



What's Changed in ice 15

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What's Changed in ice for server version 15

## Table of Contents

Introduction.....	4
iceManager .....	4
Permissions Structure.....	4
Dashboards .....	6
Dashboard Rotation Interval Field.....	10
Contact Insights Framework Updates.....	10
Cloning .....	11
Virtual Workflow Jobs.....	11
Summary for IMs and Emails.....	11
Audio Messages .....	12
Schedules .....	12
Purging Settings.....	13
Real-Time Transcription .....	14
Auto SSO .....	14
Microsoft Graph Core Settings.....	14
Include Personal Contacts .....	15
Exclude Duplicate .....	15
Disable Web iceBar on Login .....	15
iceMonitor .....	15
Show Assigned Queues in your Queues Gallery .....	15
Copy .....	16
iceSurvey.....	17
Active Contacts.....	17
Copy .....	17
Workflow Action Updates .....	18
Adaptive Card Screen pop .....	18
Speak and whisper actions.....	18
Record Audio File action.....	19
Real-Time Transcription .....	19

iceBar Updates.....	19
Login Menu .....	19
Contact Details Changes.....	20
iceBar Options.....	21
Graph Search .....	22
Queue Stats Window.....	22
Email Details for CC.....	23
New PAQ Column.....	24
iceChat.....	25
Markdown support with PVA bot.....	25

## 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.

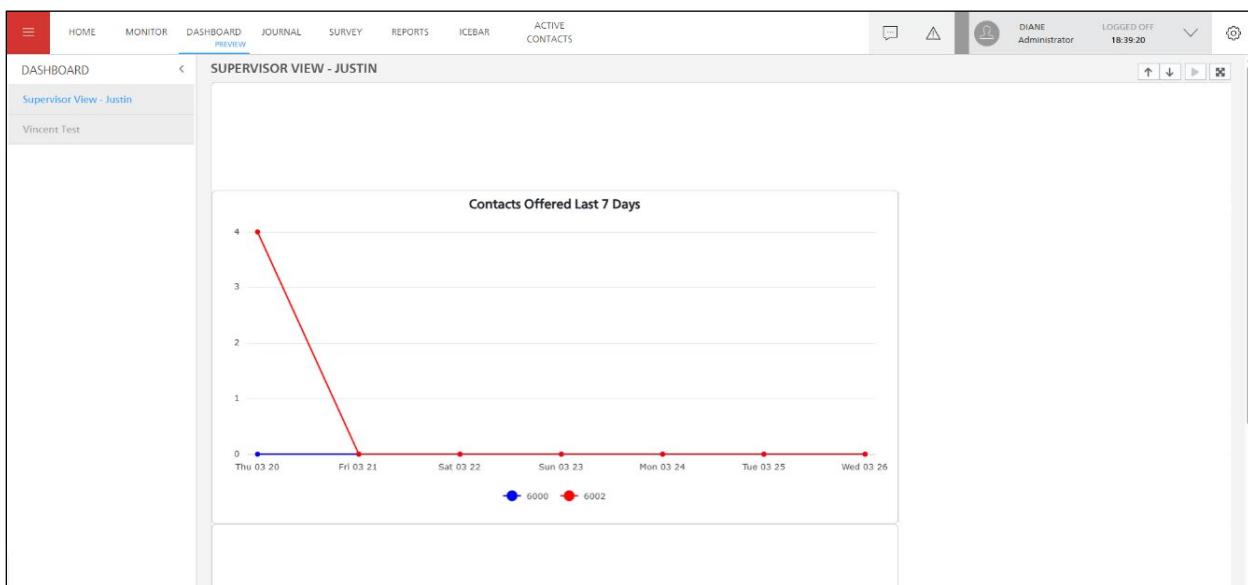
<b>Contact Permissions</b>	
Voice & Transcript	<p>Set the view, download and purge permissions for accessing voice recordings and transcripts in journal.</p> <p>Options include:</p> <ul style="list-style-type: none"><li>• All: Provides the specified permission to all users within the configuration group.</li><li>• All Assigned: Allows access to all segments that were handled in the user's assigned queues.</li><li>• 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).</li><li>• 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.</li></ul>

	<ul style="list-style-type: none"> <li>• None: Restricts the specified permission for all users in the configuration group.</li> <li>• 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.</li> </ul>
Screen Recording	<p>Set the view, download and purge permissions for accessing screen recordings in journal.</p> <p>Options include: All, All Assigned, Participating, Related, None and Inherit.</p>
Contact Attachment	<p>Set the view, download and purge permissions for accessing chat contact attachments in journal.</p> <p>Options include: All, All Assigned, Participating, Related, None and Inherit.</p>
Instant Message	<p>Set the view, download and purge permissions for accessing instant message transcripts in journal.</p> <p>Options include: All, All Assigned, Participating, Related, None and Inherit.</p>
Email	<p>Set the view, download and purge permissions for accessing email transcripts in journal.</p> <p>Options include: All, All Assigned, Participating, Related, None and Inherit.</p>
<b>Contact Insights Field</b>	
Field Name	<p>Set the view permissions for each configured contact insights field in journal.</p> <p>Options include:</p> <ul style="list-style-type: none"> <li>• All: Provides the specified permission to all users within the configuration group.</li> <li>• All Assigned: Allows access to all segments that were handled in the user's assigned queues.</li> <li>• 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).</li> <li>• 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.</li> </ul>

	<ul style="list-style-type: none"> <li>• None: Restricts the specified permission for all users in the configuration group.</li> <li>• 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.</li> </ul> <p><b>Note:</b> 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.</p>
--	---

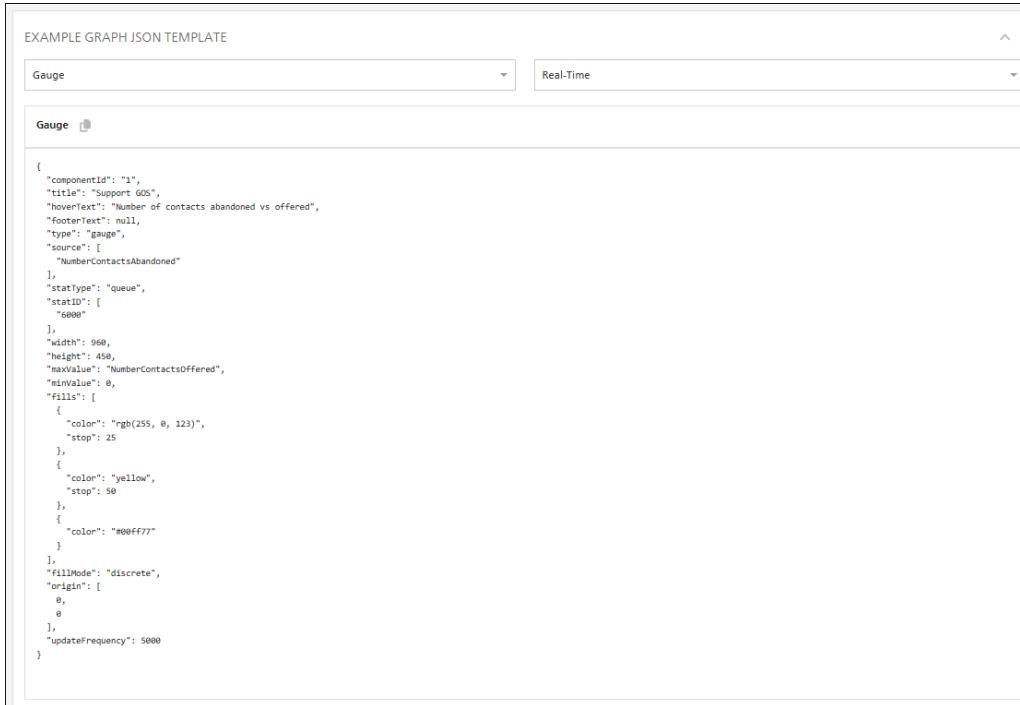
## Dashboards

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.



```

EXAMPLE GRAPH JSON TEMPLATE

Gauge
Real-Time

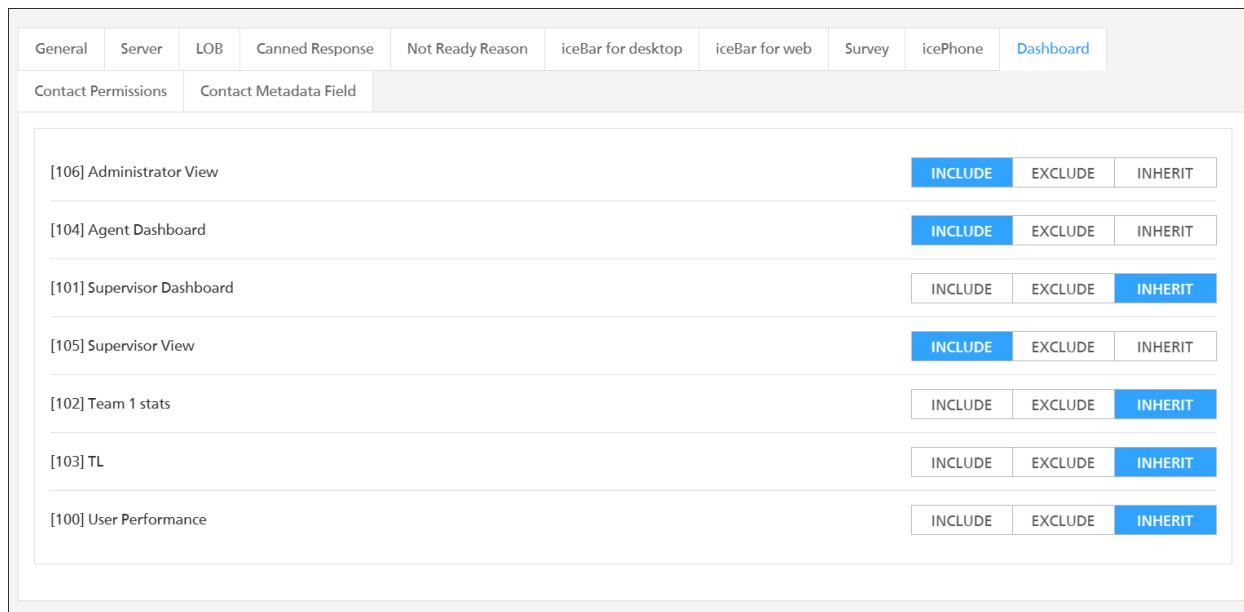
Gauge

{
  "componentId": "1",
  "title": "Support 605",
  "hoverText": "Number of contacts abandoned vs offered",
  "footerText": null,
  "type": "gauge",
  "source": [
    "NumberContactsAbandoned"
  ],
  "statType": "queue",
  "statId": [
    "6000"
  ],
  "width": 960,
  "height": 450,
  "maxValue": "NumberContactsOffered",
  "minValue": 0,
  "fills": [
    {
      "color": "rgb(255, 0, 123)",
      "stop": 25
    },
    {
      "color": "yellow",
      "stop": 50
    },
    {
      "color": "#00FF7F"
    }
  ],
  "fillMode": "discrete",
  "origin": [
    0,
    0
  ],
  "updateFrequency": 5000
}

```

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.

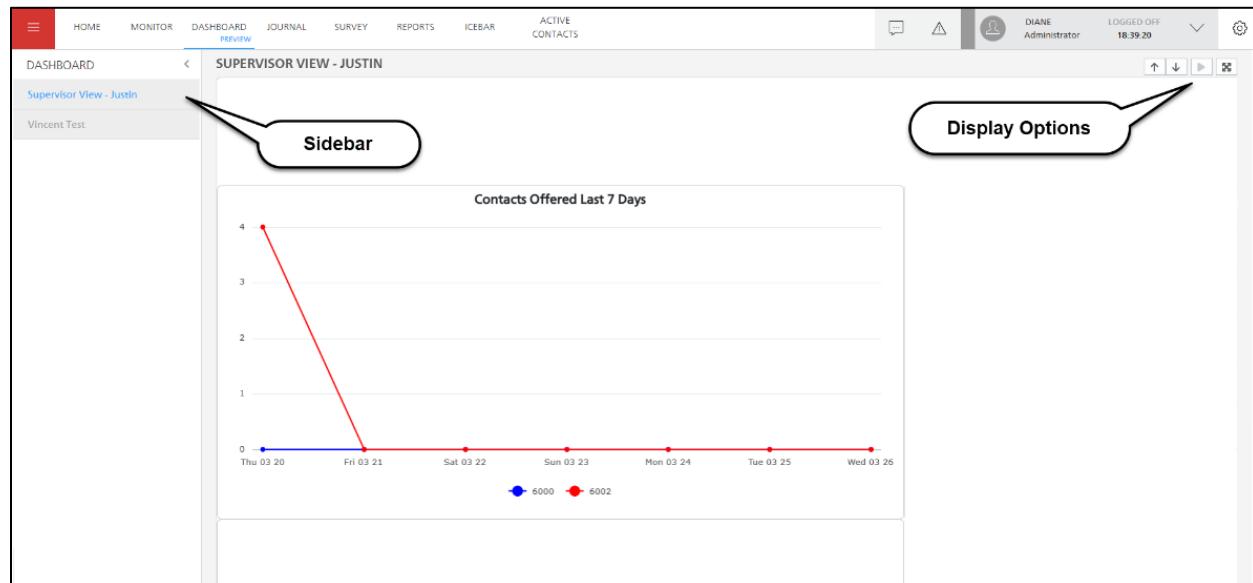
Administrators can assign view access to users through *configuration groups* in iceManager settings. To provide access to all the users in a configuration group, select the Dashboard tab and select the *Include* button next to the applicable dashboard. For more information, please refer to the *iceManager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



The screenshot shows a configuration interface for dashboards. At the top, there are tabs: General, Server, LOB, Canned Response, Not Ready Reason, iceBar for desktop, iceBar for web, Survey, icePhone, and Dashboard. Below these are two sub-tabs: Contact Permissions and Contact Metadata Field. The main area lists several dashboards with configuration buttons (INCLUDE, EXCLUDE, INHERIT) for each:

- [106] Administrator View: INCLUDE, EXCLUDE, INHERIT
- [104] Agent Dashboard: INCLUDE, EXCLUDE, INHERIT
- [101] Supervisor Dashboard: INCLUDE, EXCLUDE, INHERIT
- [105] Supervisor View: INCLUDE, EXCLUDE, INHERIT
- [102] Team 1 stats: INCLUDE, EXCLUDE, INHERIT
- [103] TL: INCLUDE, EXCLUDE, INHERIT
- [100] User Performance: INCLUDE, EXCLUDE, INHERIT

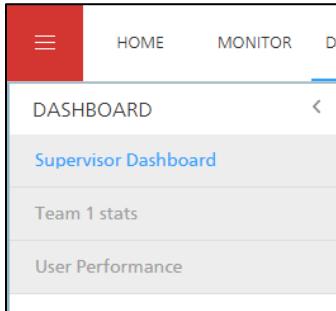
After enabling the dashboard in *configuration groups*. You will be able to see it on the Dashboard tab. The Dashboard tab contains the following components:



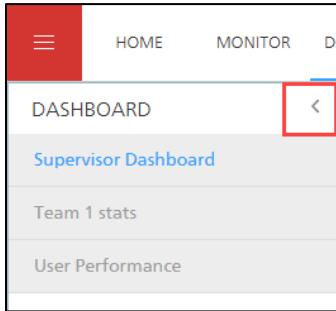
The screenshot shows the Supervisor View - Justin dashboard. The top navigation bar includes HOME, MONITOR, DASHBOARD (which is selected and highlighted in blue), JOURNAL, SURVEY, REPORTS, ICEBAR, and ACTIVE CONTACTS. The top right corner shows the user DIANE Administrator, LOGGED OFF 18:39 20, and a gear icon. The main content area is titled "SUPERVISOR VIEW - JUSTIN" and shows a line chart titled "Contacts Offered Last 7 Days". The chart displays data from Thursday, March 20, to Wednesday, March 26. The Y-axis represents the number of contacts offered, ranging from 0 to 4. The X-axis shows dates: Thu 03 20, Fri 03 21, Sat 03 22, Sun 03 23, Mon 03 24, Tue 03 25, and Wed 03 26. A red line shows data points for two agents: 6000 (blue dot) and 6002 (red dot). A callout bubble labeled "Sidebar" points to the left sidebar, and another callout bubble labeled "Display Options" points to the top right corner of the dashboard area.

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
<b>Previous</b> 	Displays the previous dashboard.
<b>Next</b> 	Displays the next dashboard.
<b>Toggle Rotation</b>  	<p>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.</p> <p>If toggle rotation is disabled, the button will be grey, and will only display one dashboard.</p>
<b>Toggle Full Screen</b> 	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.

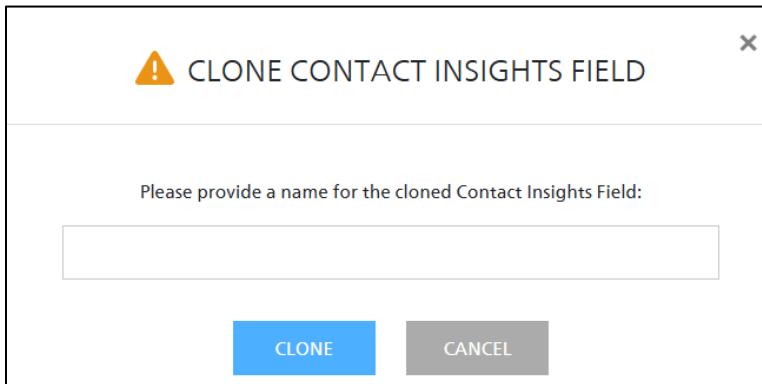
You can input a max of 6 digits in the Dashboard Rotation Interval field. If you input a number higher than 6 digits and save your changes, the value will default to 999999.

#### 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.

**DETAILS**

 <b>411</b>	Contact ID:	Duration:
		<b>00:03:30</b>
<span style="color: green;">(i)</span> Start Time	January 30, 2025 11:16:01 AM	
<span style="color: red;">(e)</span> End Time	January 30, 2025 11:19:31 AM	
Contact Modalities:	IM	
Sender:	External User (redacted)	
Receiving Address:		
Contact Group Name:	Inbound	
User Data:		
Users:	Julie (1301)	
Handled Queues:	IM Queue (7000)	
Server:	iceA (redacted)	

**CONTACT SUMMARY** (i)

Julie assisted a customer who reported a missing item from their recent order. The customer provided order number 2542486, and Julie confirmed the order was delivered but that a book titled "Chemistry 101" was missing. Julie requested an unboxing video to resolve the issue and concluded the call after confirming no further assistance was needed.

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

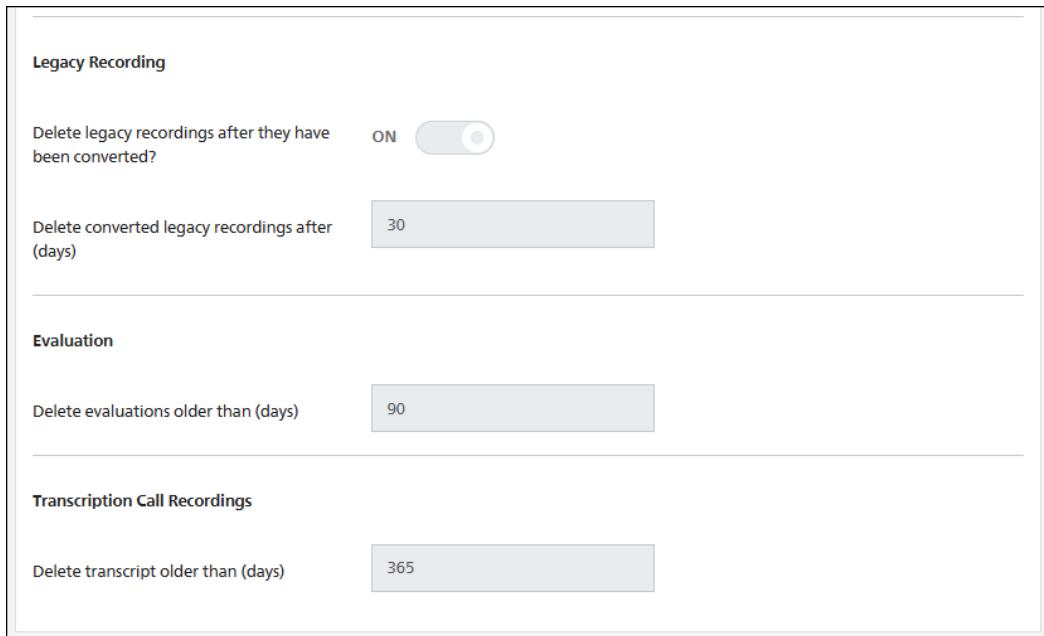
In ice 15, there are two new settings in schedule options: Recording IM and Recording Email. In addition to selecting voice recordings, IM and email transcripts can be set to record for specific parameters.

ADD SCHEDULE

ADD	
Users	Select users...
Queues	Select queues...
Destination Address	Destination Address
Originator Address	Any
Duration (Seconds)	Any
Date/Time	Any
Audio Recording	ON <input checked="" type="button"/>
Screen Recording	OFF <input type="button"/>
Recording Transcription	OFF <input type="button"/>
Contact Insights Job	OFF <input type="button"/>

## 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 with 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.

Enable iceBar for web	Enable
Disable Web iceBar on Login	Never
Enable Set User Data	Enable
Maximum PAQ Number	Custom
	9
iceBar Buttons	Custom

**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.

QUEUES ice Servers: Aggregate  Assigned Queues

Information < Time < Contacts <

ID	Name	Short Name	Status	TASA	TASA2	Server	Avg Offered	Avg Hand...	Avg Aban...	EWT	Longest I...	Contacts ...
6001	Sales Voice Que...	Sales VQ	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0
6002	Tech Support Vo...	TechSupp	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0
6003	Customer Servic...	CustServ	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0
6101	Sales Voice Fren...	FrSales	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0
6102	Techn Support V...	FrTchSpp	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0
6103	Customer Servic...	FrCstSrv	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0
6500	Email Queue	Email	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:28	0.00:00:28	0.00:00:00	0.00:00:00	0.00:00:00	0
6510	Email French Qu...	FrEmail	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0
6900	Training Queue	Training	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0
6910	French Training ...	FrTrning	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0
7000	IM Queue	IM	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:06	0.00:00:06	0.00:00:00	0.00:00:00	0.00:00:00	0
7100	IM French Queue	FrIM	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0

1 to 12 of 12 | < | < | Page 1 of 1 | > | > |

QUEUES ice Servers: Aggregate  Assigned Queues

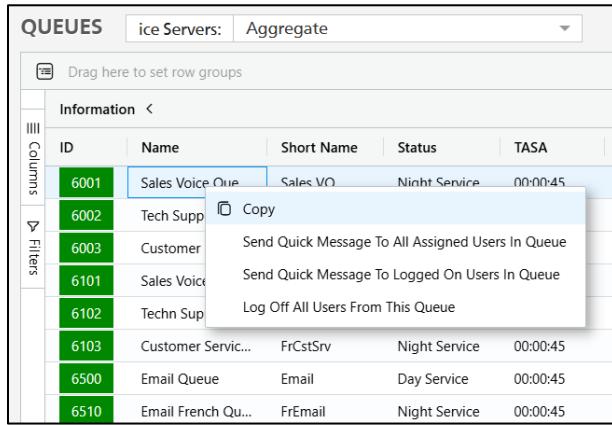
Information < Time < Contacts <

ID	Name	Short Name	Status	TASA	TASA2	Server	Avg Offered	Avg Hand...	Avg Aban...	EWT	Longest I...	Contacts ...
6001	Sales Voice Que...	Sales VQ	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0
6002	Tech Support Vo...	TechSupp	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0
6003	Customer Servic...	CustServ	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0
6101	Sales Voice Fren...	FrSales	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0
6102	Techn Support V...	FrTchSpp	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0
6103	Customer Servic...	FrCstSrv	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0
6500	Email Queue	Email	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:28	0.00:00:28	0.00:00:00	0.00:00:00	0.00:00:00	0
6510	Email French Qu...	FrEmail	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0

1 to 12 of 12 | < | < | Page 1 of 1 | > | > |

## Copy

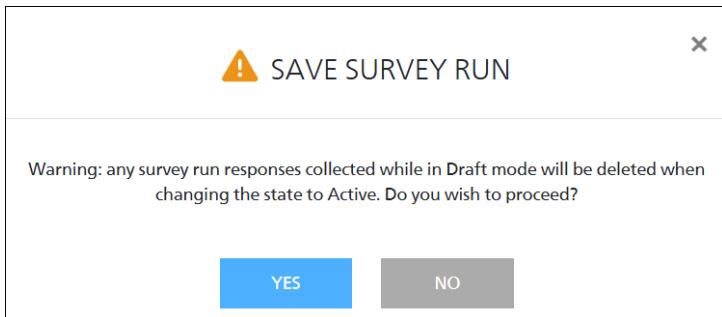
The new right-click menu option "Copy" allows users to copy the contents of the field onto their clipboard.



ID	Name	Short Name	Status	TASA
6001	Sales Voice Queue	Sales VO	Night Service	00:00:45
6002	Tech Supp			
6003	Customer			
6101	Sales Voice			
6102	Techn Supp			
6103	Customer Servic...	FrCstSrv	Night Service	00:00:45
6500	Email Queue	Email	Day Service	00:00:45
6510	Email French Qu...	FrEmail	Night Service	00:00:45

## iceSurvey

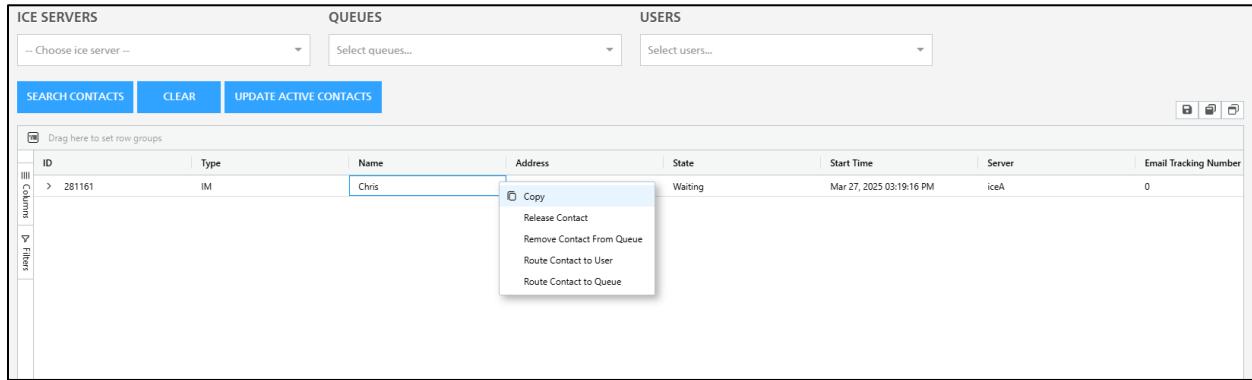
A warning message has been added to remind users that switching a survey run from the draft state to the active state will delete the existing responses they have collected in draft state.



## Active Contacts

### Copy

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



The screenshot shows the iceBar interface for managing contacts. At the top, there are three tabs: ICE SERVERS, QUEUES, and USERS. Below these are three dropdown menus: 'Choose ice server', 'Select queues...', and 'Select users...'. Below the dropdowns are three buttons: 'SEARCH CONTACTS', 'CLEAR', and 'UPDATE ACTIVE CONTACTS'. To the right of these buttons are three icons: a lock, a user, and a printer. A table below these buttons is titled 'Drag here to set row groups'. The table has columns: ID, Type, Name, Address, State, Start Time, Server, and Email Tracking Number. A row is selected for 'Name' (Chris). A context menu is open over this row, with the 'Copy' option highlighted. Other options in the menu are: Release Contact, Remove Contact From Queue, Route Contact to User, and Route Contact to Queue.

## Workflow Action Updates

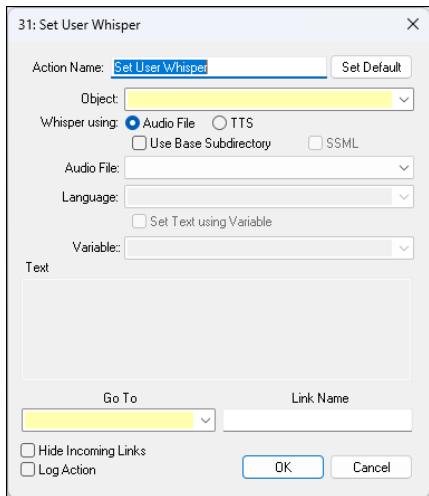
### Adaptive Card Screen pop

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.

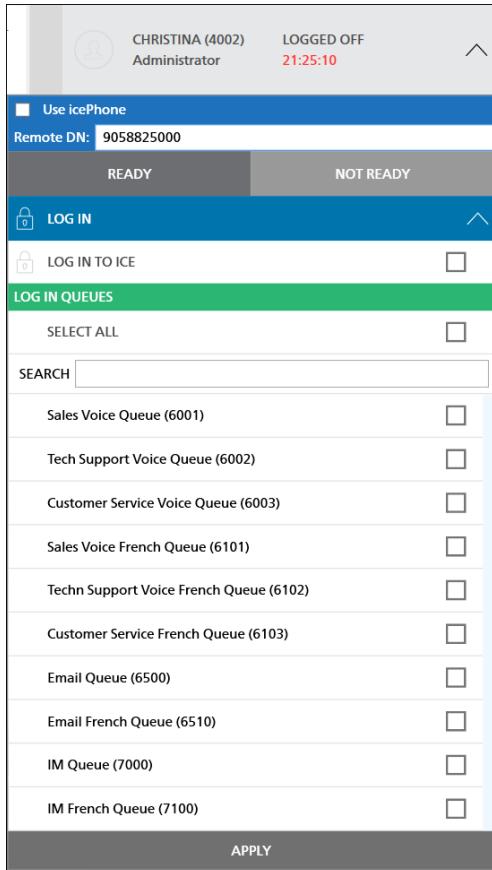
Another new action Get Transcript, can be used to access a contact's transcript and call upon Gen AI actions to offer real-time guidance to the agent with iceBar screen pop via Adaptive Card.

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.

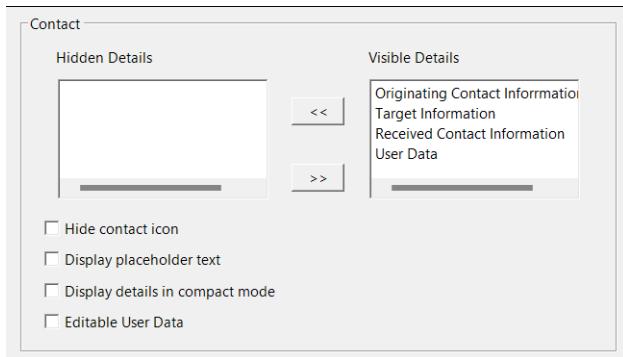


## Contact Details Changes

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.



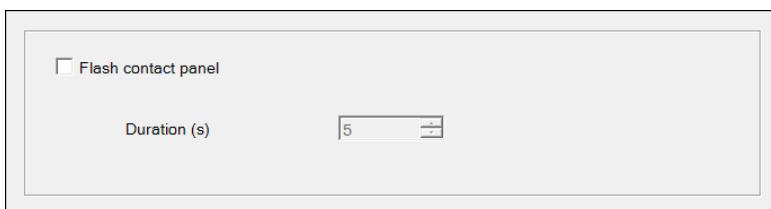
The 'Display details in compact mode' checkbox allows users to choose how the text in the contact details panel is displayed when handling a contact. When this checkbox is enabled, the contact information will be presented in a compact format. When this checkbox is disabled, each detail will be displayed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

## iceBar Options

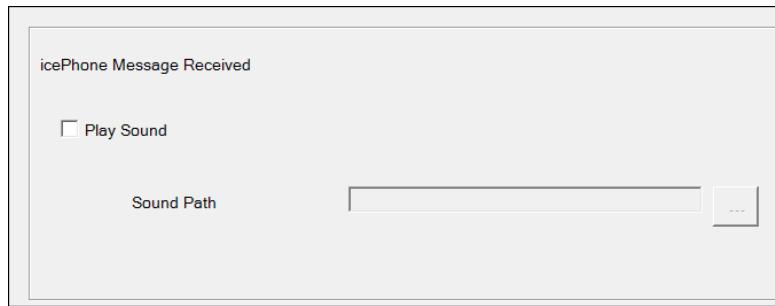
Two additional settings have been added to the iceBar notification options.

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.

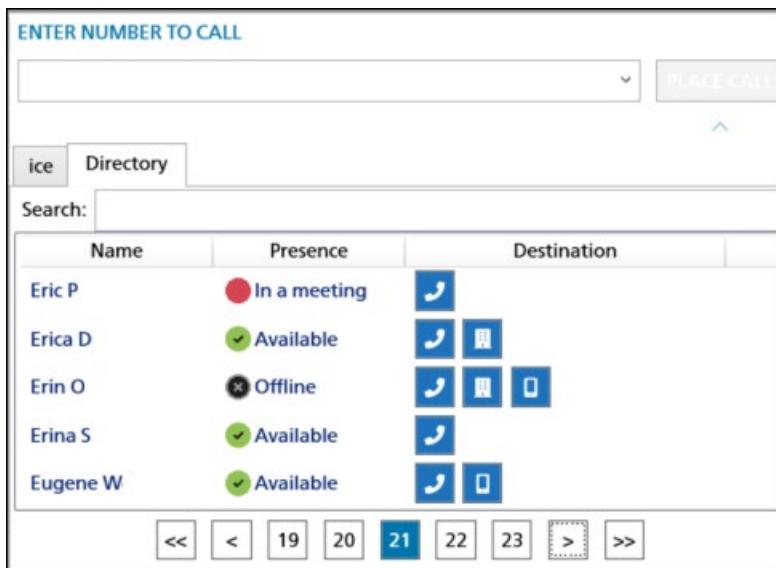


2. For IM notifications, select the 'Play Sound' checkbox under icePhone Message Received to associate an audio file with this type of contact. Enter the path of the audio file you wish to use or navigate to the location of the audio file using the ellipsis button. This notification sound will play when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

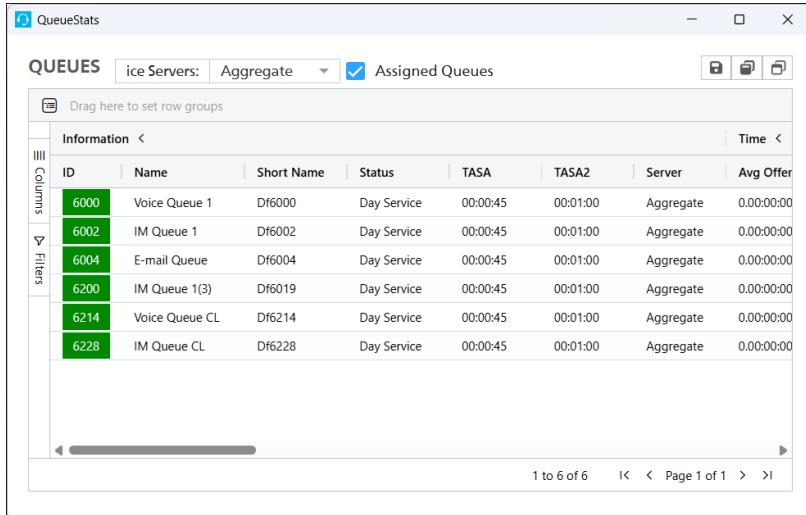


Name	Presence	Destination
Eric P	● In a meeting	
Erica D	● Available	
Erin O	● Offline	
Erina S	● Available	
Eugene W	● Available	

**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.

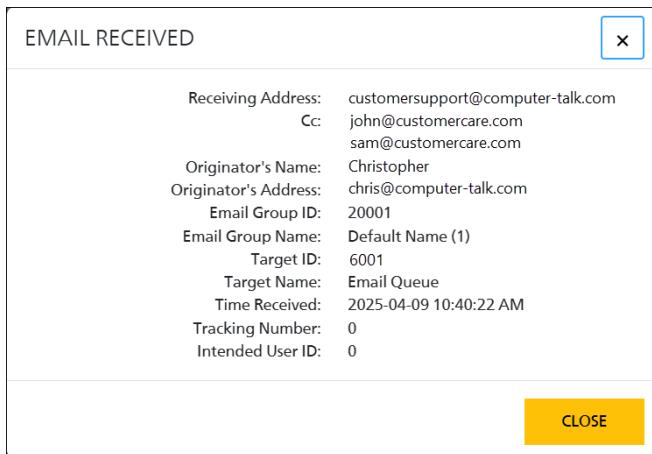
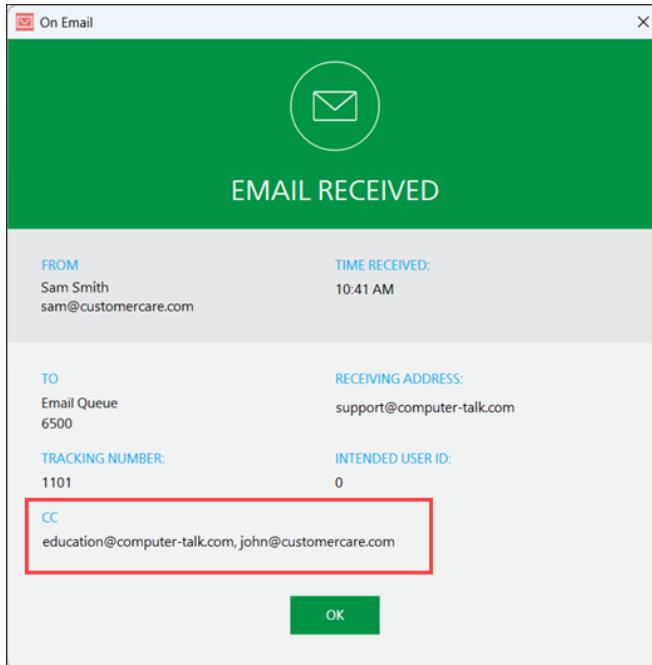


The screenshot shows the 'QueueStats' window with the 'QUEUES' tab selected. The window title is 'QueueStats'. Below the title, there is a toolbar with buttons for 'ice Servers:' (dropdown), 'Aggregate' (checkbox checked), and 'Assigned Queues' (checkbox checked). A message 'Drag here to set row groups' is displayed above the grid. The grid has a header row with columns: ID, Name, Short Name, Status, TASA, TASA2, Server, and Avg Offer. The data rows are: 6000 (Voice Queue 1), 6002 (IM Queue 1), 6004 (E-mail Queue), 6200 (IM Queue 1(3)), 6214 (Voice Queue CL), and 6228 (IM Queue CL). The 'Server' column shows 'Aggregate' for all rows. The 'Avg Offer' column shows '0.00:00:00' for all rows. The bottom of the window shows a page navigation bar with '1 to 6 of 6' and arrows for 'Page 1 of 1'.

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.

	Type	State	Orig. Addre...	Orig. Name	Recv. Addre...	Target Name	Target ID	Time	Contact ID	User Data	Extra
0											
1											
2											
3											
4											
5											
6											
7											
8											
9											
10											

	Position	Type	State	Originator ...	Originator ...	Receiving A...	Target Name	Target ID	Time	Contact ID	User Data	Extra Data
0												
1												
2												
3												
4												
5												
6												
7												
8												

## 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.