

ice

Chat
User Manual
Server Version 12

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iceChat for ice server 12.x

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Welcome to iceChat

Companies use iceBar for web to connect with customers, partners, and prospective customers through instant messaging and web chat. iceChat allows anonymous users on the web to connect to instant message-enabled endpoints/addresses from a simple web page. iceChat's web integration is designed using simple HTML and JavaScript allowing it to be used by most browsers on the market without any issues.

The screenshot displays the 'ComputerTalk iceIM Web' interface. On the left is a landing page with the 'ice' logo, the title 'ComputerTalk iceIM Web', and a description in both English and French. Below the text are three red buttons: 'Try Demo Now', 'Essayer la démo', and 'Probar demo ahora'. At the bottom of the landing page are logos for 'talk', 'Lync ISV Qualified', and 'Microsoft Partner'. On the right is a chat window titled 'ComputerTalk iceIM Web' with a toolbar containing 'Print', 'Email', 'Call Back', 'Sound On', and 'End Chat'. The chat history shows a 'Support Representative' sending a welcome message and asking for assistance, followed by a 'Web User' response, and another 'Support Representative' reply. The chat window ends with a text input field and a 'SEND' button.

This user manual provides information on the user interface, the different tasks you can accomplish in the chat window and explains how to handle instant messages.



Chapter 1: Visitor Interface

Integration with current site

The iceChat login/chat window can open from any web page of your choosing. The chat will launch by a call to a Javascript function. You may use any control compatible with Javascript to trigger this call and the chat will launch. For example, a button, a hyperlink or an image. If you are integrating with a portal and want to pass along user information, you need to make sure that the appropriate information is populated in the page so that the scripts can pass it along when the chat is launched.

In the example below, Computer Talk provides a “Try Demo Now” button.

The screenshot shows a website for 'ComputerTalk iceIM Web'. The page features the 'ice' logo, the title 'ComputerTalk iceIM Web', and a sub-header 'iceIM Web de ComputerTalk'. Below this, there is a paragraph in English: 'Adding ComputerTalk's iceIM Chat to your Microsoft Lync Server empowers your business with new modes of real-time communication that benefit your customers and enterprise.' This is followed by a paragraph in French: 'L'ajout d'iceIM Chat de ComputerTalk à votre serveur Microsoft Lync permet à votre entreprise d'utiliser de nouveaux modes de communication en temps réel qui bénéficient à vos clients de même qu'à votre entreprise.' Three red buttons with white text and external link icons are stacked vertically: 'Try Demo Now', 'Essayer la démo', and 'Probar demo ahora'. At the bottom, there are logos for 'talk', 'Lync ISV Qualified', and 'Microsoft Partner'. On the right side of the page, a chat window titled 'ComputerTalk iceIM Web' is overlaid. The chat window has a blue header with icons for Print, Email, Call Back, Sound On, and End Chat. The chat history shows a 'Support Representative' sending a 'Welcome to ice!' message at 11:33 AM, followed by another 'Support Representative' message asking 'How may we assist you today?' at 11:33 AM. A 'Web User' responds at 11:34 AM: 'I would like help with a contact centre solution. Can you provide me with some information?'. The 'Support Representative' replies at 11:34 AM: 'We would be pleased to assist you.' A final 'Support Representative' message at 11:35 AM states: 'ComputerTalk's Enterprise-class ice Contact Center is a Lync/Skype for Business qualified all-in-one contact center that runs as a native part of the Lync/Skype for Business.' The chat window also includes a text input field with the placeholder 'Type what you want to say here' and a blue 'SEND' button.

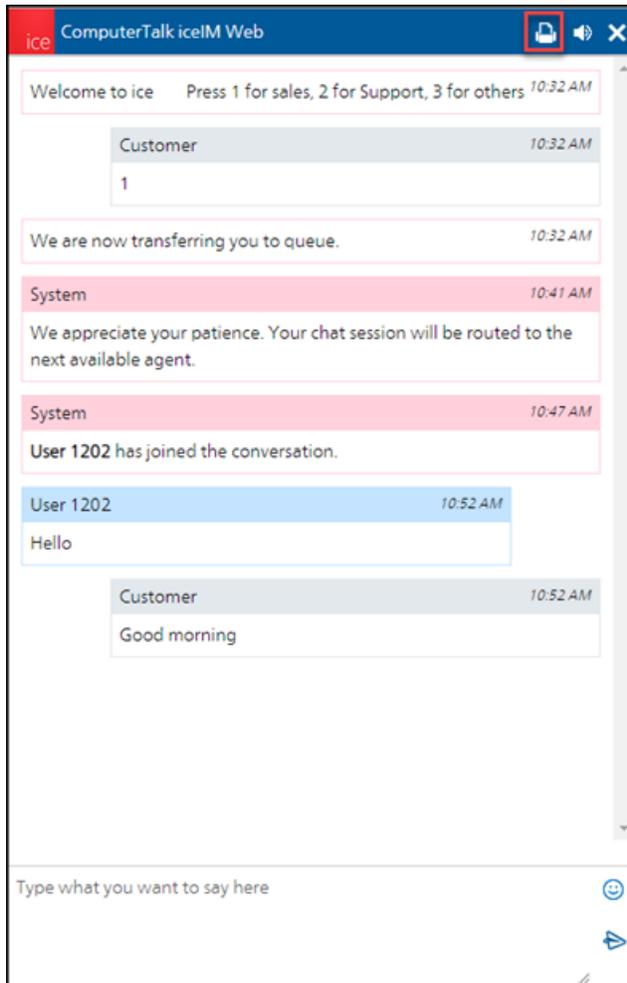


Chapter 2: The Chat Window

The chat conversation window has several features. Website visitors can print the chat transcript, and end the conversation.

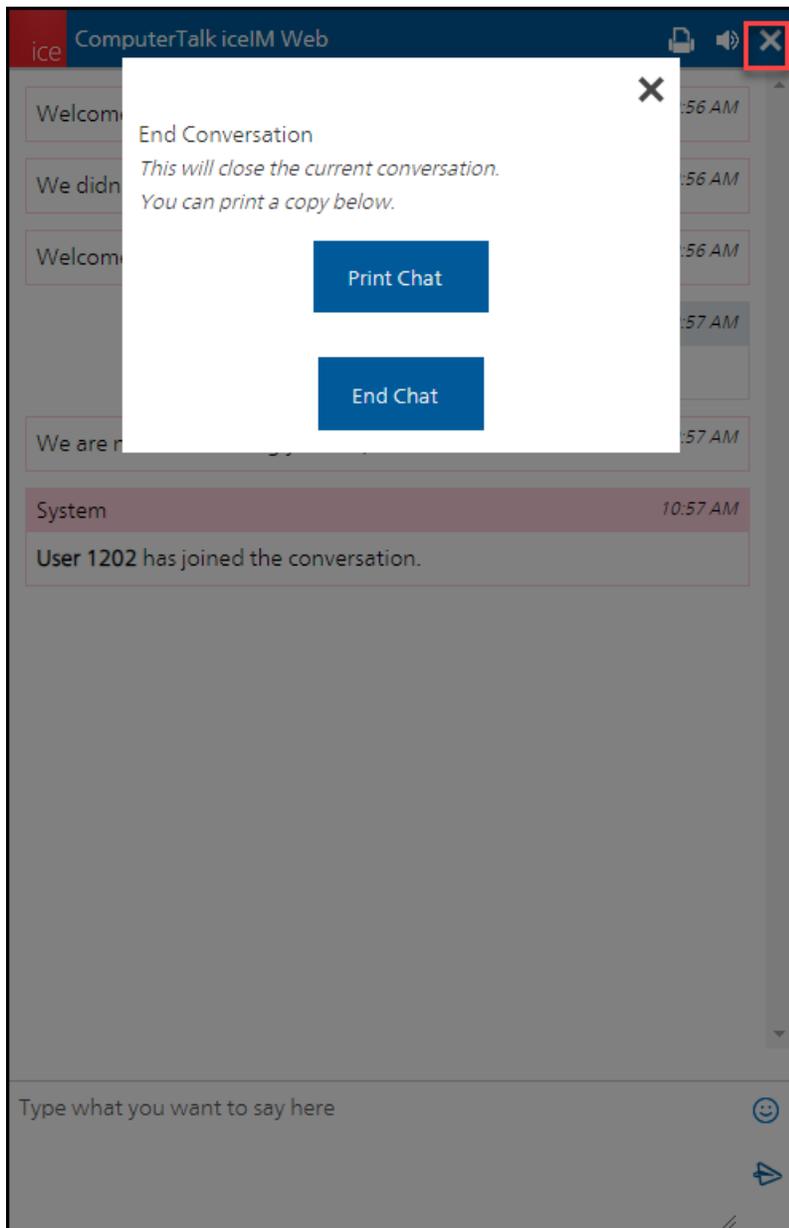
Print

Website visitors can print the transcript of the conversation by clicking the Print button located in the top menu.



End Chat

The End Chat button allows the website visitor to gracefully close off the conversation. Before ending the conversation they are given the opportunity to print the chat transcript.





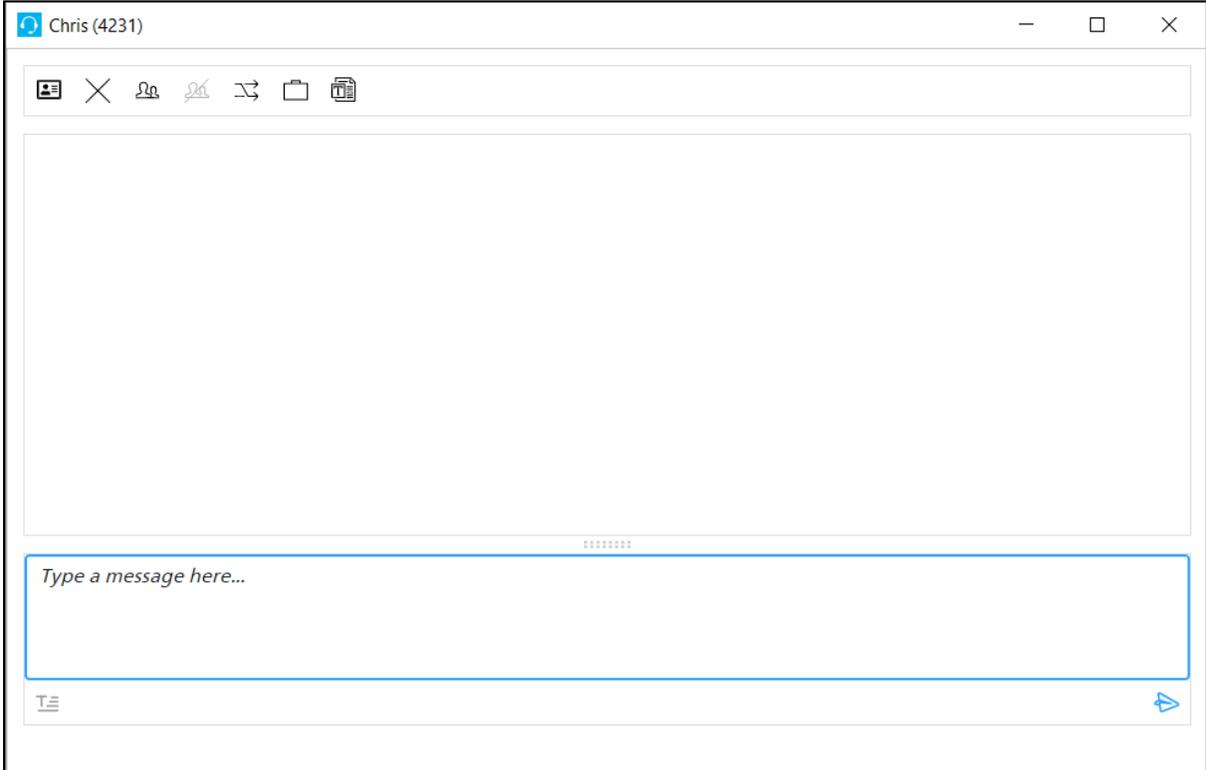
Chapter 3: icePhone Chat Client

The icePhone chat client allows agents to receive and handle interactions through one interface. Agents can handle and place chats from either the iceBar for Desktop or iceBar for Web without the use of a separate softphone, such as Teams.

To use the icePhone, ensure the icePhone class of service is enabled for chat contacts. For more information on how to configure the icePhone, please refer to the *iceAdministrator User Manual*.

Understanding the icePhone Chat Client

The icePhone chat client can be used to handle chat interactions. The client is composed of a content pane, where the chat conversations with your contacts are displayed and a set of buttons across the top of the client, to handle your contacts.



The bar of buttons across the top of the icePhone chat client window can be used to access additional contact handling functions.

icePhone Chat Client Buttons	
Button	Description
 Contact Data	Displays the contact data including: <ul style="list-style-type: none"> • Contact ID • State • Originator Name • Originator Address • Target Name • Target ID • Receiving Address

		• User Data
	Release	Releases the contact and places the user on-hook.
	Consult	Allows the user to consult with another user directly from the icePhone chat client.
	End Consult	Allows the user to end the consult directly from the icePhone chat client.
	Transfer	Allows the user to transfer the contact directly from the icePhone chat client.
	LOB	Allows the user to select LOB code(s) directly from the icePhone chat client.
	Canned Responses	Allows the user to open canned response in the icePhone chat client window.

Contact Data

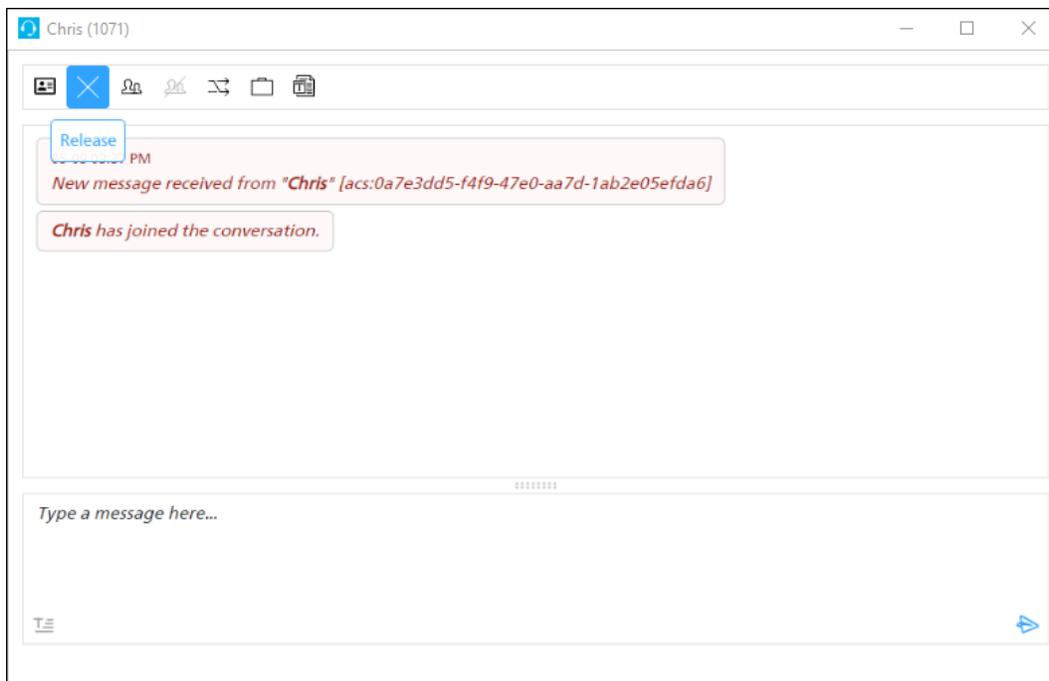
The contact data tab will display the contact ID, user data, originator name and address, target name and ID, receiving address, and user data. To close this tab, either click on the 'x' in the top right corner, or click the button again.

The screenshot shows the iceChat interface for a contact named 'Chris (1071)'. The main chat window displays a message received from 'Chris' at 05-09 03:37 PM, with the text: "New message received from 'Chris' [acs:0a7e3dd5-f4f9-47e0-aa7d-1ab2e05efda6]". Below this, a status message reads: "Chris has joined the conversation." The contact data tab on the right side of the window displays the following information:

- CONTACT DATA
- Contact ID: 1071
- State: On IM
- Originator Name: Chris
- Originator Address: acs:0a7e3dd5-f4f9-47e0-...f4f9-47e0-aa7d-1ab2e05efda6]
- Target Name: IM Queue
- Target ID: 7000
- Receiving Address: sip:13001-chata@comput...
- User Data: [edit icon]

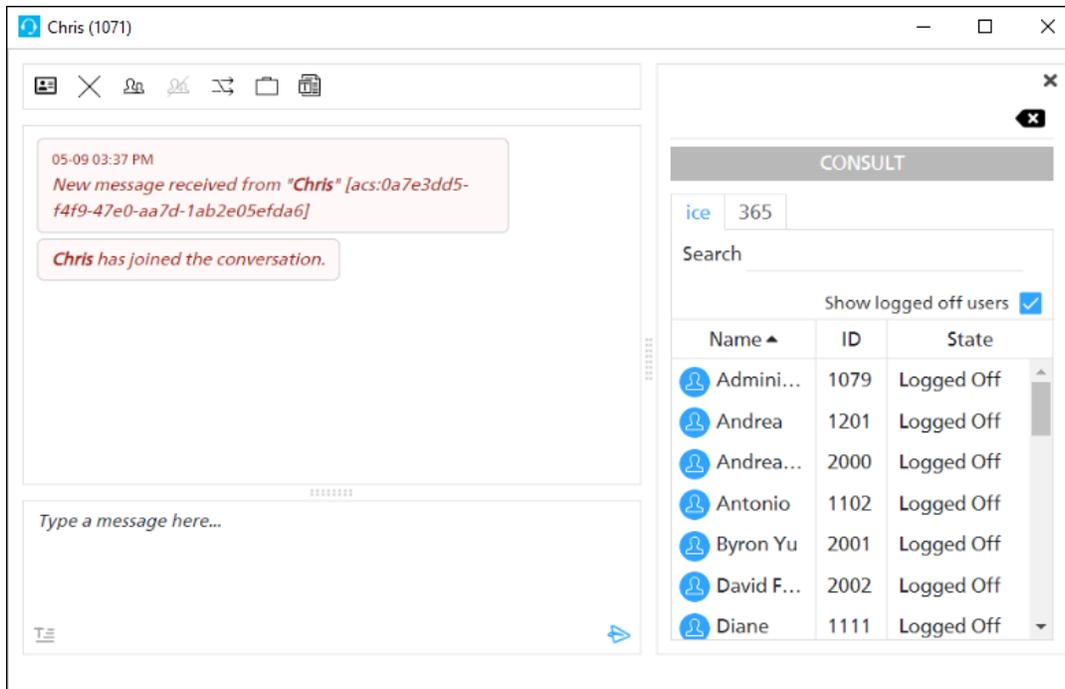
Release

The release button will release the contact and set the user on-hook.



Consult and End Consult

The consult button allows an agent to consult with an ice agent or any external IM address. When this button is selected, a new tab will open on the right side of the window with a text field to enter a sip address, the ice directory and if configured, the 365 tab. To close this tab, either click on the 'x' in the top right corner, or click the consult button again.



To consult a user:

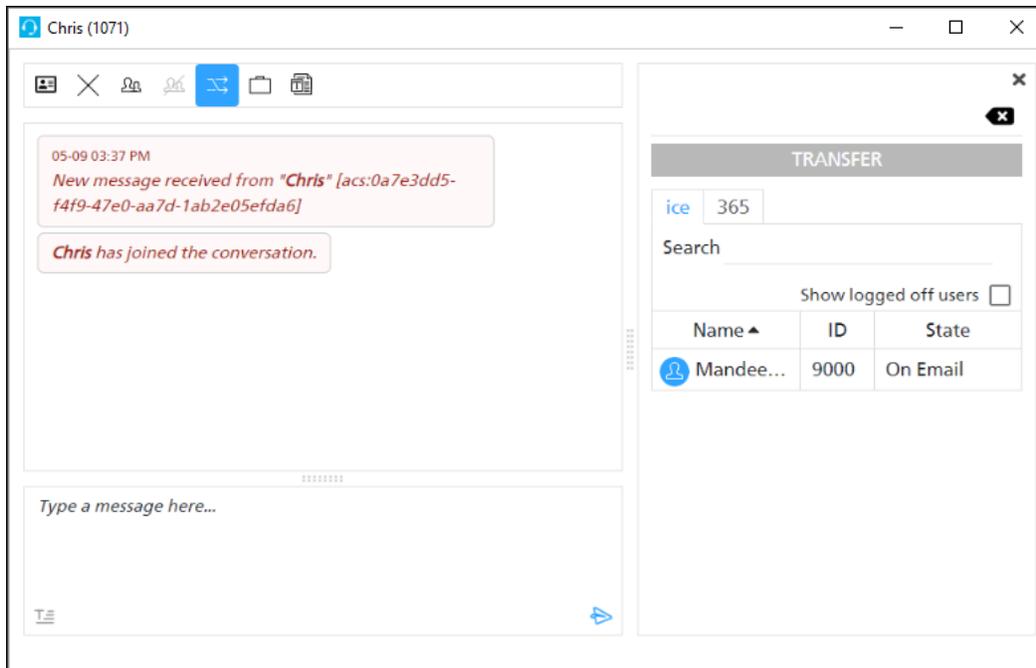
Step 1: Select the user or enter the sip address of the person you would like to consult.

Step 2: Click the Consult button. The consulting chat will be placed out.

To end the consult, click the End Consult button.

Transfer

The transfer button allows an agent to transfer the chat to another ice agent, 356 contact or any external IM address. When this button is selected, a new tab will open on the right side of the window with a text field to enter a sip address, the ice directory and if configured, the 365 tab. To close this tab, either click on the 'x' in the top right corner, or click the transfer button again.



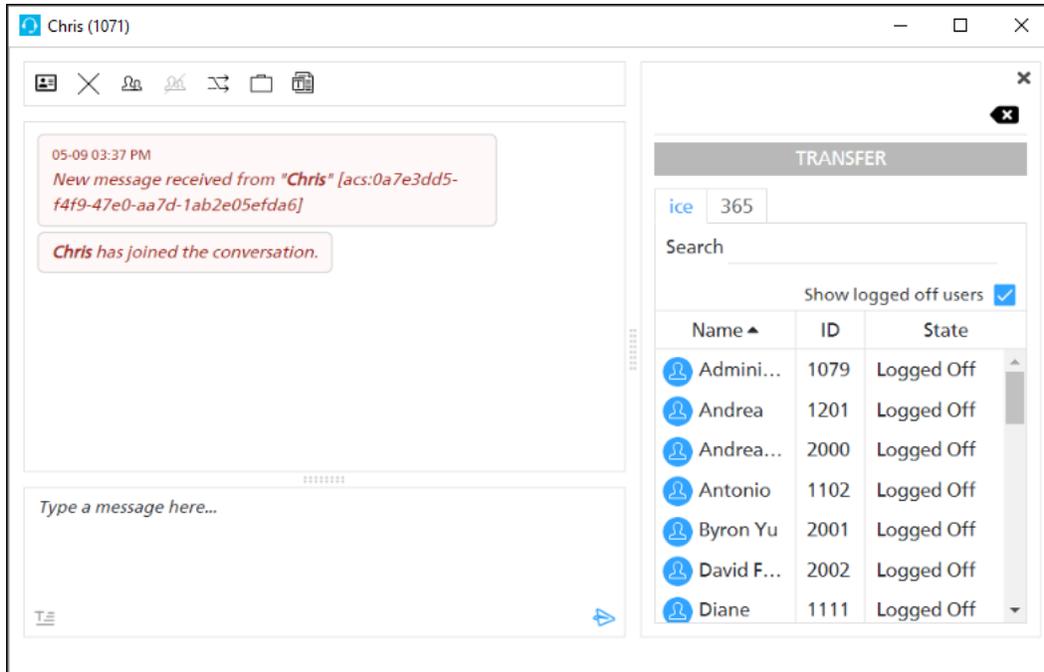
To transfer a call:

Step 1: Select the user or enter the sip address of the person you would like to transfer the chat to.

Step 2: Click the Transfer button. You will be put into wrap up mode if configured, or back into the ready state to handle your next contact.

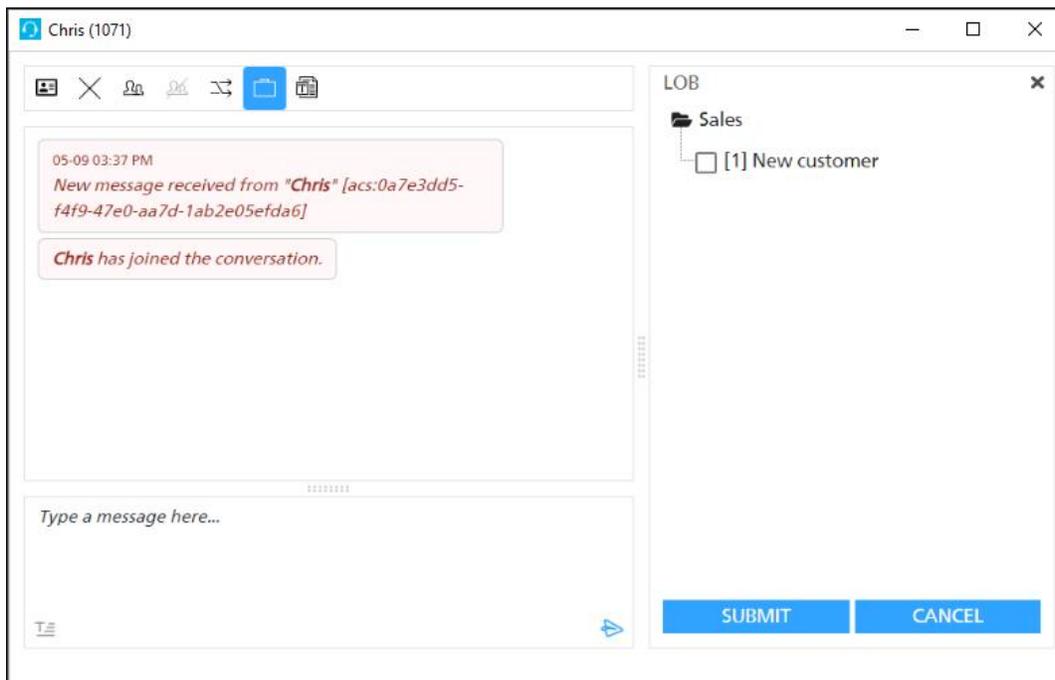
Line of Business (LOB)

The LOB button allows an agent to select the LOB code(s) for the contact. When this button is selected, a new tab will open on the right side of the window with a list of configured LOB codes. To close this tab, either click on the 'x' in the top right corner, or click the LOB button again.



Canned Responses

The canned responses button allows an agent to select a canned response to enter in the chat window. When this button is selected, a new tab will open on the right side of the window with a list of configured canned responses. To close this tab, either click on the 'x' in the top right corner, or click the button again.





Chapter 3: Handling IMs and Webchats

To handle IMs and Webchats, users must have Microsoft Teams installed on their workstation or have the icePhone enabled. Users must also be configured to handle IMs and Webchats in iceAdministrator. For information on how to configure users to handle IMs and other modalities, refer to the *iceAdministrator User Manual*.

Once the client is installed and configured and users log on to ice, IMs and Webchats will alert on their computers. A new Teams session or icePhone chat session is created for every chat and users will respond to the chat in the chat client.

When users are in a *Ready State*, they can receive an instant message (IM) from ice. The user State will change to *On IM* and the State Time refreshes to show how long the User has been in the new state. The website visitor will see “connected to support representative message” in their chat session.

If the *Allow Multi-Contact Handling* Class of Service is enabled, users can accept additional contacts from ice. The existing conversation window will not close and the user is able to pick up the next chat in the queue.

Receiving an IM from Queue

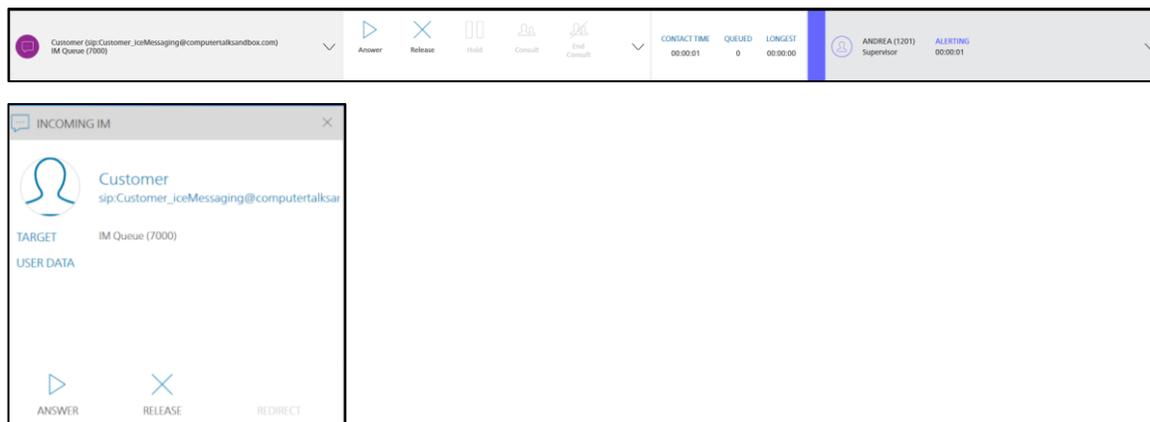
ice can be configured so that IM and Webchats are queued to a selected group of users. For example, your contact center may receive messages through a Live Chat button on your website. These are directed to the first available user in the IM queue.

Users in this IM queue can either be regular users set up to handle multiple modalities or they can be dedicated IM users set up to only handle IM contacts.

If users are logged on to a queue that receives IMs, they are notified of an incoming IM with the 'iceBar: Incoming IM' dialog box. If you are off-hook when the IM arrives, you will be notified by a beep in your headset.

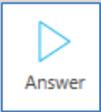
To receive an IM from the queue, users must be in a *Ready State*. When users receive a message, the 'iceBar: Incoming IM' dialog box appears.

Note: When users with Auto Answer Email or IM class of service enabled receive a contact, they will be presented with the Microsoft Teams toast window. The 'iceBar: Incoming IM' dialog box will not appear. Users will hear a beep in their headset before being presented with the chat session.



The table below describes the fields displayed on the 'iceBar: Incoming IM' window.

iceBar: Incoming IM	
Field	Description
Target	The IM queue to which the message has been sent.
User Data	Any data the IM sender may have entered.

iceBar: Incoming IM	
Field	Description
	'Answer' button. Once you click this button, ice routes the IM to Microsoft Teams. Clicking 'Answer' is only required if Auto Answer Email/IM class of service is disabled.
	'Release Call' button. ice sends the message back to queue.
Redirect To:	This option is greyed out. You cannot redirect incoming IMs.

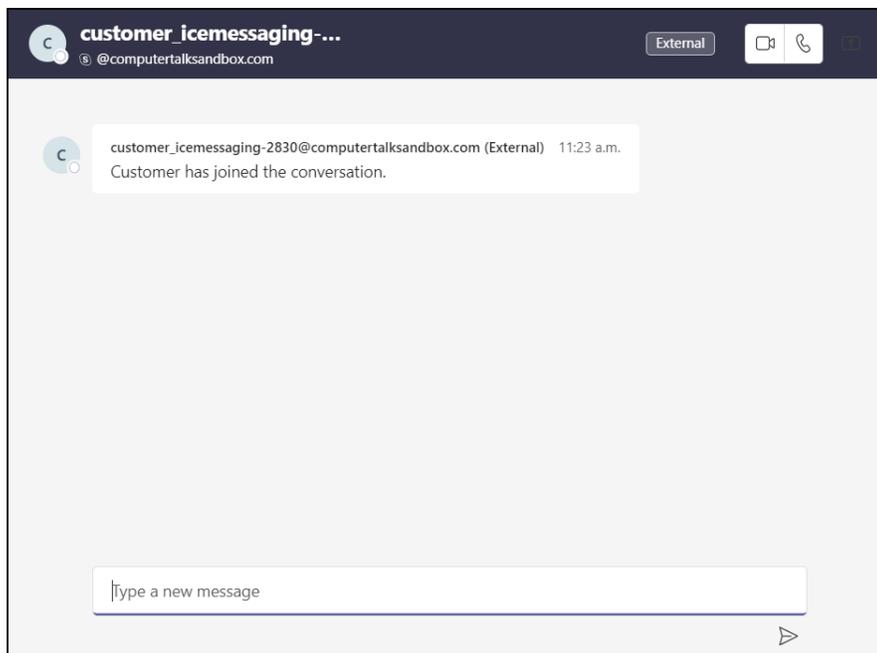
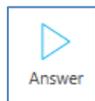
To handle the IM using Microsoft Teams:

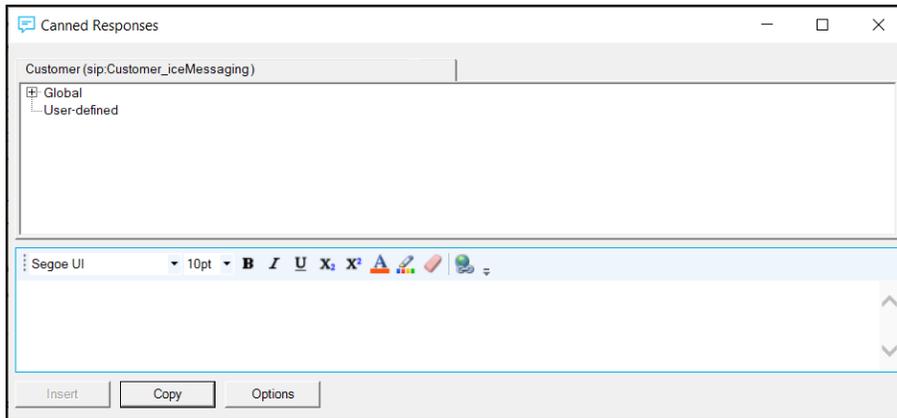
Note: Users who have Auto Answer Email/IM class of service should skip step 1 and proceed to step 2.

1. Click *Answer* on the '*iceBar: Incoming IM*' dialog box.

Notice the *Ready State* button changes to indicate you are in the *IM State*.

2. A Microsoft Teams session opens. If canned responses are configured, the canned responses list will open in a separate window.

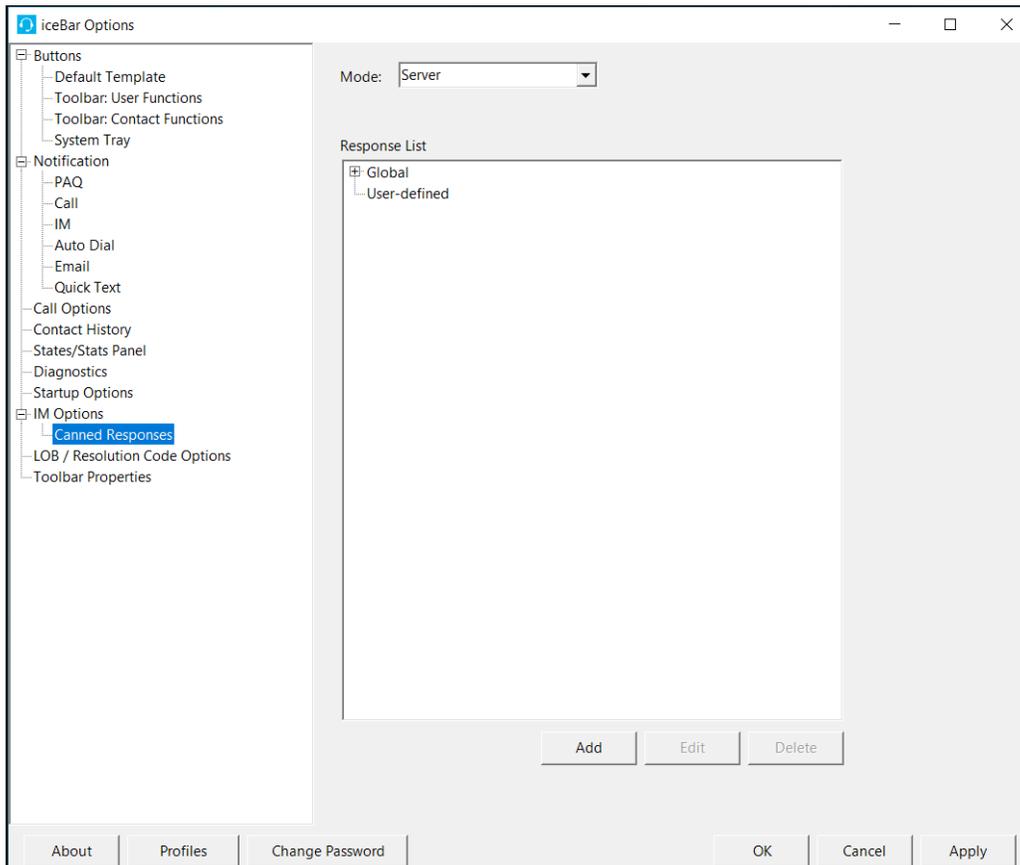




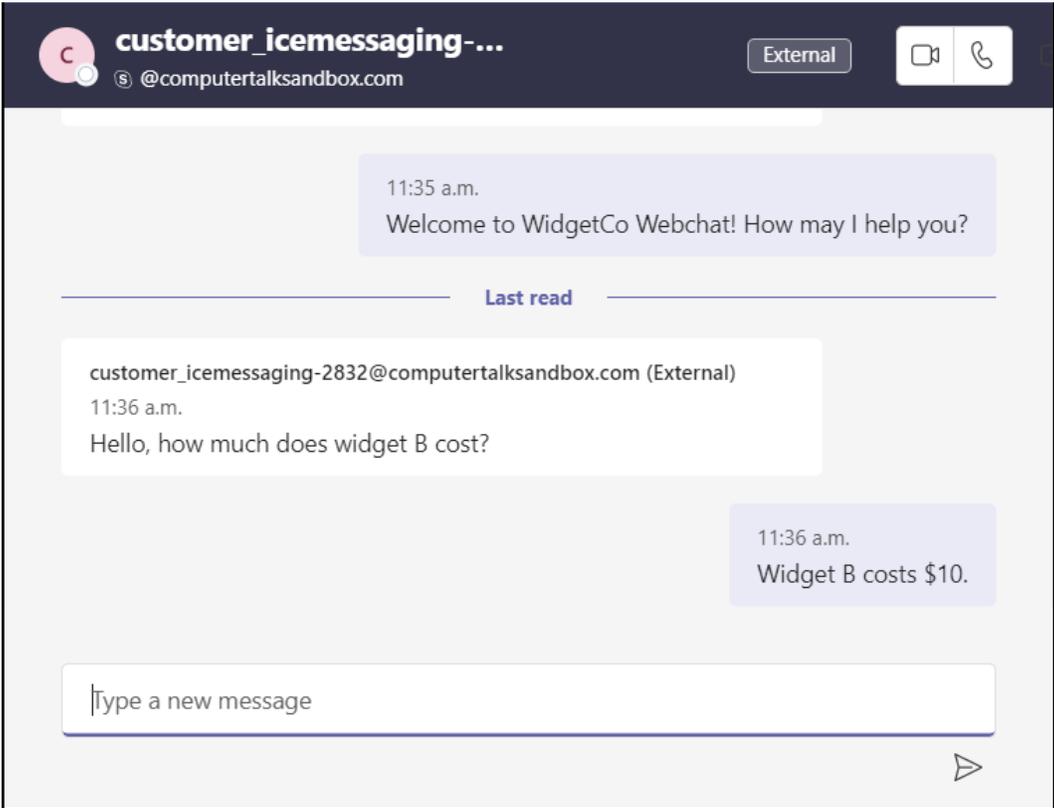
The IM content is located in the upper text box. To interact with the website visitor, users can type responses in the lower text box and hit the Enter key on their keyboard to send the message.

Alternatively, users can select a canned response to interact with the website visitor. To use canned responses, simply select it in the list and click Insert. Alternatively, you may double-click the entry and it will automatically appear in the conversation box.

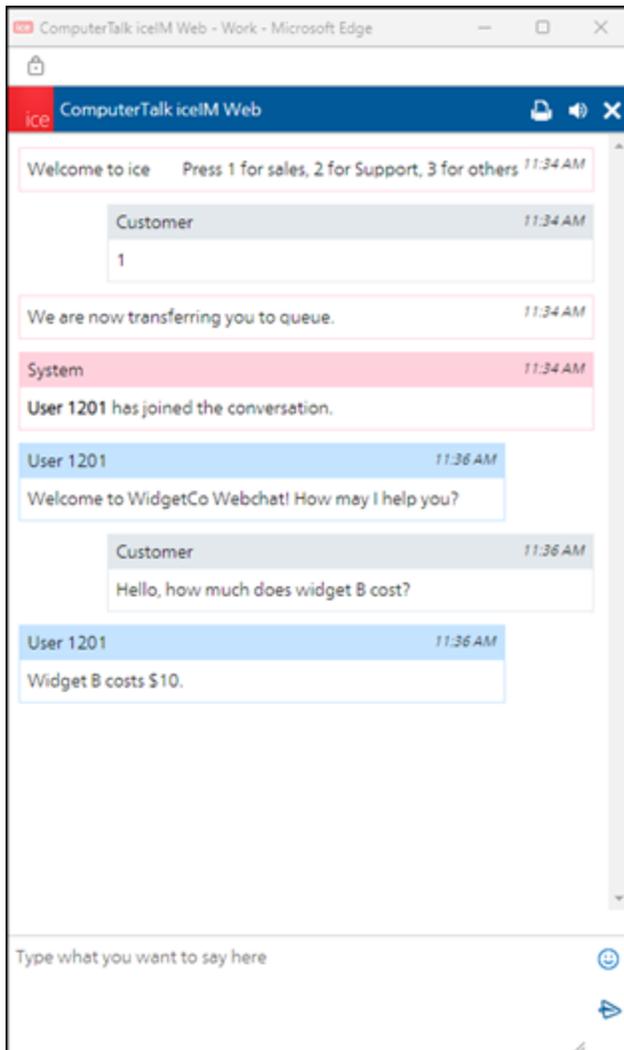
The list of canned responses can be configured for iceChat in the iceBar Options menu under IM Options - Canned Responses or within the iceManager settings page. For more information, refer to the *iceManager User Manual*.



The screenshot below shows what users see. On their desktop, users see iceBar, the conversation window, and a canned response list.



The screenshot below shows what the website visitor sees:



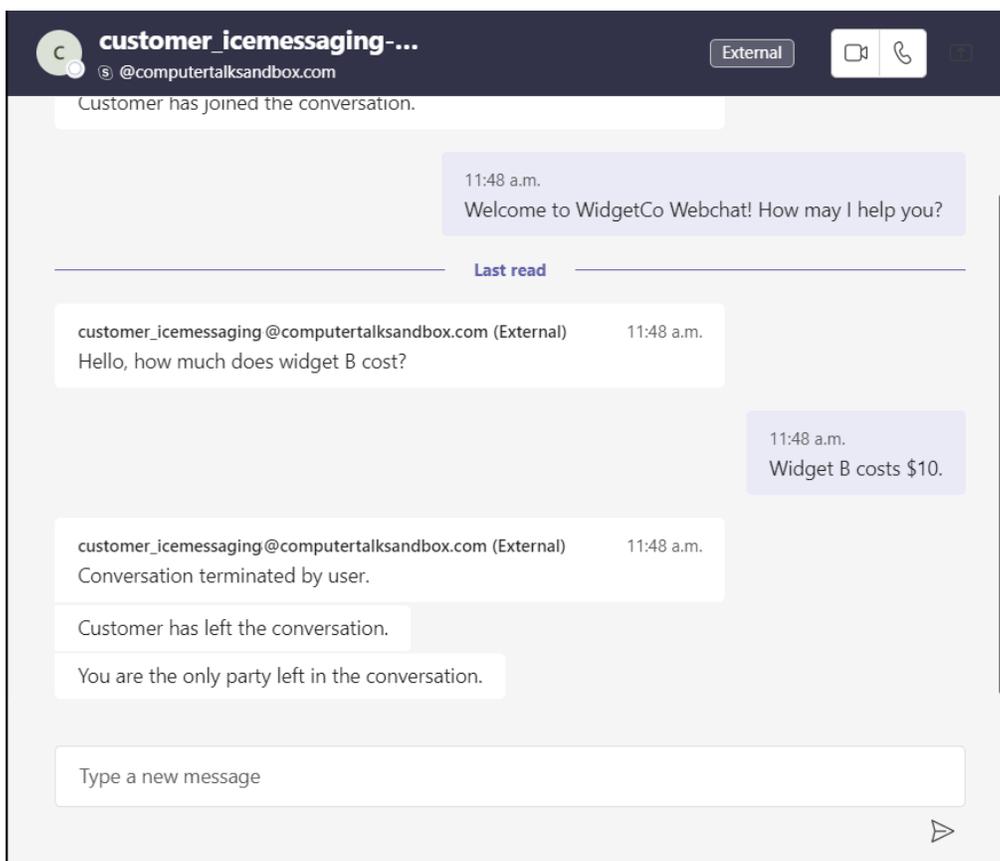
Note: Agent display names are configurable using the IM alias field in *iceAdministrator*. For more information, refer to the *iceAdministrator User Manual*.

3. Once users are finished with the conversation, they can end the contact by clicking on the release button on their iceBar.

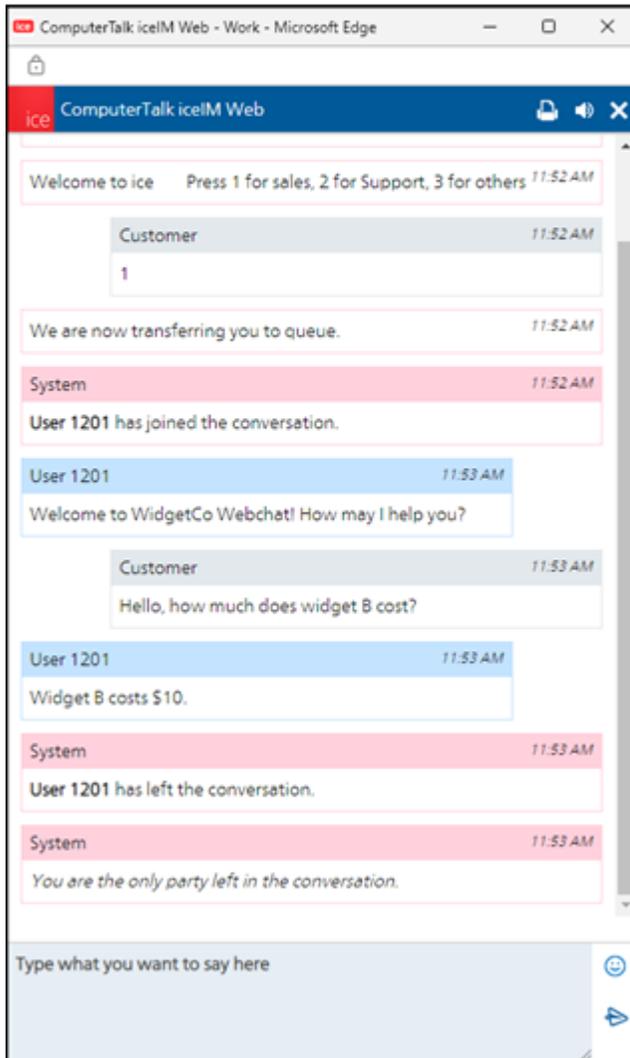
Users will automatically be put into the Ready state unless they have *Wrap Up* enabled.

Note: Users with the *Request to Select Next Contact* class of service feature will need to click *Request New Contact* to receive the next chat or pick the next contact in the queue.

If the website visitor ends the conversation, the user will receive a “The other party has left the conversation” message. This message can be modified to fit the needs of your contact center.



If the user ends the conversation first, the website visitor will receive a “The other party has left the conversation” message. This message can be modified to fit the needs of your contact center.

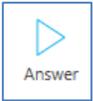


4. Users should click the *Ready* button to remove themselves from the IM state. They may also right-click the *Ready* button to move to the *Not Ready* state.

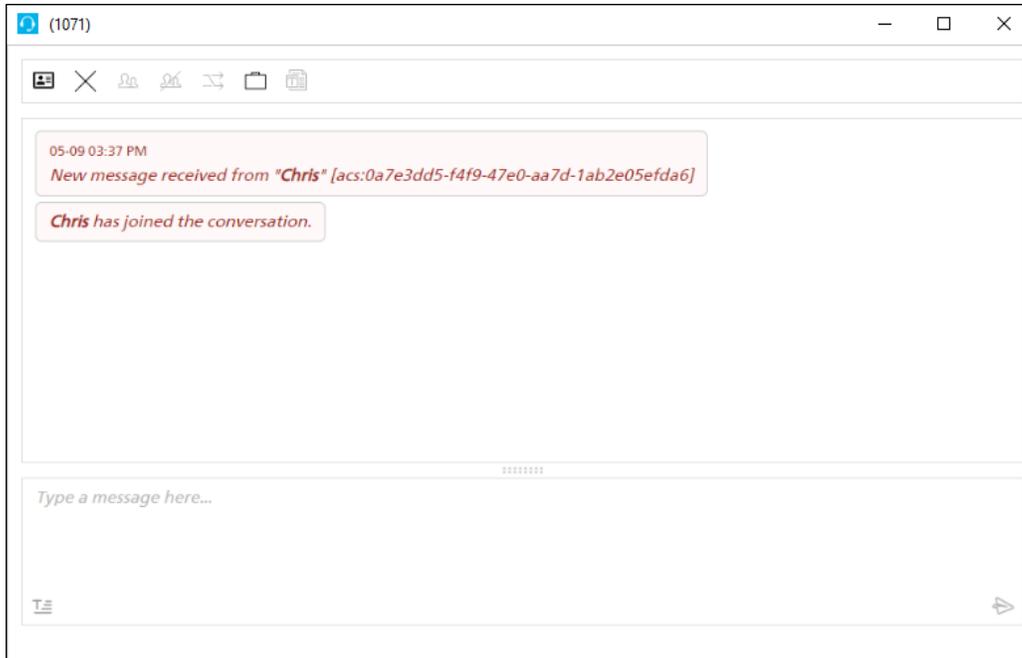
Note: This step is only necessary if *Wrap Up* is enabled or when Multiple IM Handling is enabled.

To handle the IM using the icePhone:

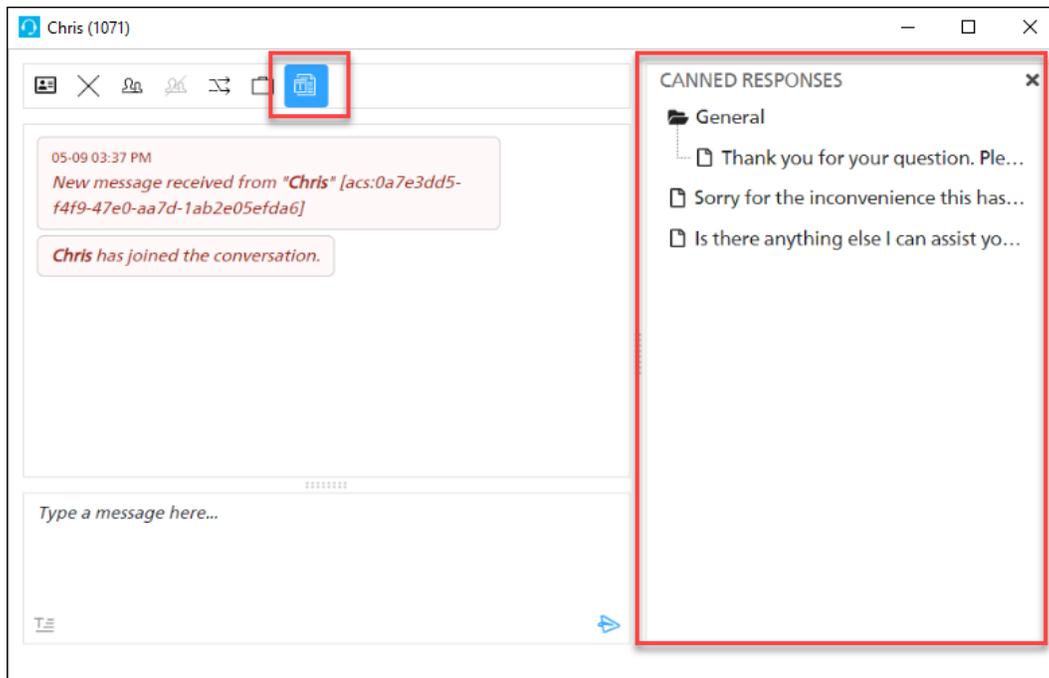
Note: Users who have Auto Answer Email/IM class of service should skip step 1 and proceed to step 2.



1. Click *Answer* on the 'iceBar: Incoming IM' dialog box.
Notice the *Ready State* button changes to indicate you are in the *IM State*.
2. An icePhone Chat session opens.



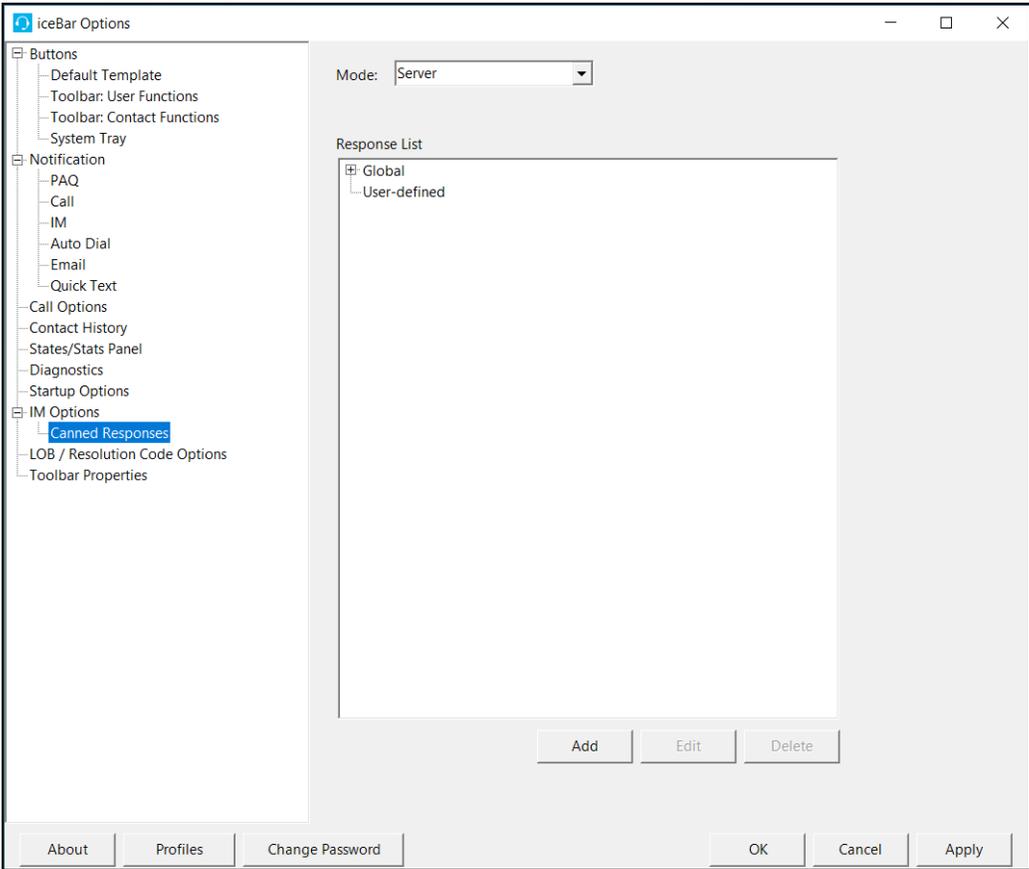
If canned responses are configured, they are accessible by clicking the canned responses button, highlighted in red below. The canned responses will open in a new tab within the chat window.



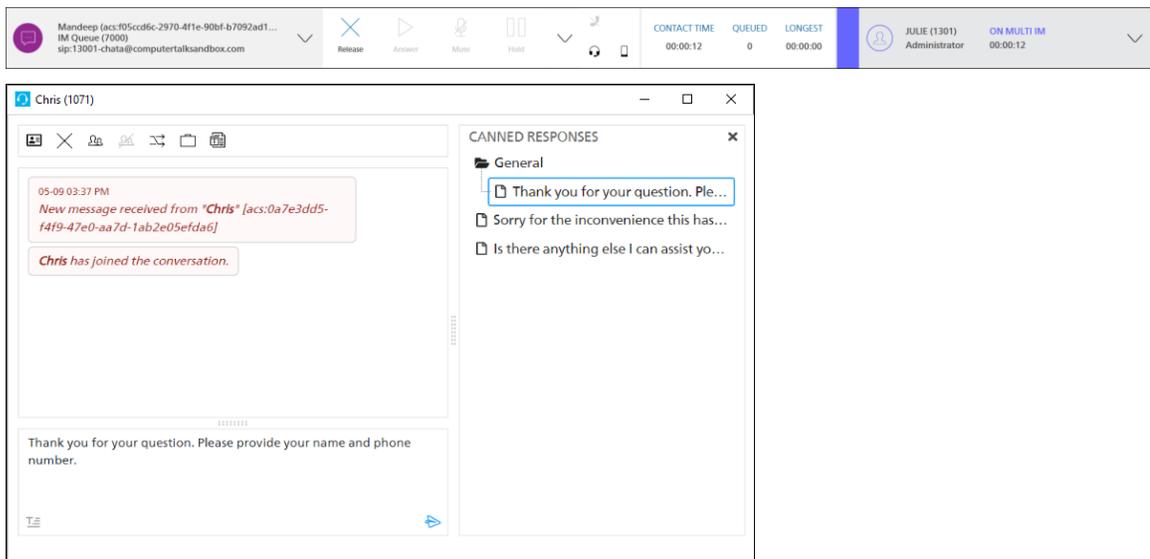
The IM content is located in the upper text box. To interact with the website visitor, users can type responses in the lower text box and hit the Enter key on their keyboard to send the message.

Alternatively, users can select a canned response to interact with the website visitor. To use canned responses, simply select it in the list and click send. Alternatively, you may double-click the entry and it will automatically appear in the conversation box.

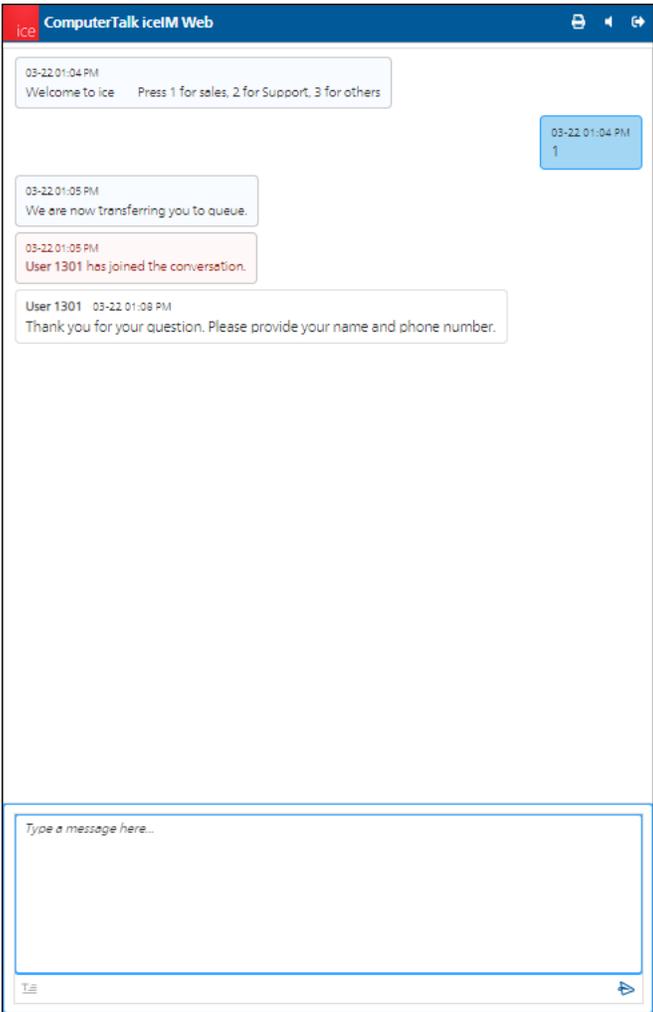
The list of canned responses can be configured for iceChat in the iceBar Options menu under IM Options - Canned Responses or within the iceManager settings page. For more information, refer to the *iceManager User Manual*.



The screenshot below shows what users see. On their desktop, users see iceBar and the conversation window.

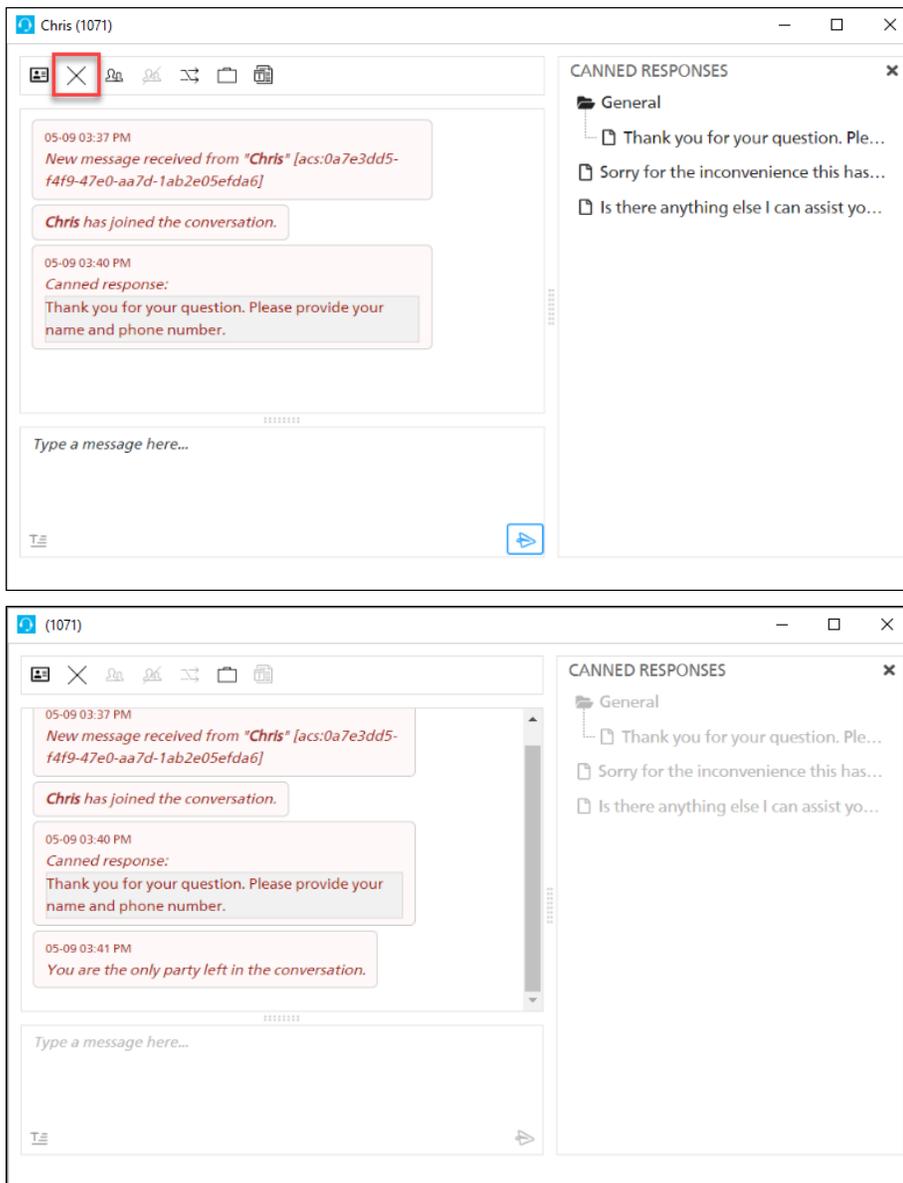


The screenshot below shows what the website visitor sees:



Note: Agent display names are configurable using the IM alias field in iceAdministrator. For more information, refer to the *iceAdministrator User Manual*.

- Once users are finished with the conversation, they can end the contact by clicking on the release button on their iceBar or in the chat window.

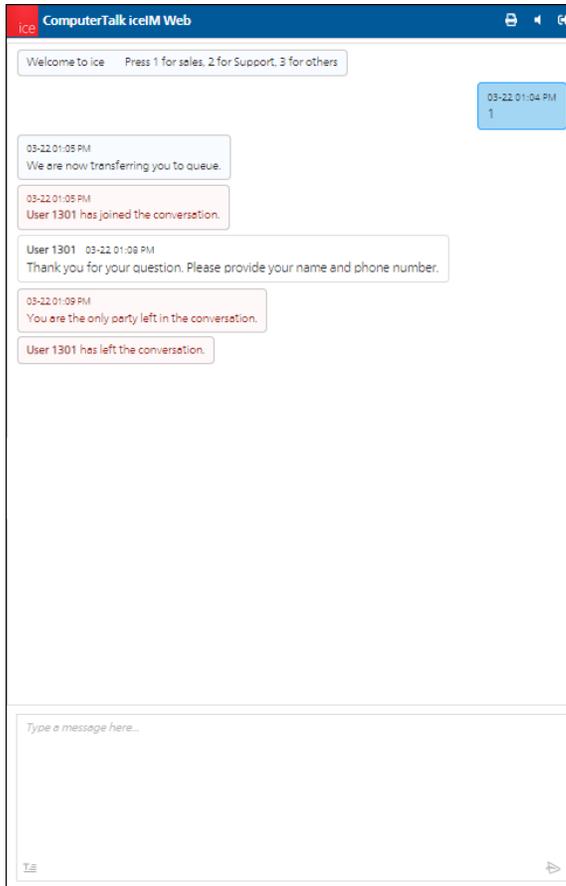


Users will automatically be put into the Ready state unless they have *Wrap Up* enabled.

Note: Users with the Request to Select Next Contact class of service feature will need to click *Request New Contact* to receive the next chat or pick the next contact in the queue.

If the website visitor ends the conversation, the user will receive a "The other party has left the conversation" message. This message can be modified to fit the needs of your contact center.

If the user ends the conversation first, the website visitor will receive a “The other party has left the conversation” message. This message can be modified to fit the needs of your contact center.



4. Users should click the *Ready* button to remove themselves from the IM state.

They may also right-click the *Ready* button to move to the *Not Ready* state.

Note: This step is only necessary if *Wrap Up* is enabled or when *Multi-Contact Handling* is enabled.

Accessing Statistics

IM statistics are tracked the same way voice calls and emails are tracked. IM statistics appear in all contact-related reports. For more information, refer to the *iceReporting User Manual*.

iceJournal can be used to review IM transcripts and high-level information about a specific IM interaction. For more information, refer to the *iceManager User Manual*.



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