



ice Contact Center with Microsoft Teams



Gold Application Development
Gold Cloud Platform
Gold Communications
Gold Datacenter
Gold Windows and Devices



READ FIRST

Intended presenter: Microsoft Field Sales

These slides are created for you to customize your customer conversation and address specific challenges and expected outcomes.

For additional support for building this deck or a personal demo, please contact:

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Demo Steps

Demo Details

External Video <https://www.youtube.com/watch?v=7IzID4tVn0c>

Internal Sample Demo Video <https://teamsappdemo.azureedge.net/computertalk/index.html>

Licensing Requirements

Subscription Details \$120 USD/user/month

ComputerTalk Demo Resource

Live Demo Available upon request



ComputerTalk's ice, a 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.





Voice



Video



Email



Web Chat



IM



SMS



Social Media



Application
Sharing



AI and Bots



ACD, Speech
IVR



Outbound
Dialer



Real-Time
Monitoring



Historical
Reporting



Recording



Alerts



Surveys



Native CTI



CRM Screen
Pop



Workforce
Optimization

**Recognize and
reach your
customers on
their preferred
digital channel**

Key Use Cases



Customer Service

Respond to customers efficiently and effectively. Route customers to the appropriate user to best serve their needs and solve their problems.



Collaboration

Powerful user-to-user features drive collaboration in the workplace. Supervisors can silent monitor users and users can consult when they need assistance.



Self Service

Provide customers with a self-serve system navigate their inquiries without the need of a live agent. Save agents time from answering common questions and allow them to focus on other important tasks.



Back Office Users

Not all users need full contact center capabilities. Expand the call handling functionality to SMEs and back office users throughout the organization.



Reporting and Monitoring

See your workforce's performance in real time and analyze reports to make informed business decisions and effectively strategize for the future.

Key Benefits Inside of Teams



All-in-one Teams Native Solution

ice users can handle all media interactions within the Teams interface – Teams calls, chats, even push reports to Teams channels for enhanced collaboration!



Optimize Agent Efficiencies

Give users all the contact-handling controls and contextual interaction information they need within the Teams interface, saving time from using multiple pieces of software.



Enhance the Customer Experience

Agents can easily view previous interaction history of the current contact they are handling as well as any open CRM tickets to quickly resolve customer issues.



Enable Back Office Users

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.



Quickly React to Service Metrics

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.

Benefits of ice Contact Center



Cost Savings

- Migrating to the cloud drastically reduces infrastructure costs.
- Adding self-service and AI to automate tasks allows managers to offload agents and let them focus on other important tasks.

Customer Retention

- ice equips users with all the enterprise-class tools needed to provide outstanding customer experiences.
- Combine analytics, complex routing, and business application integrations on a single platform.

Revenue Generation

- Easily transfer between departments to address upsell opportunities
- Customers can purchase items, make payments, and book appointments where it's tracked, monitored, and reported.

Work from Anywhere

- ice allows users to manage the contact center and handle customer interactions from anywhere.
- Staff can be in different regions and countries and their contact center will run smoothly.



ice offers a single pane view - users never have to leave the Teams client



The ice agent experience is embedded natively into the Teams client



ice adds true omnichannel capability to Teams



ice does not "throw the call over the fence" - call recording and reporting is captured from start to finish



ice is a mature Teams contact center platform backed by references.

**What
differentiates
ComputerTalk
against other
contact center
vendors?**

Key Scenarios: Technical Challenges



Your current infrastructure is old, even end of life, and you want to modernize

- You've chosen the Microsoft path and are looking for an integrated enterprise-grade solution for your contact center to leverage your investment.
- ice Contact Center is a Microsoft Teams certified solution that will extend the functionality of your Teams investment with a unified interface.



You want to go all in on Teams, but you have a few years left on your on-premises PBX

- You are using Teams for meetings and collaborations and are investigating the move to a full cloud UC solution but what about your contact center?
- ice will bridge the gap between your platforms. You can move users from one platform to the other at your own pace.



Your disparate technology systems are siloed

- Your organization has to manage inquiries from different channels on multiple pieces of software.
- This is inefficient, time consuming, and prevents your agents from offering the best service possible.
- ice is an all-in-one omnichannel platform allowing users to easily handle inquiries from different communication channels all in one place.



You are in a highly regulated industry and security compliance is critical

- Your contact center is the heartbeat of customer service for your clients.
- You are in a highly regulated industry and require PCI, SOC 2 Type 2 security compliance, and data sovereignty for the sensitive nature of your information.
- ice checks all these boxes and will give you the secure peace of mind that you and your clients demand.



Key Scenarios: Business Challenges



Agents are inundated with time-consuming, repetitive questions

- This hinders their ability to focus their attention on high priority client needs. Through natural language and info collectbn, unique identifiers can be applied at the onset of an interaction.
- This equips agents to have information readily available before the client is connected to them.



Users lack the capabilities to work from anywhere

- Enable your users to be just as effective no matter where they are or what device they are on.
- You want your agents to be as efficient as possible and handle multiple contacts at the same time.
- ice enables a work from anywhere on any device environment for your agents and a customizable multi-contact mode to allow them to be as productive as possible.



Integration to your other systems is not amalgamated

- Backend systems such as CRM, workforce management, ticketing software, or visualization platforms are just as important as your contact center technology.
- You need to be able to push and pull information from these systems to provide outstanding customer service and make quickly make operational decisions.
- ice has prebuilt connectors to bring everything together in an easy-to-use intuitive interface.



It's time to up your game

- Your organization is using a simple phone system with no monitoring, tracking, or reporting. Your clients are expecting quikder more personalized service than your current system can provide.
- ice Contact Center brings all the mission-critical contact center pieces together, including real-time monitoring, media transcripts, historical reporting, and more, so that organizations have all the tools they need to provide stellar customer experience.

Customer Success Story: Government



- **Situation**

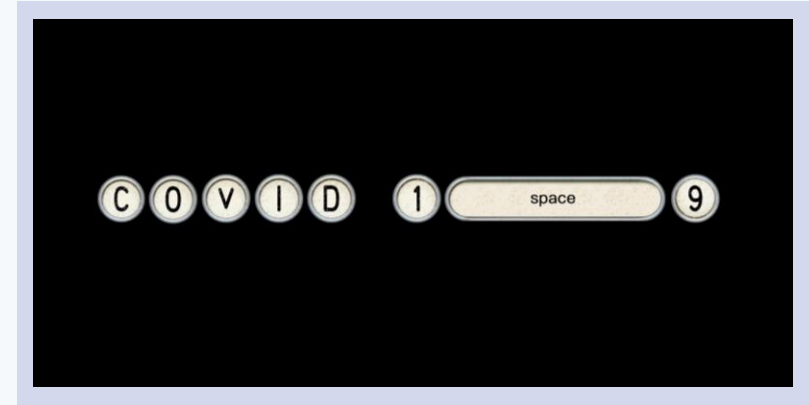
- When the COVID-19 pandemic began, public health orders in this government region were inconsistently interpreted with other regions and the country

- **Impact**

- Due to changes with the pandemic and public health information, the organization received an overwhelming volume of questions from concerned patrons

- **Resolution**

- From inception to activation, ice Contact Center with Teams was up and running in just 10 days!
- The efforts included planning, organizing, and training 100 users from multiple public ministries



"Our use of ice for the has been almost totally void of technical challenges. This is directly attributable to the knowledge, expertise, patience, availability, and communication skills of [ComputerTalk]."

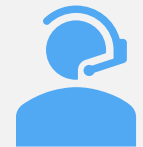
Customer Success Story: Technology



Easily work remote



Complex interaction routing



End-to-end customer support

- **Situation**
 - With their head office in a high-risk area for hurricanes, the company needed a contact center solution that allowed their staff to work from the safety of their homes
- **Impact**
 - Their former solution did not fulfill their needs to handle calls + web chats remotely, and lacked complex routing and vital customer support
- **Resolution**
 - The smooth transition to ice with Teams for voice and web chat allowed the company's staff to easily work remote

How to Reach ComputerTalk Globally



Do not wait for an opportunity reach out today:

Come through our website: <https://www.computer-talk.com>

- ✓ Web form
- ✓ Live sales web chat



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Solution Benefits



Smooth migration from Skype for Business or legacy PBX systems

Migrate contact center users from Skype for Business or legacy platforms to Teams with ease! ice bridges the gap; users can migrate at their own pace with an interface they are familiar with.



Built with decades of industry experience

30+ years designing and supporting cloud enterprise-grade contact centers and a 15+ year strong relationship partnering and integrating with Microsoft.



Design a solution to meet your needs

End-to-end consulting available to design a unique Teams contact center solution that meets changing organizational needs and requirements.