ice Contact Center

ice Contact Center is an all-in-one customer communications solution, designed to serve all of your contact center needs.

Stay ahead of the curve by providing more than just a simple call center. Evolve into an omnichannel contact center solution with enterprise-class features.

Save money
and reduce costs.

An all-in-one solution lets you invest in your platform and infrastructure once. No need to add technologies or support diverse systems.

Evaluate and optimize business processes.

Know which processes need to be updated and when with over 100 pre-built reports and a highly configurable monitoring tool.

Learn more about CHANNELS.

How we INTEGRATE with other platforms.

Check out our DEPLOYMENT SCENARIOS.

Benefits of ice Contact Center

Add enterprise-class contact center capabilities to your current technology investments.

Provide omnichannel contact center capabilities to your organization.
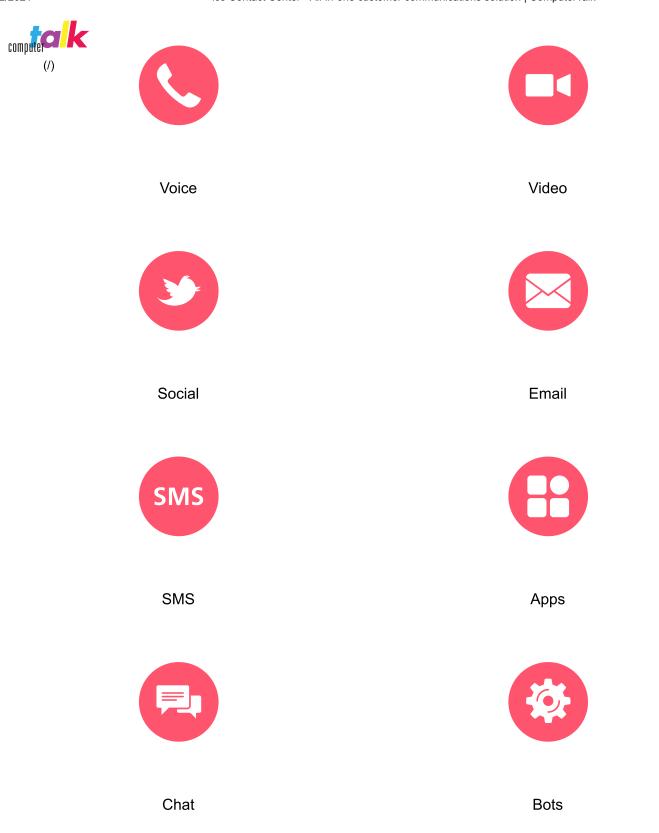
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ice Contact Center was developed with users and customers in mind. This means that we provide an all-in-one solution to meet all of your needs, enabling you to serve your customers effectively. ice Contact Center brings communications from all media channels into one place, allowing you to monitor, report, and optimize your operations on an ongoing basis. The powerful ice suite of modules ensures that all the tools that agents need are readily at their disposal.

As a highly configurable solution, ComputerTalk will work with you to build your ice Contact Center solution to fit your organizational needs. With endless integration including Microsoft Teams, workforce management (WFM), CRM, common ticketing software, legacy PBX systems, and more, ice is the ideal contact center solution. No matter where you are in your technology roadmap, ice is there when you need it!

Omnichannel solution

ice Contact Center provides a true omnichannel experience by enabling customers to reach you on any channel.

Voice

Video

Social

Email

SMS

Apps

Chat

Bots

Let customers contact you using their preferred communication channel. ice Contact Center users can efficiently handle different methods of communication from one platform, helping them save time. Regardless of how customers reach you, users will be provided with details of their previous interaction history. By examining the most recent communication exchanges, users can effectively and quickly equip themselves to respond to customers, saving time while increasing customer satisfaction and loyalty.

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Social Media

Users can handle social media interactions through ice without requiring specific social media platform training or access.

LEARN MORE

(/product/contact-center-modules/social-media)

Mobile

Reduce customer frustration by allowing them to reach you directly through your mobile app without needing to switch to another communications app.

LEARN MORE

(/product/contact-center-modules/mobile-application-integration)

Live Chat

Empower customers to contact you quickly and conveniently directly from your website.

LEARN MORE

(/product/contact-center-modules/live-chat)

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Chatbots

Remove traditional self-service constraints by conversing in natural language.

LEARN MORE

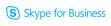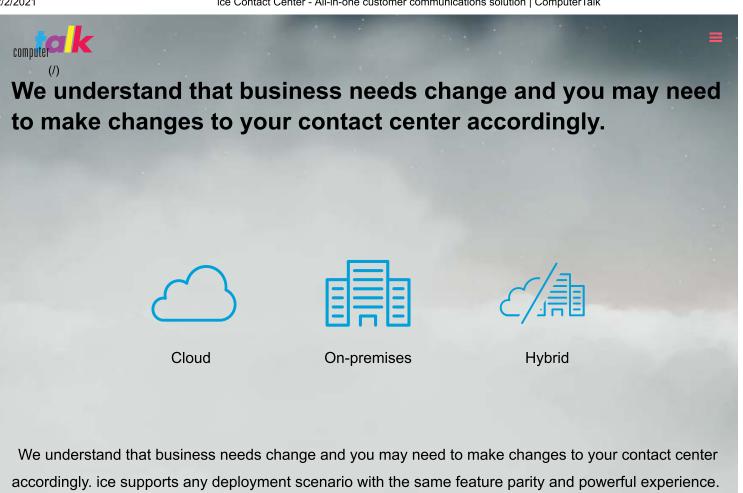(/product/contact-center-modules/chatbots)

Integrations

ice Contact Center for Skype for Business comes packaged with dozens of pre-built connectors to your favorite platforms, including Dynamics 365, Salesforce, and common ticketing software. On top of the pre-built connectors, ice can integrate with nearly any platform, including your own homegrown software, using tailor-made connectors. These integrations help you provide personalized customer experience while optimizing agent efficiencies.

ice Contact Center supports any deployment scenario

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We understand that business needs change and you may need to make changes to your contact center accordingly.

Cloud   On-premises   Hybrid

We understand that business needs change and you may need to make changes to your contact center accordingly. ice supports any deployment scenario with the same feature parity and powerful experience. Hybrid deployments provide flexibility in where your technology is located, and how your services are delivered. Whether you are deploying a new PBX, moving to the cloud or scaling up your contact center operations, ice makes it easy to upgrade and modify your platform.

Learn more about ice Contact Center

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.

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REAL-TIME MONITORING

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monitoring)

HISTORICAL
REPORTING

(/product/contact-center-modules/historic-
reporting)

SURVEYS

(/product/contact-center-modules/surveys)

RECORDING &
TRANSCRIPTS

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(/product/contact-center-modules/recording-
and-transcript-viewer)

IVR

(/product/contact-center-modules/intelligent-
voice-response)

OUTBOUND
DIALER

(/product/contact-center-modules/outbound-
campaign)

INTERACTION
WORKFLOW DESIGNER

(/product/contact-center-modules/workflow-
designer)

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How we help customers

✗ Elections
Ontario

ComputerTalk's infrastructure handled the election extremely well, as evidenced by our incident execution on polling day. I was able to track all calls and agents, and redirect ca picked up. Reports were generated so quickly - instantaneously - enabling us to monitor

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us/demo)

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