



AI Contact Center Optimization Program

Transform your contact center data into actionable insights.

What is the AI Contact Center Optimization Program?

Modern contact centers generate thousands of interactions every day—yet most organizations aren't using that data to its full potential. Leveraging these insights can improve customer experience, reduce handling time, and streamline operations. Our AI contact center optimization program helps you uncover actionable insights and deploy AI-powered solutions tailored to your business.

Key Benefits



Gain a Clear, Objective View of Your Contact Center

Before investing in new technology, truly understand what's happening in your contact center. This engagement gives you a data-backed, unbiased view of why customers contact you, where friction exists, and what's impacting performance.



Maximize ROI from Future Investments

By grounding recommendations in your historical data and current performance, this engagement ensures any proposed solutions deliver measurable value—helping you avoid wasted spend and prioritize initiatives with the strongest ROI.



Reduce Risk and Accelerate Decision-Making

Validate ideas and expected outcomes before committing to implementation. This engagement reduces uncertainty, aligns stakeholders, and gives leadership confidence in the path forward.



Identify the Right Improvements—No Guesswork

Instead of assuming where problems lie, we use your real interaction data to pinpoint the highest-impact opportunities. You'll know exactly what needs to change, why it matters, and where to focus first.



Build a Practical, Prioritized Optimization Roadmap

Walk away with a clear, phased plan tailored to your contact center's needs. The engagement connects business challenges to specific improvements, timelines, and success metrics—so you know what to do next and when.

How It Works

We offer a guided, collaborative engagement that involves analyzing your contact center, identifying improvement opportunities, and delivering AI solutions with measurable value.

You provide 90 days of voice or chat transcripts. We handle the rest—from data processing to solution design and demonstration.

Optimization Program Steps

1 Data Foundation

We prepare your contact center data so it's ready for meaningful AI analysis.



What we do:

- Turn on transcription and summary features in ice Contact Center
- Run AI jobs on the past 90 days' call recordings to:
 - Determine why customers called
 - Identify customer sentiment (positive/negative/neutral)
 - Recognize common questions and answers
 - Generate easy-to-read call summaries
 - Pinpoint agent actions, next steps, and feedback

Deliverable:

A complete, organized dataset with rich AI-generated insights you can start using right away.

What we do:

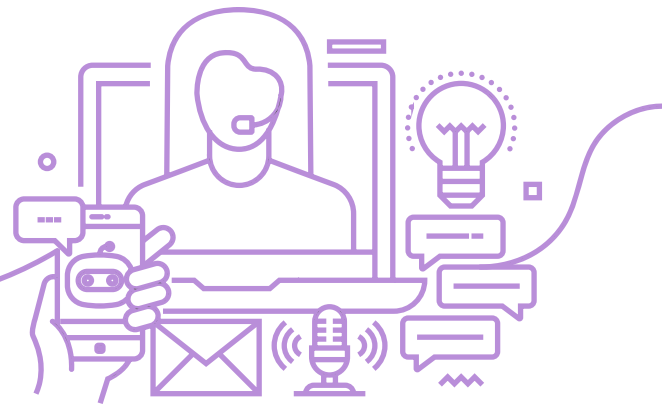
- Ask you about your key pain points and areas for improvement
- Review the data and generate easy-to-understand reports
- Organize and standardize the reasons customers call
- Run advanced classification
- Apply AI to analyze customer questions and patterns

Deliverable:

An in-depth report showing organized call data, insights into customer questions, and how accurately AI classified interactions.

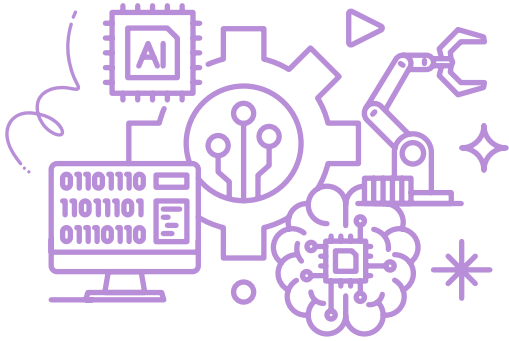
2 Data Analysis & Classification

We turn your raw contact data into clear, actionable insights while learning more about your challenges.



3 Performance Analysis

We measure how your contact center is performing and highlight opportunities for improvement.



What we do:

- Track key metrics like call transfers, complexity, and response times
- Create an easy-to-read Power BI dashboard showing your baseline performance

Examples of metrics we look at:

- How often calls are transferred
- How complicated calls are (single vs. multiple issues)
- Average Handle Time (AHT) and efficiency
- How long calls take based on the topic

Deliverable:

A report that shows your current performance and areas to improve.

4 Solution Design

We take your key challenges and show you how AI can solve them, with measurable impact. Below are some examples of pain points and how to improve them.

| Pain Point | AI Solution | Expected Impact |
|----------------------------------|----------------------------------|------------------------|
| Inconsistent call classification | Automated contact classification | Real-time accuracy |
| Agent knowledge gaps | Real-time Agent Assist | Lower AHT |
| Manual QA sampling | Contact Insight Jobs | 100% call coverage |
| Poor knowledge management | Dynamic knowledge articles | Faster resolution |
| Complex IVR menus | Natural Language Routing | Reduced transfers |
| Repetitive inquiries | AI knowledge agent (FAQ Bot) | Increased self-service |
| CRM inefficiencies | AI agent service | Streamlined ticketing |

Deliverable:
A tailored AI solution roadmap that maps your challenges to specific AI tools and shows the expected impact on your contact center performance.



5 Demonstration & Implementation Plan

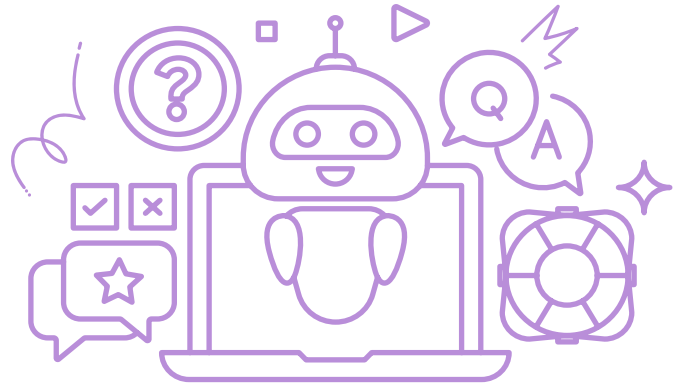
We show you how the recommended AI solutions will work in your contact center and outline the path to implementation.

What we do:

- Provide a live demo of your tailored AI solutions
- Share pricing, implementation steps, and success criteria
- Plan the deployment and go-live process

Deliverable:

Demo and implementation plan that includes recommended AI solutions, timeline, success metrics, and next steps for deployment.



Start Your AI Optimization Journey

Unlock the full value of your contact center with a structured, data-driven, and measurable AI engagement.



REQUEST A DEMO
computer-talk.com/request-demo

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.