computertalk ice

What's Changed in ice 15

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What's Changed in ice for server version 15

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Introduction

This document introduces the new features in ice 15 and a summary for what has changed. For more information on specific settings and features, please refer to the User Manuals accessible in the iceManager Help Center, or the release notes.

iceManager

This section will review the changes made in iceManager.

Permissions Structure

The new permissions structure found in Configuration Groups allows administrators to limit and specify permissions for contact information in iceManager. This allows administrators to assign contact permissions with more flexibility, by user type, team, or a select group of users through their assigned configuration group. For more information on Configuration Groups, please refer to the *iceManager User Manual*.

The new permissions are summarized in the table below.

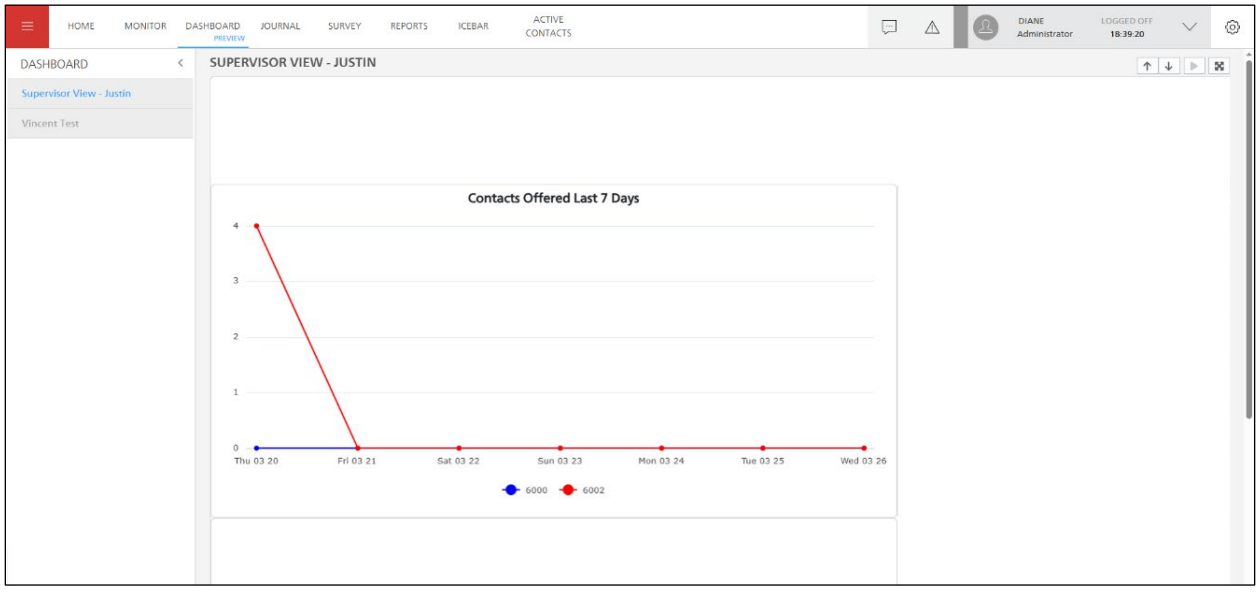
Contact Permissions	
Voice & Transcript	Set the view, download and purge permissions for accessing voice recordings and transcripts in journal. Options include: • All: Provides the specified permission to all users within the configuration group. • All Assigned: Allows access to all segments that were handled in the user's assigned queues. • Participating: Allows access to every segment in which the user is a participant, or where the user has a supervisory relationship to a participant (team lead, supervisor, or administrator). • Related: Allows access to every segment in which the user is a participant, and every segment where there is a relationship. This would give agents access to segments of contacts they were consulted on that they did not participate in, or segments of contacts that are linked through Related Contacts that they did not participate in.

	• None: Restricts the specified permission for all users in the configuration group. • Inherit: Forces the system to look at a parent configuration group that a user is also part of. If the user is not part of another configuration group, the system will use the Default Config Group settings.
Screen Recording	Set the view, download and purge permissions for accessing screen recordings in journal. Options include: All, All Assigned, Participating, Related, None and Inherit.
Contact Attachment	Set the view, download and purge permissions for accessing chat contact attachments in journal. Options include: All, All Assigned, Participating, Related, None and Inherit.
Instant Message	Set the view, download and purge permissions for accessing instant message transcripts in journal. Options include: All, All Assigned, Participating, Related, None and Inherit.
Email	Set the view, download and purge permissions for accessing email transcripts in journal. Options include: All, All Assigned, Participating, Related, None and Inherit.
Contact Insights Field	
Field Name	Set the view permissions for each configured contact insights field in journal. Options include: • All: Provides the specified permission to all users within the configuration group. • All Assigned: Allows access to all segments that were handled in the user's assigned queues. • Participating: Allows access to every segment in which the user is a participant, or where the user has a supervisory relationship to a participant (team lead, supervisor, or administrator). • Related: Allows access to every segment in which the user is a participant, and every segment where there is a relationship. This would give agents access to segments of contacts they were consulted on that they did not participate in, or segments of contacts that are linked through Related Contacts that they did not participate in.

	• None: Restricts the specified permission for all users in the configuration group. • Inherit: Forces the system to look at a parent configuration group that a user is also part of. If the user is not part of another configuration group, the system will use the Default Config Group settings. **Note:** Inherit in the default configuration group is different from all other created configuration groups. In the default configuration group, inherit means applying the pre ice 15 permissions. In other words, the permissions will continue to be user based. For example, users can only listen to call recording segments that they participated in. Team Leads can only listen to call recording segments for users belonging to their team(s). Supervisors can only listen to call recording segments for users with whom they share a common queue. Administrators can listen to all call recordings.

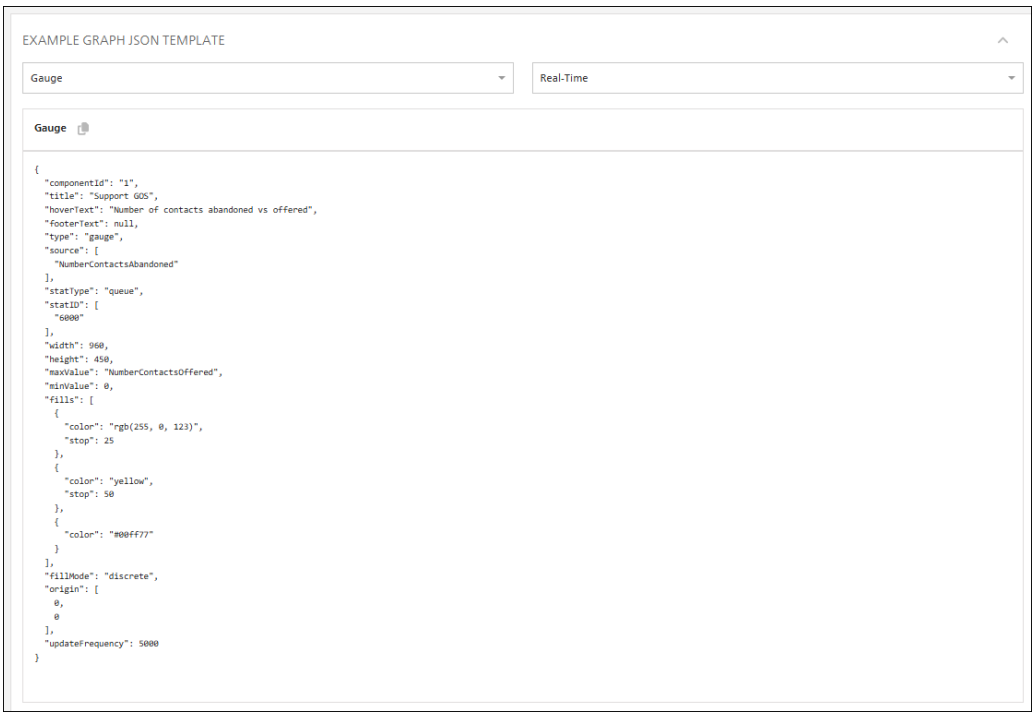
Dashboards

Ice 15 introduces dashboards, which can be viewed within the new Dashboard tab in iceManager. Administrators may add and edit dashboards which are made up of dashboard components that each represent a single statistic for the switch. The supported components are gauge, pie graph, single value, bar graph, and line graph.



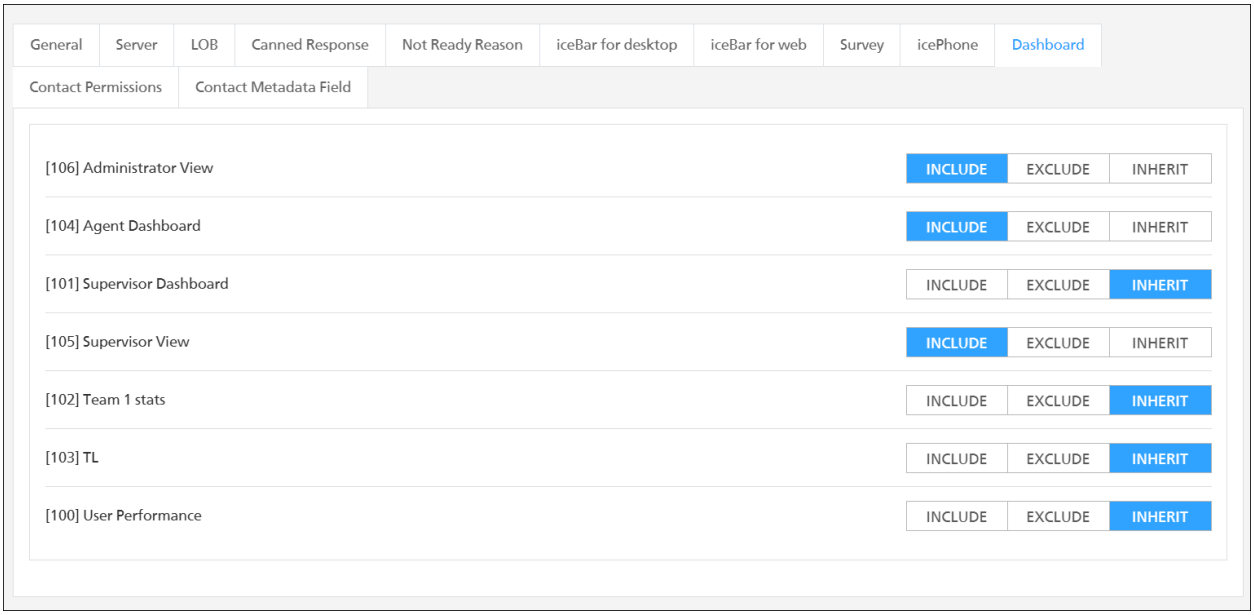
A dashboard configuration is a JSON document that is editable in iceManager settings and assigned to users through configuration groups. They can be deep-linked and support iceManager's themes (light, dark, contrast).

While dashboards are created through JSON, ice provides an Example Graph JSON Template to support the configuration of your dashboards.

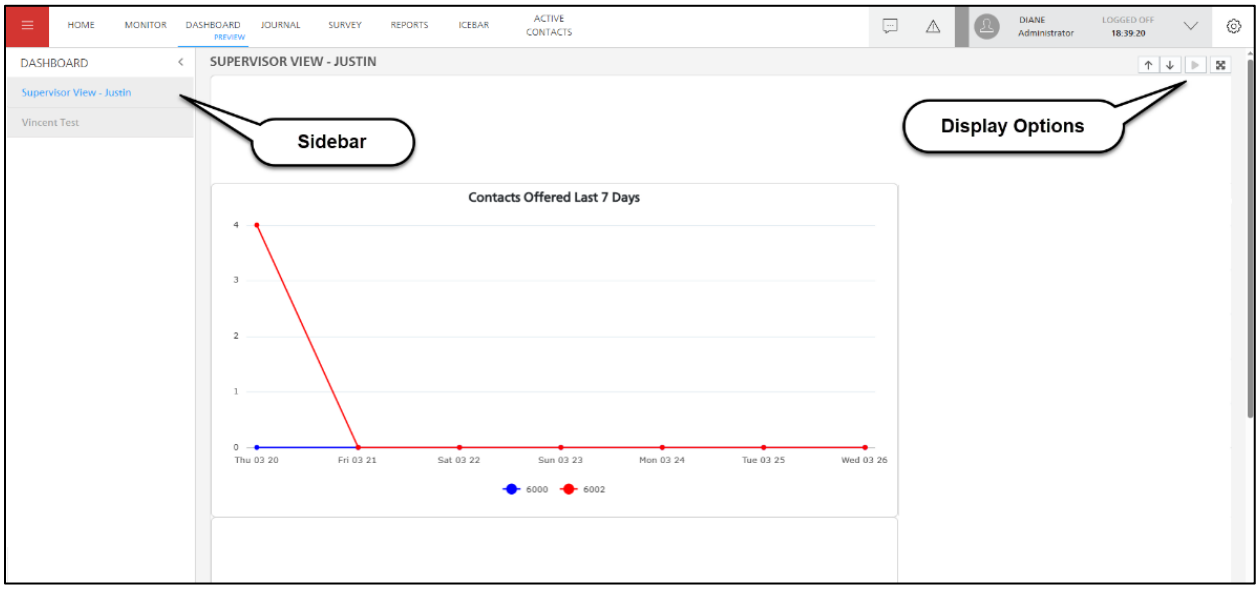


Dashboards can be configured to display in a rotation on a set interval. They can also be individually selected to display your preferred dashboard configuration.

Administrators can assign view access to users through *configuration groups* in iceManager settings. To provide access to all the users in a configuration group, select the Dashboard tab and select the *Include* button next to the applicable dashboard. For more information, please refer to the *iceManager User Manual*.

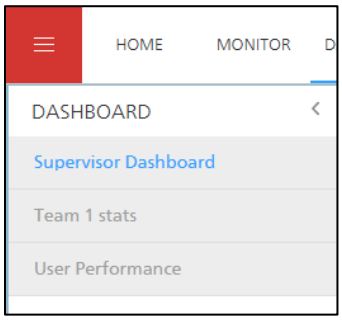


After enabling the dashboard in *configuration groups*. You will be able to see it on the Dashboard tab. The Dashboard tab contains the following components:

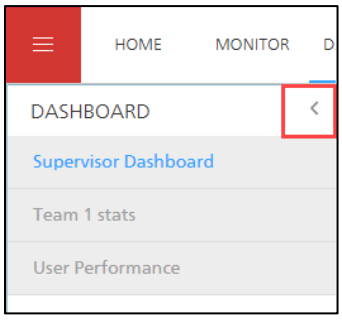


Sidebar

Enabled dashboards will be visible on the sidebar to view.



Similar to iceMonitor, you may expand or collapse the sidebar by clicking the *Toggle Sidebar Panel Dashboard* button.



If collapsed, your sidebar will display the short name configured for the dashboard:

Navigation Buttons

You can use the navigation buttons in the top right corner to configure which dashboard is being displayed on your Dashboard tab.

Button	Description
Previous	Displays the previous dashboard.
Next	Displays the next dashboard.
Toggle Rotation	If toggle rotation is enabled, the button will turn blue, allowing different dashboards to rotate on the page. The rotation interval timer is set in the dashboard settings. If toggle rotation is disabled, the button will be grey, and will only display one dashboard.
Toggle Full Screen	Enters the full screen mode. To exit full screen, click the Toggle Full Screen button again or use the ESC button on your keyboard.

For more information on how to configure a dashboard, please refer to the *iceManager User Manual*.

Dashboard Rotation Interval Field

The default value for the Dashboard Rotation Interval (seconds) is 60.

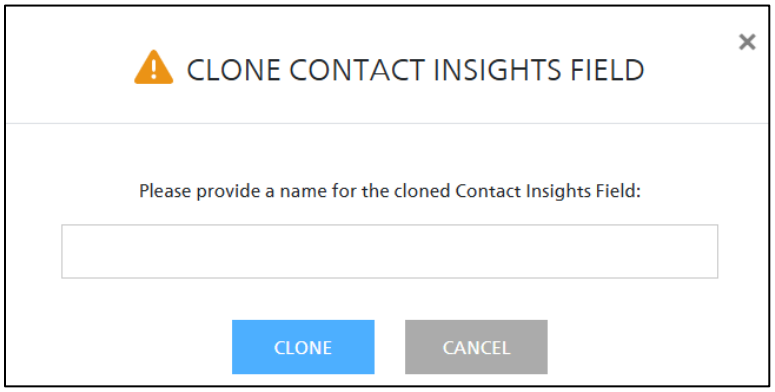
You can input a max of 6 digits in the Dashboard Rotation Interval field. If you input a number higher than 6 digits and save your changes, the value will default to 999999.

Contact Insights Framework Updates

In ice 15, Contact Metadata has been renamed to Contact Insights to better reflect the purpose of the feature.

Cloning

Contact insights jobs can now be cloned to facilitate the creation of additional contact insights jobs. In ice 14, contact metadata framework was introduced, allowing users to create contact metadata fields and jobs. However, this process required contacting ComputerTalk to configure the Azure OpenAI settings. In ice 15, the clone option has been added to newly created jobs. This allows users to clone an existing job (excluding the built-in ice jobs), which will clone all job settings including the Azure OpenAI settings. This eliminates the need to contact ComputerTalk for each newly created job.



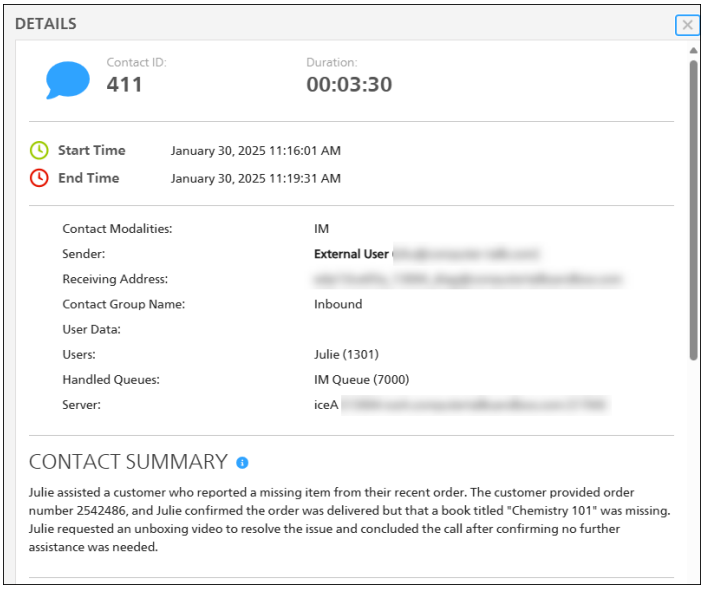
Note: Transcription & Summarization GenAI jobs are included in the platform. Additional GenAI jobs will incur usage-based charges calculated by tokens used. By initiating extra jobs, users agree to accept these charges, with rates subject to change.

Virtual Workflow Jobs

In ice 15, virtual workflow jobs support voice and IM contacts.

Summary for IMs and Emails

In ice 15, the contact summary job has been extended to support IM and Email contacts. Using the same contact summary job, you can generate AI summaries for your various contact modalities.



The IM and email contact modalities are now supported for all Azure AI jobs.

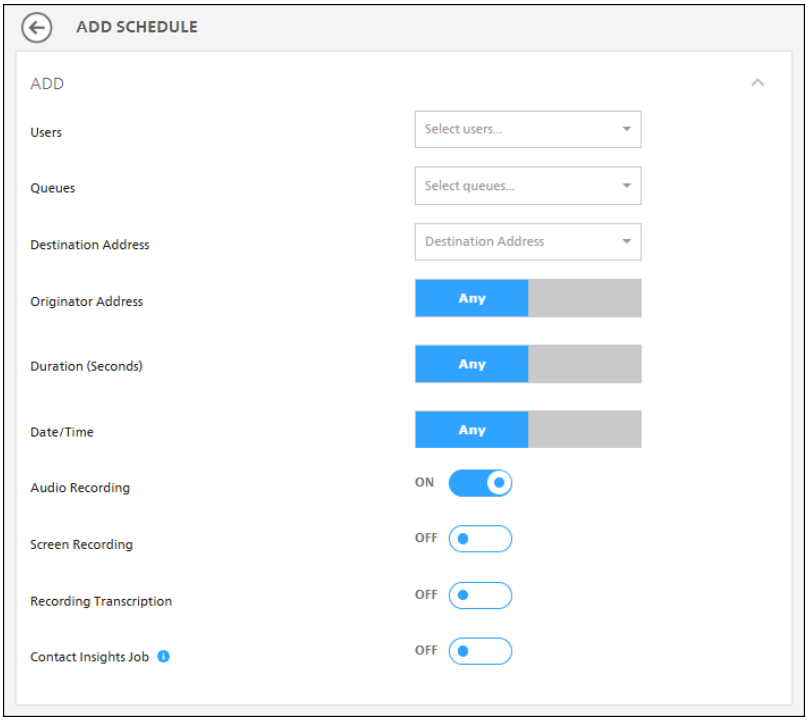
Audio Messages

When using the TTS option to generate speech, ice will now remember your selected TTS voice settings (language, gender, and voice) the next time you generate TTS.

The TTS script has a limit of 4000 characters.

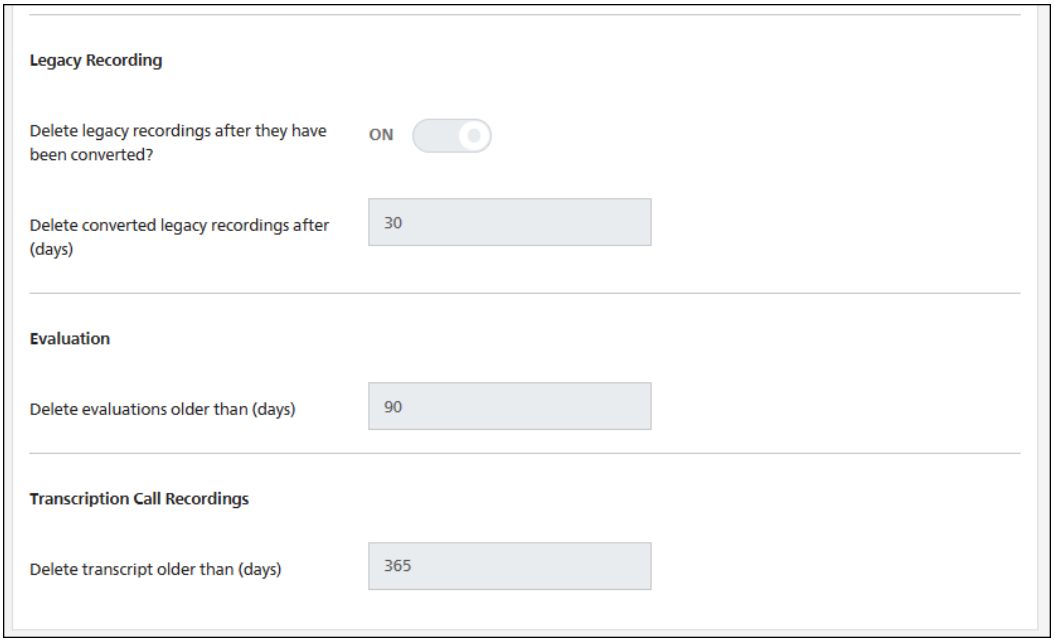
Schedules

In ice 15, there are two new settings in schedule options: Recording IM and Recording Email. In addition to selecting voice recordings, IM and email transcripts can be set to record for specific parameters.



Purging Settings

A new setting *Transcription Call Recordings* has been added to the Archiving and Purging settings. This setting allows administrators to set the amount of time in days to retain transcripts of call recordings.



Real-Time Transcription

In ice 15, we have introduced real-time transcription. This allows calls to be transcribed in real-time. This information can be used in the workflow to configure the information that is presented to support agents while handling contacts. For more information, see the new workflow actions in the section below.

Auto SSO

The new Auto SSO setting found in Core Settings, is only accessible to Global Administrators.

This setting can be enabled to remove ice authentication as a log on option. You may enable this when users are configured for single sign-on.

Microsoft Graph Core Settings

In ice 15, iceBar for Desktop and iceBar for Web have been enhanced with the ability to return personal outlook contacts wit the Microsoft Graph API. The following new settings allow Global Administrators to configure the graph search options.

Include Personal Contacts
If this setting is enabled, personal contacts (contacts under Outlook People) will be included in the search results.

Exclude Duplicate
If this setting is enabled, the search results will not display duplicate contacts.

Disable Web iceBar on Login

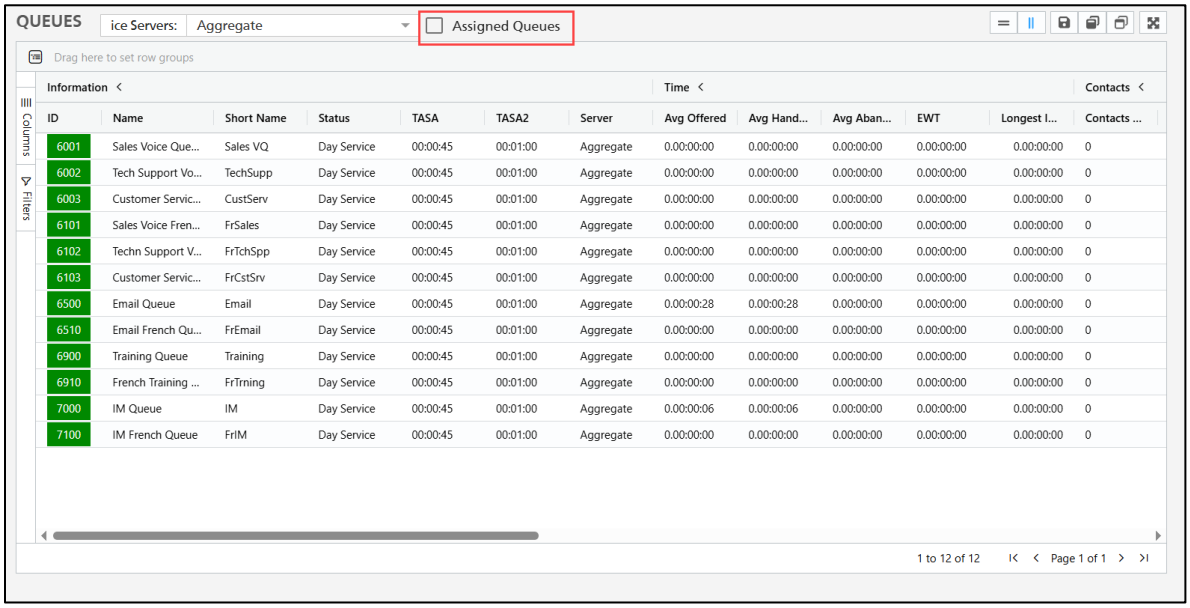
The Disable Web iceBar on Login can be found in the Configuration Group Settings in iceManager. This setting determines whether this configuration group has access to iceBar for Web upon logging in. With this enhancement, administrators can disable iceBar for Web for agents who primarily use iceBar for Desktop. This will reduce duplicate iceBar alerts across the two iceBar platforms.

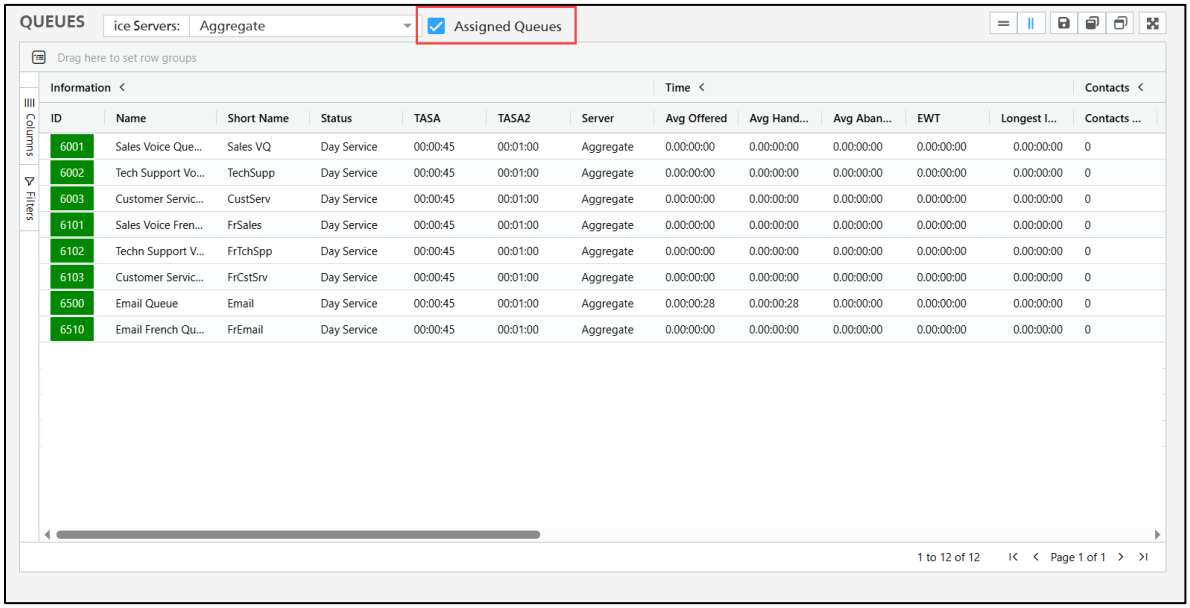
Note: If *Enable web iceBar* has been disabled, this setting will be hidden.

iceMonitor

Show Assigned Queues in your Queues Gallery

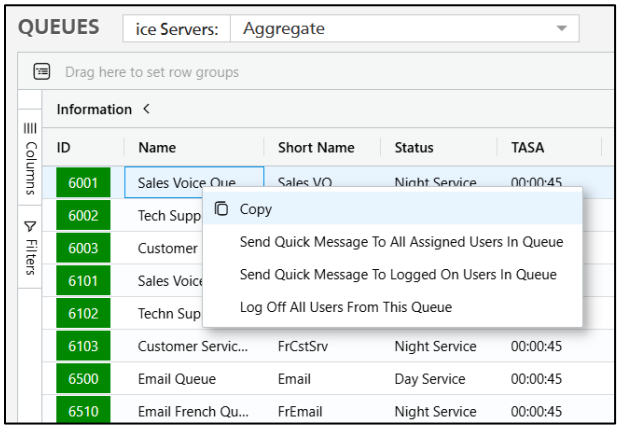
In ice 15, users can easily configure the iceMonitor queues grid to only display their assigned queues by enabling the Assigned Queues checkbox.





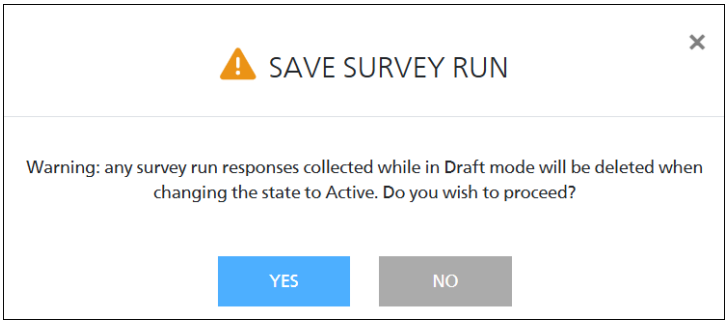
Copy

The new right-click menu option “Copy” allows users to copy the contents of the field onto their clipboard.



iceSurvey

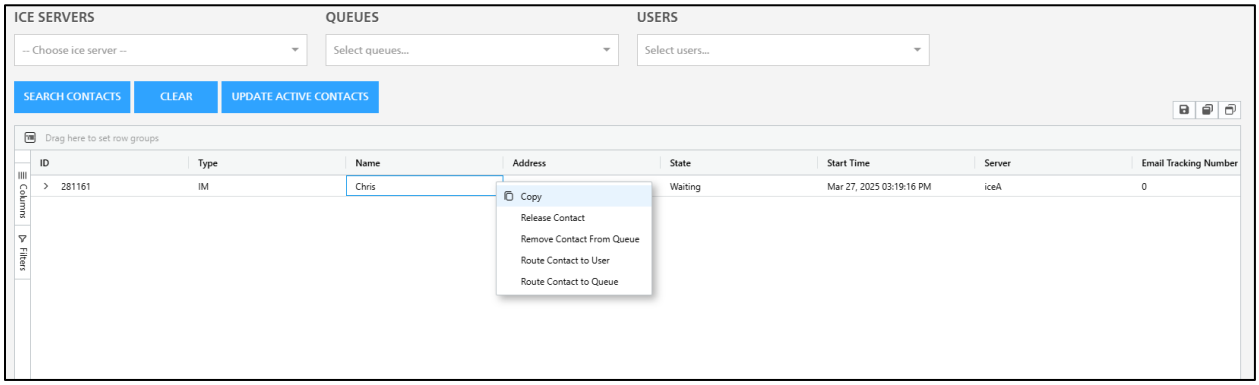
A warning message has been added to remind users that switching a survey run from the draft state to the active state will delete the existing responses they have collected in draft state.



Active Contacts

Copy

The new right-click menu option “Copy” allows users to copy the contents of the field onto their clipboard.



Workflow Action Updates

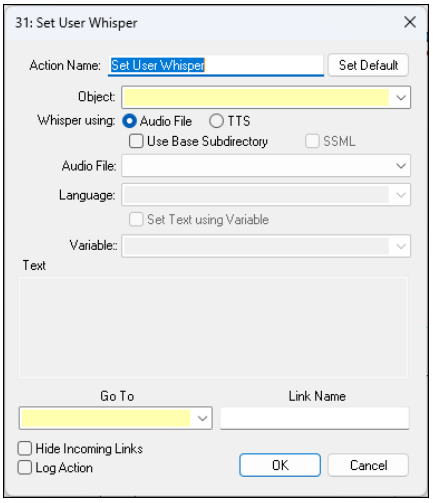
Adaptive Card Screen pop

In ice 15, we have extended the workflow-driven screen pop introduced in ice 14 by adding support to send content to iceBar through Microsoft Adaptive Cards. Adaptive cards can be leveraged with real-time transcription to provide support for agents handling contacts.

Adaptive cards are supported for both iceBar for Desktop and iceBar for Web.

Speak and whisper actions

An “SSML” checkbox has been added to the Speak and Whisper workflow actions to indicate if the text should be compiled as SSML.



Record Audio File action

An update was made to the Record Audio File workflow action to make the recording beep optional.

Real-Time Transcription

In ice 15 we have added support for real-time continuous background speech recognition, per participant.

A virtual workflow can be triggered on agent alert to invoke the new workflow action Attach Transcriber, to send audio stream from the participant to the transcription service.

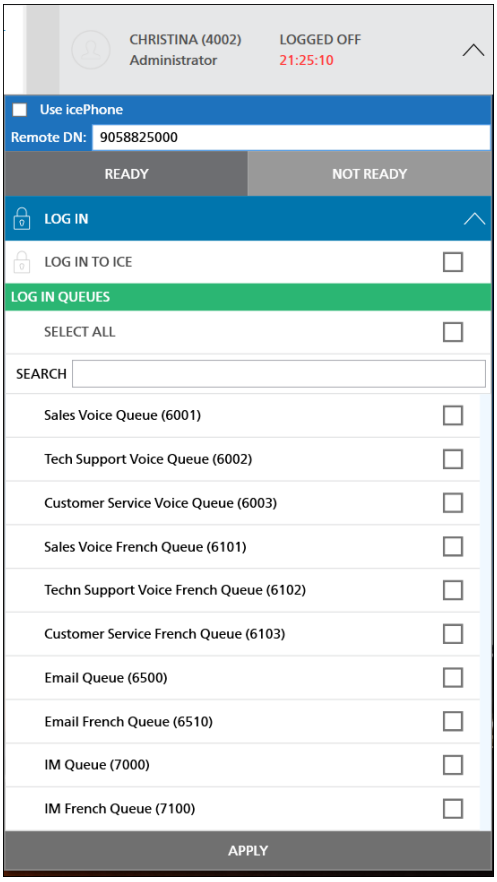
Another new action Get Transcript, can be used to access a contact's transcript and call upon Gen AI actions to offer real-time guidance to the agent with iceBar screen pop via Adaptive Card.

Real time transcription can be used together with the new adaptive card functionality in screen pop to provide updated agent assist information while handling a call.

iceBar Updates

Login Menu

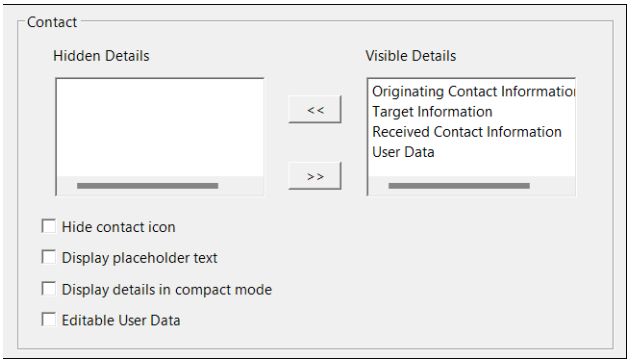
The log in and log off menus have been updated to use checkboxes rather than toggles.



Contact Details Changes

The icon in the Contact Details panel of the iceBar has been updated. When a user is not in the 'on a contact' state, the Contact Detail panel will display the following:

The visibility of the icon and the placeholder text are configurable.



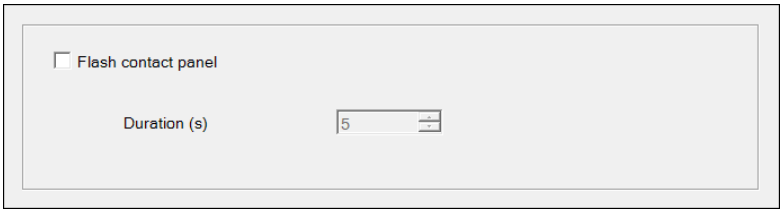
The 'Display details in compact mode' checkbox allows users to choose how the text in the contact details panel is displayed when handling a contact. When this checkbox is enabled, the contact information will be presented in a compact format. When this checkbox is disabled, each detail will be displayed on a separate row.

iceBar Options

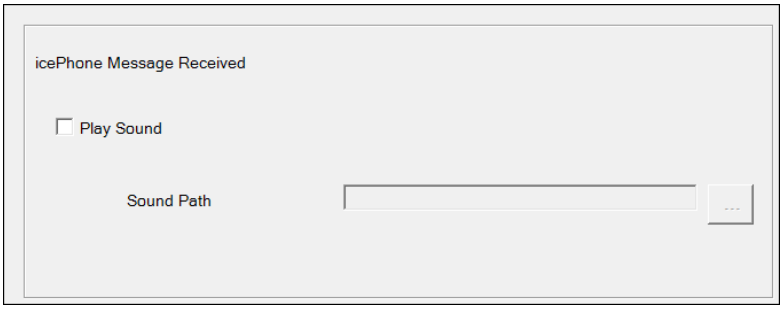
Two additional settings have been added to the iceBar notification options.

1. The 'Flash contact panel' checkbox allows the Contact Details panel to flash when an agent is being alerted for an incoming contact. Users who prefer not to use the Toast window will still have a visual notification on the toolbar when the contact is alerting. The duration refers to the length of time the Contact Details panel will flash. The default duration is 5 seconds.

   Note: This option is available for Call, IM, Autodial, and Email notifications.

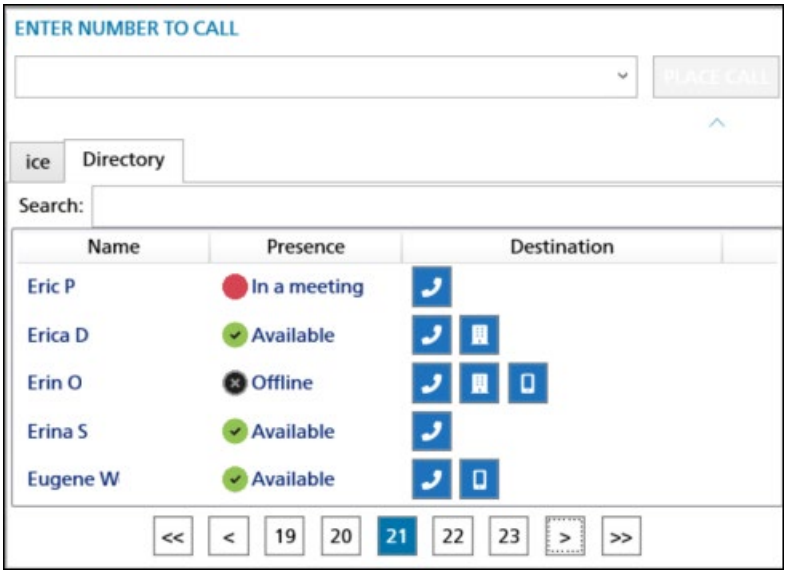
   

2. For IM notifications, select the 'Play Sound' checkbox under icePhone Message Received to associate an audio file with this type of contact. Enter the path of the audio file you wish to use or navigate to the location of the audio file using the ellipsis button. This notification sound will play when you have received a new IM in icePhone.



Graph Search

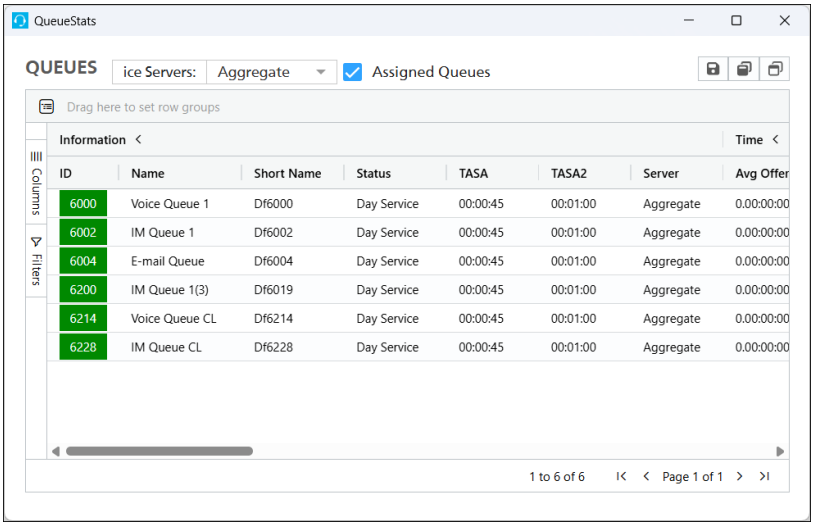
In ice 15.1, Graph Search has been extended to retrieve personal Outlook contacts in addition to organization contacts.



Note: By default, personal contacts are not included in the Graph search but can be enabled with a configuration change in iceManager Core Settings.

Queue Stats Window

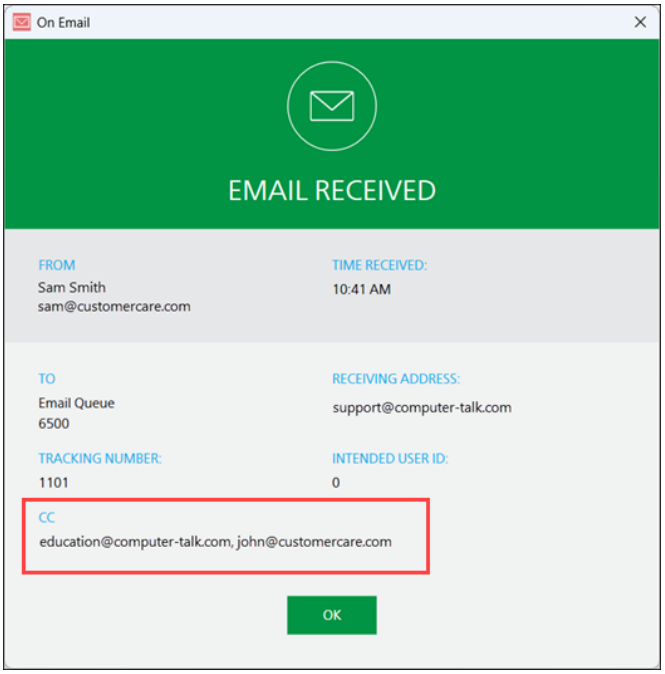
In ice 15, the Queue Stats window has been updated to use the iceMonitor queues grid. The Queue stats window will display the user's queues reflecting the configuration in Monitor settings. By default, it will only show the agent's assigned queues.

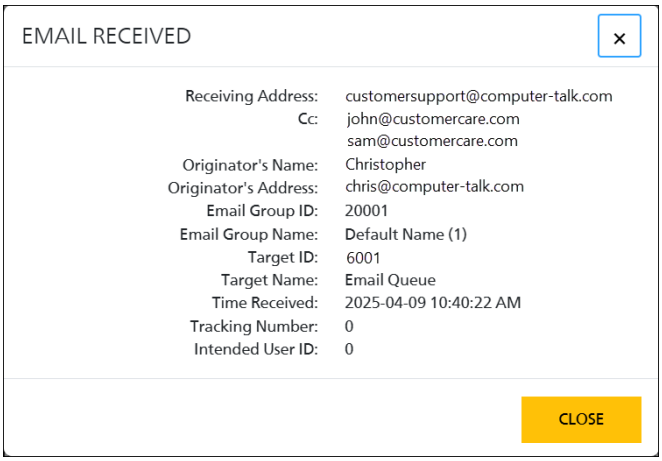


For more information on how to configure your Queue Stats window, please refer to the *iceBar for Desktop User Manual*.

Email Details for CC

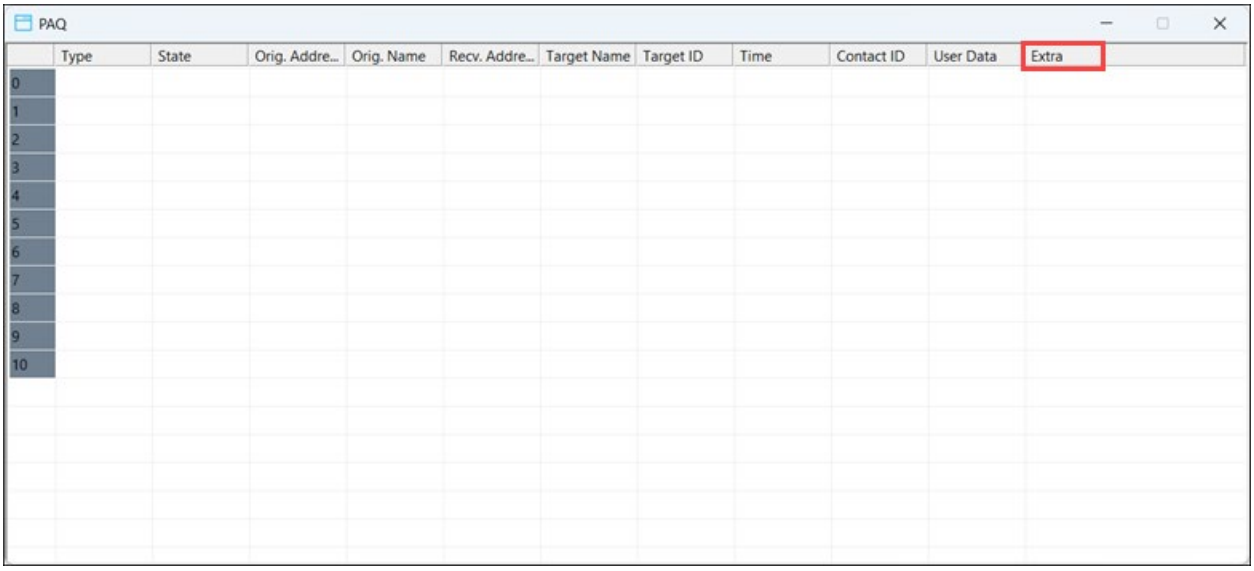
The List of the External CC Addresses are now included when users are notified of an incoming email with the 'Email Received' window as shown below.

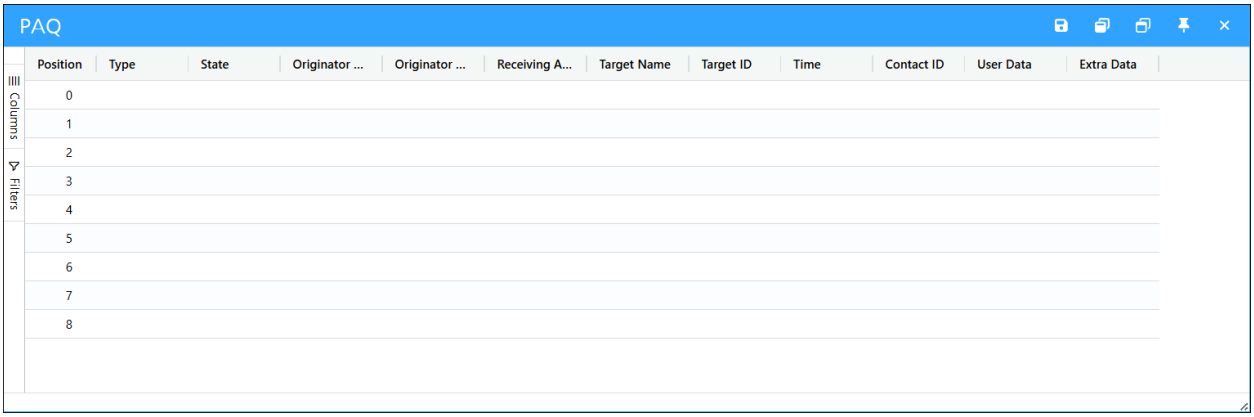




New PAQ Column

A new column has been added to the PAQ in ice 15.1 to display the External CC Addresses for email contacts in iceBar for Desktop and iceBar for Web.





iceChat

Markdown support with PVA bot

In ice 15, we have added markdown support for PVA bot. When the PVA bot web service receives a message containing markdown text, it will be converted to HTML, which will be transported to iceChat as plain text with the message insights property indicating it is HTML. iceChat will review the insights property on the received message to determine if it needs to be rendered as HTML or plain text.