

Bring Your Own Bot (BYOB)

ComputerTalk has long been developing chatbots for our customers with our powerful, flexible, and intuitive Workflow Designer tool.



These bots are native to ice Contact Center and offer a seamless handover of chat sessions to agent queues. The full context of the bot session gets sent to the agent, and iceJournal captures the whole chat session in one transcript. This includes the bot interaction and the agent chat experience.

In addition to our native chatbot, ComputerTalk is pleased to announce that ice Contact Center now offers secure connectors to Microsoft Power Virtual Agent (PVA), Google Dialogflow, and IBM Watson. This allows customers to build bots in their preferred development framework and have them seamlessly render inside ice's native webchat interface.

This is why we say "bring your own bot"! ComputerTalk is one of the only contact center companies offering this BYOB service.

Capabilities of this integration include



Easy hand off of chatbot sessions to ice queues.



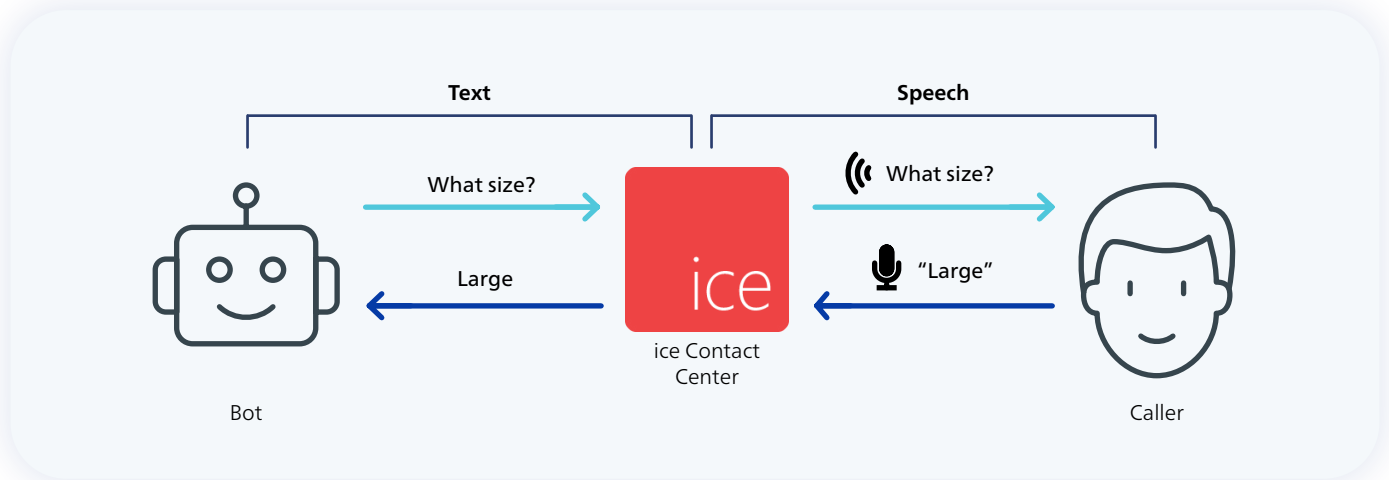
Track chatbot activity within ice reports.



Capture the complete chat transcript containing both the user's interaction with the chatbot and their interaction with the agent.

What's Next?

A new connector for Google Dialogflow adds speech-driven capability to bots. Customers can utilize Google Dialogflow to build bots intended for speech and perform many different and complex self-service tasks. ComputerTalk's ice Contact Center provides the speech user experience, reading text sent back by Google Dialogflow in a natural-sounding voice while using natural language understanding to process utterances from the caller and send these as text responses to the Google Dialogflow bot.



After the speech bot session, if the caller still needs to speak to a human, the speech bot can seamlessly hand off the voice call to an ice queue. Any information gathered from the speech bot can be transferred to ice to drive screen pops, showing the most relevant information to the agent. ice captures the entire call and makes the recording available in the supervisor suite, iceManager, as a single recording with two segments – the speech bot segment and the agent assist segment.

The speech bot integration connector is currently in beta testing. We are looking for customers who wish to perform a Proof of Concept (POC) or production deployment with this new capability.

If you'd like to try out BYOB with ice, speak with your account owner to get started today!

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.



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