

ice Contact Center with Operator Connect

Experience the next evolution in communication with Microsoft Operator Connect, offering seamless integration and unparalleled efficiency for your business.



What is Microsoft Operator Connect?

Microsoft Teams and Operator Connect replace your phone system using a certified Microsoft Operator Connect Provider. This enables you to use your existing phone number to make and receive PSTN calls from Teams, without the need for any additional hardware or software.

ice Contact Center supports Operator Connect out-of-the box to provide a seamless and cost-effective communication solution for your organization. Benefit from the trusted and reliable PSTN connectivity provided by the certified operators, and the flexibility and scalability of our cloud-based contact center platform.

Benefits of Operator Connect with ice Contact Center

Using Operator Connect with your ice Contact Center has many benefits, such as:



Improve reliability and security

Rely on the high availability and redundancy of the Microsoft cloud and certified and trusted Operator Connect partner to ensure your calls are always connected and secure. In the case of a Teams outage, ComputerTalk's icePhone provides a backup option for Teams.



Reduce complexity and cost

You don't need to maintain any on-premises equipment or software. You can simply choose an Operator Connect partner that meets your needs and budget and pay for what you use.



Centralize management

Use Teams as your one-stop platform for all your communication and collaboration needs, including phone, meetings, organizational dialing, contact center, and more. This reduces the complexity and cost of managing multiple solutions and provides a consistent user experience across devices and locations.



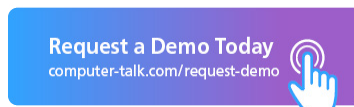
Extend Microsoft Teams into the contact center

Use ice Contact Center to extend the capabilities of Microsoft Teams into the contact center while providing enterprise-grade features that you rely upon. ice Contact Center provides advanced IVR, comprehensive reporting, call recording, presence sync, and more.



Simplify administration

Manage your phone system settings and policies from the same admin portal that you use for other Microsoft 365 services, without the need to provision and maintain any on-premises hardware or software. Easily add or remove phone numbers and calling plans as your business grows or changes.



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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