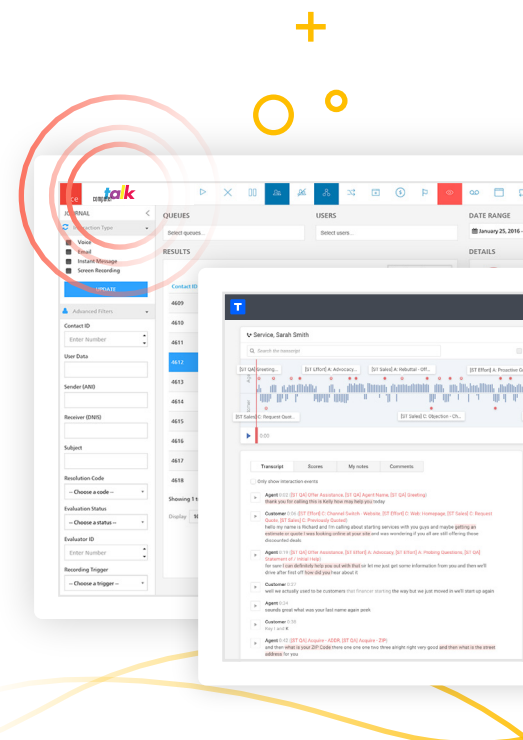


Optimize your contact center with the power of AI analytics

The Tethr + ComputerTalk solution

Today's consumers expect quality care. When you harness the combined power of Tethr and ComputerTalk, you transform your customer experience into a data-driven journey toward greatness. Unlock the potential of powerful digital-first customer service technology with AI-powered conversation intelligence to guide you toward the improvements that fundamentally improve your customer experience and financial outcomes.



ComputerTalk's ice, a Microsoft Teams omnichannel contact center, seamlessly integrates with existing applications and bridges the gap from legacy infrastructure to Teams. ice connects and extends the user experience natively within Teams to drive collaboration, deliver complex routing, and enable configurable design to enhance the customer experience.

Tethr ingests data from all channels of your customer interactions. Then, it uses AI and machine learning to analyze and score your customer's experience, diagnose the root-cause of major customer issues, and optimize agent performance, putting you on the fastest path to making meaningful business improvements.

The power of Tethr + ComputerTalk together

Tethr and ComputerTalk ice platforms work together seamlessly so you can instantly make improvements to your customer's experience. Our integration is simple. Once the integration is set up, ice will automatically send interaction information to Tethr. Users can seamlessly access information on the Tethr platform.

01 Reduce costs

Use AI to identify root causes of long calls, channel switching, and repeated contacts.

02 Prevent churn

Pinpoint specific reasons for churn and identify at-risk accounts so you can intervene to prevent loss.

03 Improve customer experience

Identify points of friction and confusion in your service experience – then eliminate them. Agents can see interaction history and open CRM tickets to quickly resolve customer issues.

04 Optimize agent performance

Use intelligence gleaned from Tethr to coach your team to increase positive agent behavior and create targeted team performance guidelines.

05 Increase revenue

Analyze your interactions and identify the probing questions, objection rebuttals, and special offers that increase conversion rates.

Tethr + ComputerTalk Capabilities

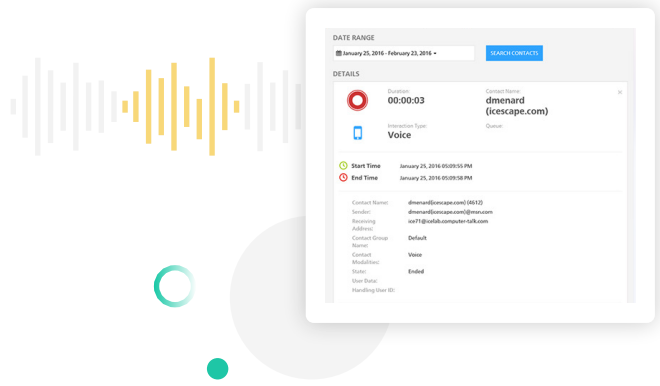
ComputerTalk and Tethr work collaboratively to measure the full customer journey. Monitor from the first customer touchpoint to the last—regardless of the channel.

Improve customer service & self-service

Find out when (and why) customers contact you to respond efficiently + effectively to route customers to the appropriate user to best solve their needs and problems.

Optimize agent efficiencies

Save agents time from answering common questions and allow them to focus on other important tasks.



Grow customer relationships

Improve customer loyalty and experience with digital service that's measured and analyzed automatically. Provide customers with a self-serve system to navigate their inquiries without the need for a live agent.

Gain new customers

Discover the most successful pitches and highest-converting offers—then make these the standards for your team.



Automatically analyze customer conversations and generate insights that guide you to specific actions you can take to improve customer experience, agent performance, sales results, and more.



Insights you can trust – based on over a decade of research on what creates the best customer experience.



Every conversation is analyzed, scored, and benchmarked against other companies based on millions of interactions. Identify your best conversations and coach those best practices. Easily identify bad experiences enabling you to target and focus on the highest opportunities for improvement.



Access instant analysis on hundreds of metrics, with insight dashboards that give you a succinct look into Cost Savings, Customer Retention, Revenue Generation, CX, and Agent Performance with TethrRx + ComputerTalk ice Contact Center.





Get all the contact handling controls and contextual interaction information you need within the Teams interface. No more wasted time switching from one software platform to another.



Drive valuable, positive change

When working in concert, Tethr and ComputerTalk revolutionize your customer's journey with a full suite of digital support options that deliver business intelligence. Data from ComputerTalk's ice platform flows into Tethr. Tethr analyzes it, then delivers you succinct and valuable intelligence, as an all-in-one, omnichannel solution.

Reduce costs and improve the customer experience





-  Identify what issues cause long call times, channel switching, and repeat calls so you can streamline operations and save money.
-  Spot points of customer friction and work to resolve them to improve your customer journey
-  Adding self-service and AI to automate tasks allows managers to unburden agents and let them focus on other important tasks.
-  Combine analytics, complex routing, and business application integrations on a single platform.

Identify when customers are considering churning + causes

Tethr consumes ComputerTalk's ice Contact Center data and identifies customers who express negative sentiment and what issues created dissatisfaction. By identifying these churn threats early, you can act to stop them.

Reduce costs while building a dream support team

Identify the issues agents have difficulty resolving, what causes customer frustration, and guide your team toward providing a low-effort customer experience with unprecedented insights into your team's performance.

-  Find out which agents are empathizing and taking positive positions of advocacy and use them to benchmark your team.
-  Learn which agents are confused and misdiagnosing issues, and implement coaching and training.
-  Present actionable alerts from iceMonitor to a Teams channel on an adaptive card message. Users can quickly react to the alerts within Teams, resolving issues in an efficient manner.
-  Expand the call handling functionality to subject matter experts throughout the organization. Enable a more digitally agile workforce to perform a mix of customer engagement and traditional back-office tasks during the day.

Getting started

Go to tethr.com to try out Tethr + ComputerTalk for Free

