

# ice Contact Center and Microsoft Power Platforms

Enhance your contact center with easy-to-use, no-code analytics, automation, AI, and apps.



## Power BI

Power BI lets organizations unify data from various applications into interactive dashboards and reports. ice Contact Center offers advanced out-of-the-box reporting. Whereas ice Contact Center with Power BI allows organizations to combine their contact center data with information from other applications such as a CRM, ticketing, or workforce management platform to create dynamic and custom reports. By combining contact center and CRM data, organizations can view how many interactions are associated per CRM case, which agents are updating the CRM information, and many other vital statistics.

ice Contact Center with Power BI allows organizations to combine and analyze data, make informed organizational decisions, and effectively strategize for the future.



## Power Automate

Power Automate allows users to create powerful workflow automations with no-code. Automate data to streamline repetitive tasks and increase efficiencies. By combining Power Automate and ice Contact Center, organizations can automate tasks for their users.

Use Power Automate to find all customers in a ticketing system that need a follow-up and run a workflow in ice to queue the contact for an agent to call them back. This streamlines the process for the contact center agent and ensures all customers are followed up with promptly. This is just one example of how Power Automate and ice Contact Center can work together.

## Power Apps

Power Apps provides organizations with a way to easily create, manage, and share business apps. Create custom apps to manage your contact center in ways that are unique to you. Build an app to dynamically log on custom groups of agents depending on time, workload, or interaction volumes. Microsoft's templates and intuitive drag-and-drop functionality make it easy for organizations to create their custom solution.



## Power Virtual Agents

Power Virtual Agent allows organizations to build chatbots with no-code to conversationally engage with customers. Combine Power Virtual Agent with Power Automate to look up customer data and access knowledge databases to provide a personalized experience. If the inquiry is not resolved with the chatbot, escalate to a live agent with ice Contact Center.

Power Virtual Agent gives organizations the ability to add a no-code conversational chatbot to front their contact center.

**Request a Demo Today**  
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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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