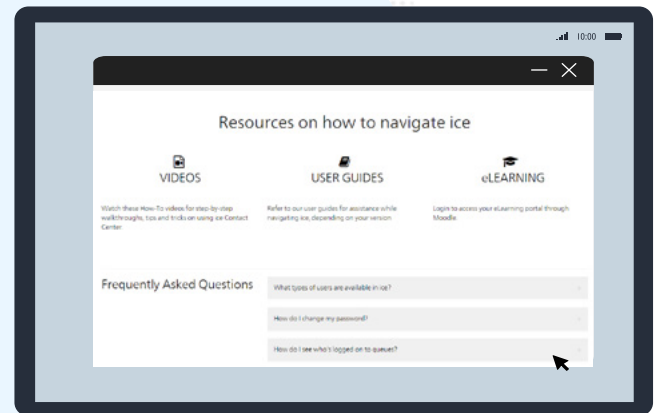


Resources

Help Center

Our Help Center is the homepage when you log onto your iceManager suite. There, you can find user manuals, how-to videos, e-learning courses, and other useful resources to help you get the most out of your ice Contact Center experience.



E-learning

Our e-learning courses are designed to help you learn how to use ice Contact Center at your own pace and convenience. You can choose from a variety of topics, such as iceBar, iceBar for web, supervisor fundamentals, and more. Our e-learning can be accessed from the Help Center in iceManager; our public website, www.computer-talk.com; and directly at www.edu.iceuc.com.

Newsletter

If you want to stay updated on the latest news and insights about ice Contact Center, subscribe to our newsletter. Here, you will receive valuable information about ice features, industry trends, best practices, and more.

You will also receive invitations to our Slice of ice webinars, where we show you how ice can help you achieve your business goals. Plus, you will have the opportunity to join us at in-person events, where you can network with other ice users and experts. To sign up for our newsletter, visit www.computer-talk.com#newsletter.

iceInfluencers

iceInfluencers is a program for ice Contact Center customers who want to share their experience and feedback with our team and other users. As an iceInfluencer, you will not only receive exclusive content, but also have the opportunity to shape the future of ice Contact Center.

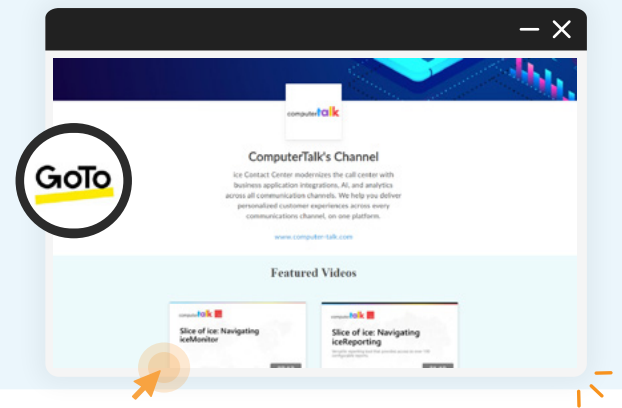
Join a community of like-minded professionals who are passionate about customer experience and innovation.

To sign up, visit www.computer-talk.com/iceinfluencers.



GoToStage

Missed any of our Slice of ice sessions? Don't worry; they are all recorded and housed on our GoToStage site. There you can access all ComputerTalk's past Slice of ice sessions. To view, visit <https://www.gotostage.com/channel/ComputerTalk>.



HowTo

The HowTo team is dedicated to answering all questions related to ice products. If you are wondering how to use specific features or whether a certain functionality exists, the HowTo team can help. Send an email to howto@computertalk.com or visit www.computer-talk.com/about-us/howto. HowTo is intended for general inquiries; if you have any technical support issues, please reach out to our Help Desk.

Slice of ice

Slice of ice is a webinar series that showcases how to make the most of ice Contact Center's features and functionalities. Whether you want to learn about the latest updates, explore new use cases, or optimize your workflows, Slice of ice will help you get the best results from your customer communication platform.

Help Desk

Our Help Desk is a team of trained and experienced professionals who are ready to assist you with any technical issues regarding ice Contact Center. ComputerTalk's technical support is accessible 24 hours a day, 7 days a week, 365 days a year.

During normal business hours, the Help Desk can be reached by telephone, email, live chat, or via web form submission. Normal business hours are 8:00am to 8:00pm ET, Monday to Friday, excluding statutory holidays. Outside of normal business hours, urgent support telephone calls will be transferred to a third-party answering service that will immediately page a ComputerTalk Support Specialist.

Local (Toronto)	905-882-5500
Toll-Free	1-800-563-4822
Email (English)	en-support@computer-talk.com
Email (French)	fr-support@computer-talk.com
Web Form	www.computer-talk.com/en/technical-support
Live Chat	www.computer-talk.com/ *Click the chat icon in the bottom right corner.