



The power of unification. The power of ice.

ice Contact Center is an all-in-one platform which offers seamless contact center operations and the ability to customize your contact center for industry-specific needs.

Below are the contact center modules which form ice. Click on one of the modules to learn more about it.



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Within iceAdministrator, add and remove users and queues, as well as manage all the contact center administrative settings. Change settings on the fly to ensure your contact center operations are running smoothly.

[LEARN MORE \(/product/contact-center-modules/administration\)](/product/contact-center-modules/administration)

IVR

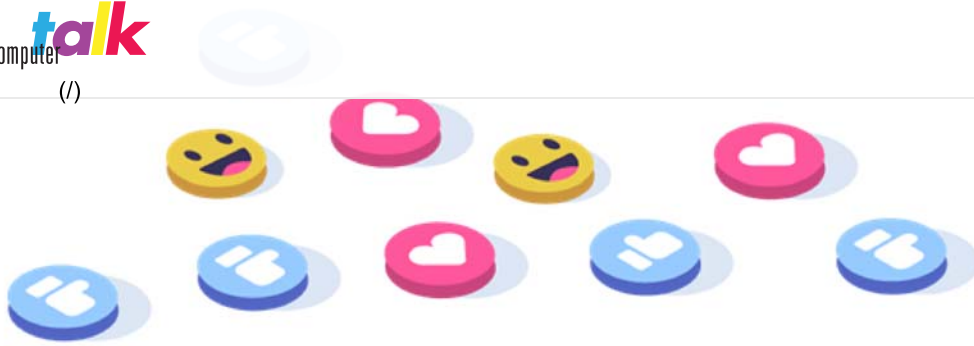
A customizable IVR (Interactive Voice Response) system that allows organizations to automate and streamline their customer's journey to provide faster and more accurate service and information. With ComputerTalk's IVR solutions organizations can automate routine tasks such as retrieving account balances, changing account information, and checking business hours, locations, and web addresses.

[LEARN MORE \(/product/contact-center-modules/intelligent-voice-response\)](/product/contact-center-modules/intelligent-voice-response)

icePay

As a PCI compliant service, icePay allows organizations to accept credit card payments without needing to store any sensitive cardholder data in their environments.

[LEARN MORE \(/product/contact-center-modules/pci-payment-processing\)](/product/contact-center-modules/pci-payment-processing)



iceBar

An easy-to-use interaction management toolbar. iceBar allows contact center users to handle interactions from all media channels, view queue stats, pick up queued contacts, input reason for call codes, and access CRM information, increasing visibility and simplifying data collection. Team leads and supervisors can silently monitor, coach, and barge-in.

[LEARN MORE \(/product/contact-center-modules/contact-handling-toolbar\)](/product/contact-center-modules/contact-handling-toolbar)

iceJournal

Provide contact center users with access to their interaction history. iceJournal comes equipped with a variety of filter and search options to easily find interactions. When viewing a contact in iceJournal, users can see key information about each interaction including duration, channel, contact info, chat and email transcripts, and user notes.

[LEARN MORE \(/product/contact-center-modules/recording-and-transcript-viewer\)](/product/contact-center-modules/recording-and-transcript-viewer)

iceReporting

A versatile reporting tool that provides access over 100 configurable reports, equipping you with the data you need to make informed business decisions and effectively strategize for the future.

[LEARN MORE \(/product/contact-center-modules/historic-reporting\)](/product/contact-center-modules/historic-reporting)

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Proactively reach out to your customers and prospects. Depending on your needs, ice Campaign provides four campaign types: preview, progressive, predictive, and outbound IVR. Within this module, you can configure outbound campaigns, as well as adding and managing users and lists for your campaign.

[LEARN MORE \(/product/contact-center-modules/outbound-campaign\)](/product/contact-center-modules/outbound-campaign)

iceMobile Connect

Embed chat functionality within your mobile app for a seamless communication experience. Customers can interact with the contact center directly within your app, while contact center users receive the messages the same way as IMs.

[LEARN MORE \(/product/contact-center-modules/mobile-application-integration\)](/product/contact-center-modules/mobile-application-integration)

iceSurvey

Design, test, publish, and analyze surveys to gain actionable insights and understand customers' needs. iceSurvey provides contact center administrators with the power to create surveys for voice, IM, and email using simple, browser-based tools.

[LEARN MORE \(/product/contact-center-modules/surveys\)](/product/contact-center-modules/surveys)

iceChat

Providing a web chat option directly from your website enables a quick and easy channel for your customers to reach you. As a highly configurable tool, iceChat allows for visual and functional configurations to match your branding guidelines.

[LEARN MORE \(/product/contact-center-modules/live-chat\)](/product/contact-center-modules/live-chat)[\(/contact-us/demo\)](/contact-us/demo)



A dashboard display of real-time information, giving you a view of the entire contact center. The highly configurable iceMonitor dashboard enables you to monitor and address issues as they arise.

[LEARN MORE \(/product/contact-center-modules/real-time-monitoring\)](/product/contact-center-modules/real-time-monitoring)

iceWorkflow Designer

A powerful drag-and-drop graphical editor that makes it easy to design and change workflows for all modalities. Create simple flows like conditional routing and call back in queue, or more complex applications like updating databases, pulling CRM packages, and speaking search results back to callers.

[LEARN MORE \(/product/contact-center-modules/workflow-designer\)](/product/contact-center-modules/workflow-designer)

Integrations.



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