

Microsoft Teams Native ice Contact Center



ComputerTalk is one of Microsoft's first partners to have completed the Microsoft Teams Connected Contact Center Certification Program. With rigorous security and compliance testing, this certification ensures that ice Contact Center is a reliable, high-quality, and compatible solution that customers can trust.

ComputerTalk integrates with Microsoft Teams using all three integration models – Connect, Extend, and Unify. These models allow us to offer a robust integration with Teams while retaining the advanced enterprise-class contact center features and functionalities that our clients depend on. ice Contact Center agents and SMEs can handle interactions through the Teams client, their existing PBX, or natively within ice. No matter which telephony platform they choose, visibility into the interactions is retained for recording, monitoring, and reporting.

ComputerTalk is Microsoft Teams certified in Connect, Extend, and Unify!

Check out Unify on page 3.

Connect

The Connect model allows contact center partners to connect to the Microsoft Teams phone system infrastructure via Microsoft certified SBCs and Direct Routing. The contact center agents remain on the contact center application and subject matter experts who do not require full contact center features can use Teams. The Connect model allows agents on the contact center application to transfer calls to SMEs on Teams while leveraging their presence to ensure their availability.

How ComputerTalk uses the Connect model

Direct Connect

Direct Connect gives organizations an alternative to Microsoft Teams federation. It uses Microsoft Teams Direct Routing to route calls to Teams-based agents using a managed SBC network. With faster call setup times than federation, ice Contact Center allows agents to handle voice calls directly in the Microsoft Teams client of their choice.

Presence sync

Enable users' presence on Teams to be synced to ice Contact Center. If they answer a call on Teams, their presence in the contact center will change to Not Ready, preventing users from getting another interaction.

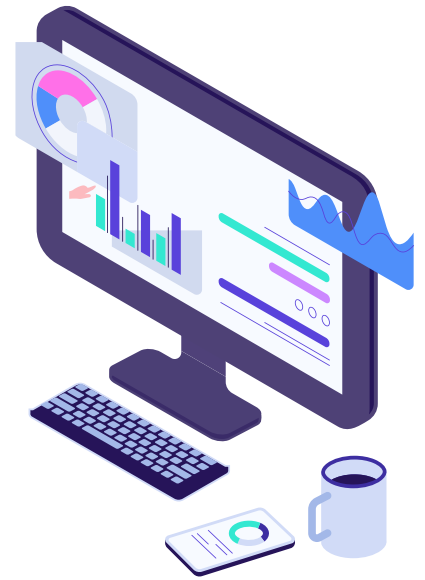
Microsoft Teams search

Allow contact center users to search for subject matter experts within Teams and route interactions outside the traditional contact center. Teams presence is visible when transferring, so agents know who is available to assist them.

Extend

The Extend model takes the integration with Teams to the next level. This model uses the Teams client platform, Teams Graph APIs, and Cloud Communications API in Microsoft Graph to integrate with Teams.

It extends the contact center into Teams to allow both contact center agents and SMEs to use the Teams phone system for calls, presence sync, alerting, reporting, and mobile usage.



How ComputerTalk uses the Extend model

The Extend model includes everything from the Connect model plus:

iceBar for Teams mobile

Agents can handle interactions directly within the Teams mobile client. iceBar for Teams mobile sits directly within the Teams client, enabling users to easily handle all interactions within one application.

Teams call director

Keep your Microsoft phone number by using Teams call director to redirect your phone number to us. This removes latency and eliminates the need to port your numbers. Your billing remains with Microsoft and counts towards your Microsoft minutes.

Actionable alerts for agents

Suggest actions for agents to take within iceBar for Teams based on key phrases detected during an interaction. For example, if a customer is getting upset, ice can suggest transferring to a supervisor or if they are threatening to leave, ice can suggest sending them to a retention queue.

Schedule reports to Teams

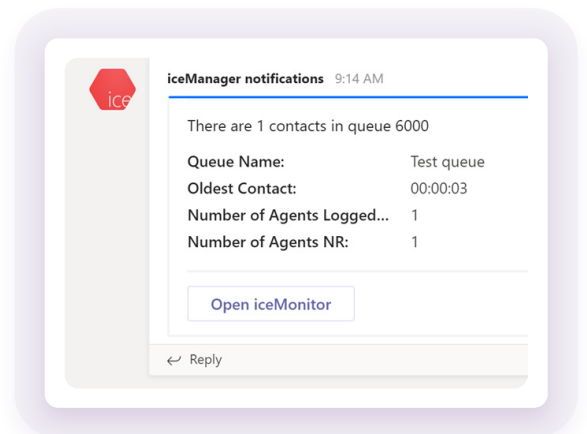
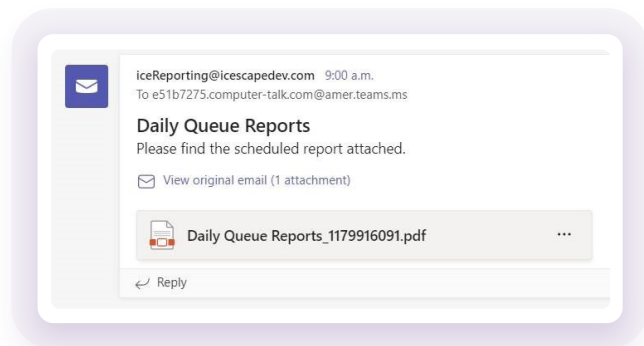
Schedule and publish ice reports to a Teams channel for immediate viewing and discussion.

Share interactions to a channel

Increase collaboration by sharing an interaction card that you receive from ice to a Teams channel. This allows other team members to follow up with the interaction.

Monitor alerts in Teams

Send actionable alerts from iceMonitor to a Teams channel. Supervisors and users can quickly react to the alerts within Teams, resolving issues in a quick and efficient manner.



Unify

The Unify model, formerly called Power, leverages Teams Phone extensibility to create a seamless, native integration between Microsoft Teams telephony and contact centers. This model streamlines how Teams phone numbers connect to the contact center while reducing complexity and aligning closely with the Microsoft ecosystem.

How ComputerTalk uses the Unify model

The Unify model includes everything from the Connect and Extend models plus:

Simplified Teams telephony integration

Unify streamlines how Teams phone numbers—whether Microsoft-provided, Direct Routing, or Operator Connect—integrate with ice Contact Center. This reduces setup steps and eliminates the need for additional configuration.

Native Teams administration

Teams Phone extensibility extends contact center management into the Teams admin experience, making it easier for IT teams to deploy and scale ice Contact Center directly within their Microsoft ecosystem.



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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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