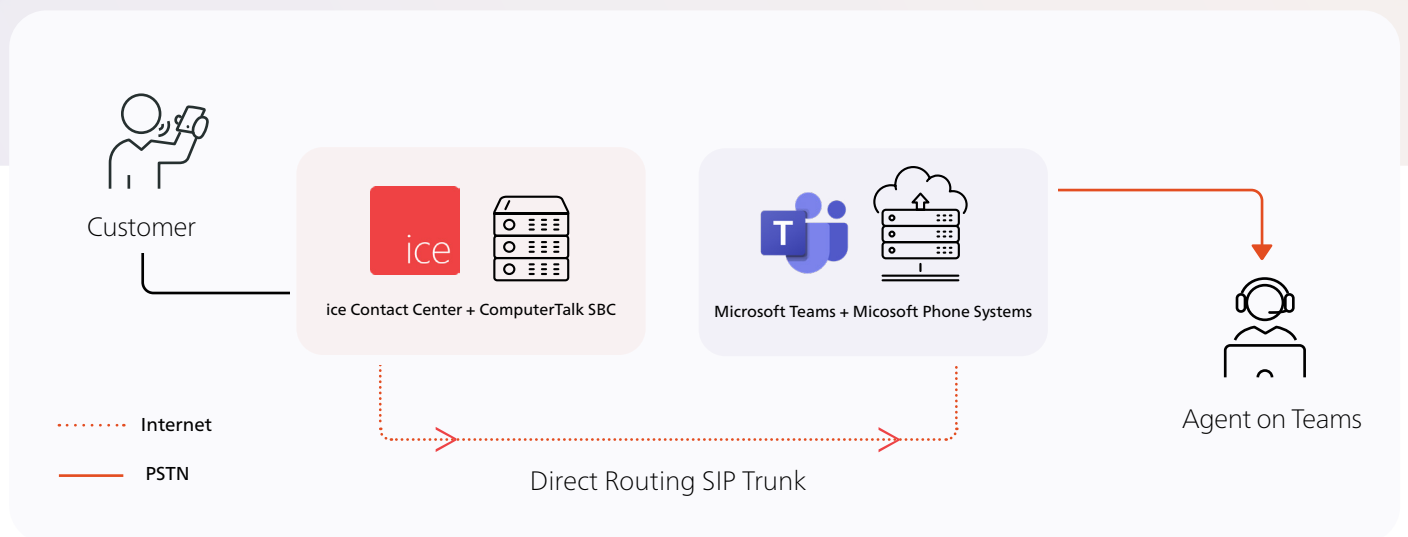


ice Contact Center with Direct Connect for Teams

Use Direct Connect in your ice Contact Center to increase connection speeds and enhance agent and customer experiences.

Direct Connect for Teams enables ice connectivity directly to agents using Microsoft Teams for voice calls. Direct Connect allows you to connect a supported Session Border Controller (SBC) to Microsoft Phone System with an encrypted SIP Trunk.



Direct Connect Compared to Alternatives

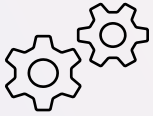
Direct Connect vs. Traditional Phones

Eliminate the off-hook agent carrier costs that a traditional phone line would incur, as these connections are established over a dedicated SIP Trunk.

Direct Connect vs. Federation

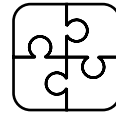
Connect agents to calls much faster than with federation, improving efficiency as well as customer and agent experiences.

Benefits of Direct Connect for Teams



Avoid the need for on-premises infrastructure.

Direct Connect requires no on-premises infrastructure, eliminating the concern for maintenance, storage, or other related issues.



Leverage your existing telephony infrastructure.

If you have existing SIP trunks or PRIs, you can transition to Teams with Direct Connect while continuing to use your existing infrastructure if you so choose.



Bridge legacy infrastructure to Unified Communications (UC).

With Direct Connect and ice, user experience is centralized on ice and Teams, ensuring a smooth transition from a legacy platform to full UC.



Reduce costs.

Direct Connect reduces carrier charges for long distance and other services, allowing you to save money compared to traditional PSTN connections.



Simplify your communication channels.

Bring all your inbound, outbound, internal, and external communications together so that all interactions can be handled by ice and the Teams client of your choice.



Increase efficiency.

With Direct Connect, your contact center can help more customers in less time than it would take with federation, while still saving costs relative to a traditional phone or Microsoft Calling Plan. Increase your calls handled without increasing your number of agents.



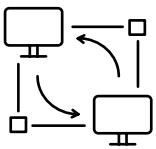
Enhance customer experiences.

Connecting an agent to a call by federation can take anywhere from 3-15 seconds. To an everyday user, that may not mean much but to contact centers, seconds are everything. With Direct Connect, this connection time is reduced to milliseconds. Customers spend less time waiting to speak with an agent, problems are resolved sooner, and overall quality of customer service improves.



Enhance agent experiences.

Faster connection times benefit agents as well. Direct Connect allows agents to spend less time waiting to connect with a caller, ultimately minimizing agent frustration and enabling agents to accomplish more and reach their full potential.



Transition easily.

Direct Connect is easy to set up. It is simple and quick to add to your existing Teams.

ice Contact Center with Microsoft Teams

As one of Microsoft's first partners to complete the Connected Contact Center for Microsoft Teams Certification Program, ComputerTalk is committed to ensuring that ice and Teams work well together. The certification also involves a unified support model, so you can be confident not only in ice's compatibility with Teams, but also in a smooth support experience across both organizations.

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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