

ice Contact Center High Availability

What is High Availability?

In today's increasingly demanding landscape, ensuring reliability and uptime is paramount, making high availability (HA) and scalability crucial considerations. Highly available solutions are deployed across multiple servers in different locations so that failure of one server or component minimizes downtime.

ice Contact Center's high availability solution eliminates single points of failure and enables seamless failovers. Our solution is available across multiple sites in the cloud.



High Availability

ComputerTalk's HA solution has multiple ice servers, with redundant telephony, and unified administration, configuration, and reporting. Agents are homed against one server in a cluster but can fail over to any other server in the cluster at any time, either automatically because of an outage, or manually in the case of maintenance. If an agent's home server fails, they will automatically fail over to the secondary server, and new calls, chats, and emails are immediately routed to the secondary server. Once the primary server comes back up, agents will reconnect to it so they can be moved back home.

Geographic Diversity

Our HA solutions are deployed across multiple sites to ensure availability even in the event of a disaster at the data center location. This allows customers to remove data center location as a single point of failure. In the event of a failure, ice Contact Center actively load balances workloads across an unaffected geographic location for continuous uptime, ensuring that one location will be up and running.

About Us

ComputerTalk is the developer of ice Contact Center. ice modernizes the call center with business application integrations, AI, and analytics across all communication channels, helping organizations deliver outstanding customer experiences. As a Microsoft Teams native contact center solution, ice allows users to handle all interactions within a single interface. Founded in 1987 and headquartered in Markham, Canada, ComputerTalk powers enterprise-class contact centers for organizations across the globe.