



iceAdministrator

iceAdministrator is the home for all of your contact center management tools.

This interface provides you complete control over your users and queues. Within iceAdministrator, you can add and remove users and queues, as well as managing all the necessary settings. You can change settings on the fly to ensure that contact center operations are running smoothly. iceAdministrator also provides access to iceWorkflow Designer (</product/contact-center-modules/workflow-designer>), a visual tool that enables you to create and modify workflows for your contact center queues.



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Reduce costs

iceAdministrator features.



Single sign-on.



Add, change, and delete users, teams, queues, and skills.



Import multiple users.



Define call distribution.



Priority queuing.



Set class of service features.



Add, edit, and delete audio messages.



Schedule operating dates and hours.

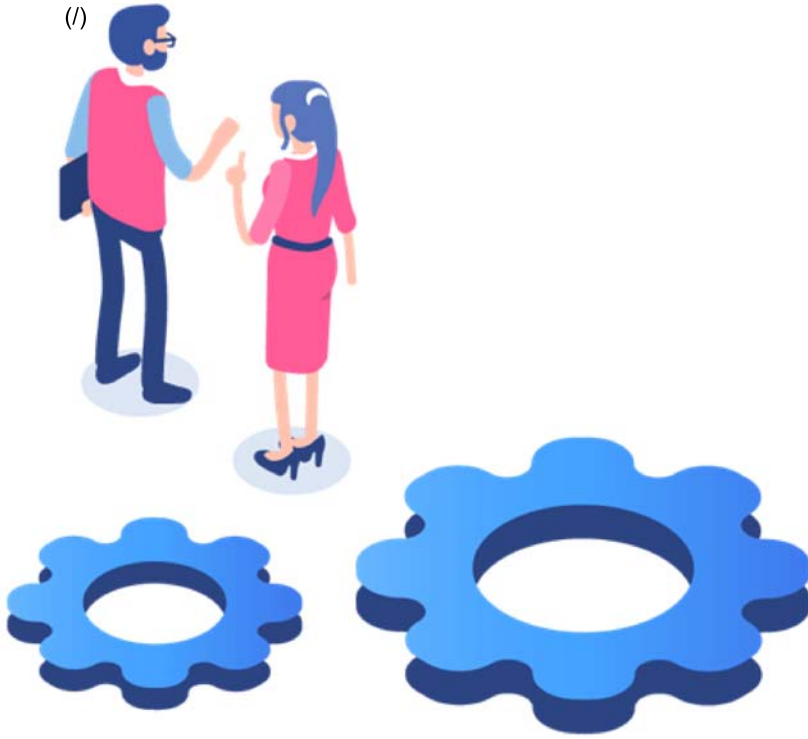


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Configure outbound calling.



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Contact ComputerTalk today to schedule a demo and learn more about iceAdministrator.

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PRODUCTS

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