech Analytics

Streamline customer service by automating the analysis of your interactions. Discover emerging trends within conversations and react quickly, analyze a customer's sentiment to find out how the exchange went, automatically tag interactions, ensure you are complying with standards, and more. ice Contact Center integrates with third-party speech analytics solutions to provide companies with the insights they need to excel in customer service.

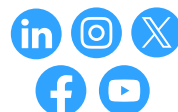


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## About Us

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.



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