

ice Contact Center's Agent Assist

Empower your agents with real-time context, streamline every interaction, and deliver exceptional customer experiences.



What is Agent Assist?

Agent Assist gives you the power to design and configure a solution that's tailored to your agents' needs. Every organization is different, which is why Agent Assist lets you decide exactly what information to surface. From caller history and knowledge base articles to real-time transcription and sentiment, your agents always have the right context at their fingertips — helping them deliver faster, smarter, more personalized support

Key Benefits



Boost Agent Productivity

Quick access to past interactions, caller context, and relevant resources reduces the time agents spend searching for information.



Improve Customer Experience

With instant context, agents can provide more personalized, efficient support — no need for customers to repeat information.



Enhance Collaboration

Call and chat summaries enable smooth handoffs between agents and departments, keeping everyone aligned.



Increase Accuracy and Insight

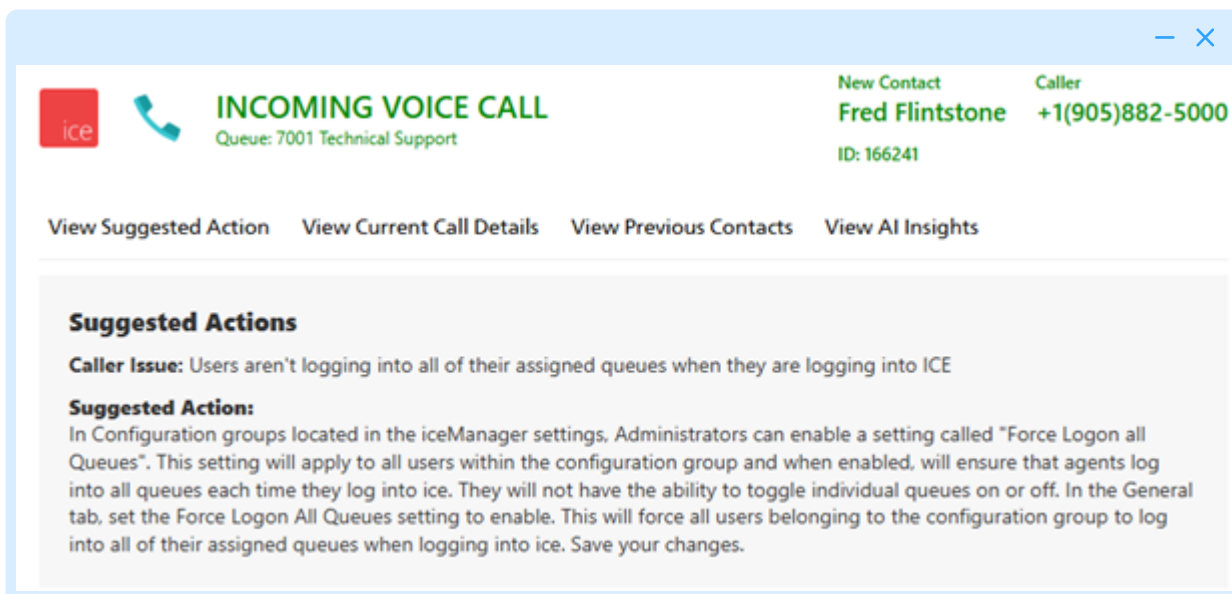
Real-time transcription, sentiment tracking, and call summaries help agents stay informed and on-topic during the conversation.

Get Started with Our Ready-to-Use Template

Agent Assist is highly customizable, but to help you get up and running faster, we've created a ready-to-use template packed with practical features designed to make agents' jobs easier and more efficient.

✓ Suggested Actions

Quickly understand why the caller is reaching out and get guided next steps. This helps agents respond faster and with confidence, reducing time spent searching for information.



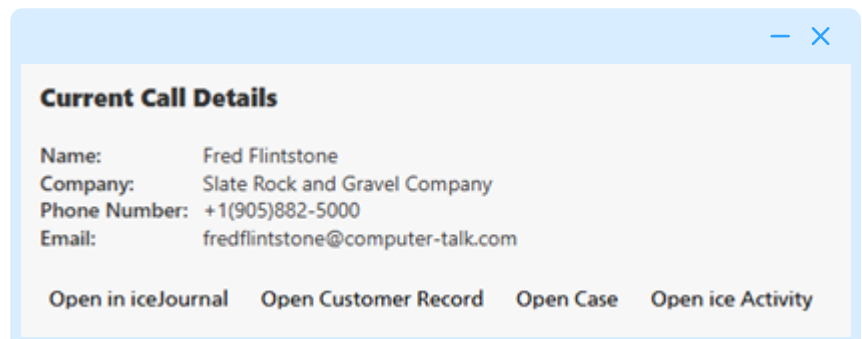
The screenshot shows a window titled "INCOMING VOICE CALL" with a sub-header "Queue: 7001 Technical Support". It displays caller information: "New Contact Fred Flintstone", "Caller +1(905)882-5000", and "ID: 166241". Below this, there are four navigation links: "View Suggested Action", "View Current Call Details", "View Previous Contacts", and "View AI Insights". The main content area is titled "Suggested Actions" and contains a "Caller Issue" and a "Suggested Action".

Caller Issue: Users aren't logging into all of their assigned queues when they are logging into ICE

Suggested Action:
In Configuration groups located in the iceManager settings, Administrators can enable a setting called "Force Logon all Queues". This setting will apply to all users within the configuration group and when enabled, will ensure that agents log into all queues each time they log into ice. They will not have the ability to toggle individual queues on or off. In the General tab, set the Force Logon All Queues setting to enable. This will force all users belonging to the configuration group to log into all of their assigned queues when logging into ice. Save your changes.

✓ Current Call Details

Instantly access key caller information such as name, company, phone number, and email, all in one place. Links to the contact in iceJournal and optionally to your CRM, save time and eliminate the need to toggle between systems.



The screenshot shows a window titled "Current Call Details" with the following information:

Name: Fred Flintstone
Company: Slate Rock and Gravel Company
Phone Number: +1(905)882-5000
Email: fredflintstone@computer-talk.com

Below the details are four navigation links: "Open in iceJournal", "Open Customer Record", "Open Case", and "Open ice Activity".

✓ Previous Contacts

Deliver more personalized service. Review recent customer interactions, including reasons for contact, outcomes, and sentiment, so you can tailor your response and build stronger customer relationships.

✓ **AI Insights**

Get the insights that matter most. View relevant AI-generated insights—such as call summaries, action items, and sentiment analysis—tailored to your needs, so you always have the right information at the right time.

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AI Insights

Summary:	Customer requested assistance with adding skill assignments.
Call Outcomes:	Customer successfully added skill assignments with agent guidance.
Call Reason:	Customer needs help with skill assignments.
Customer Questions:	How do I add skill assignments?
Sentiment:	9 (Positive / satisfied and appreciative)

✓ **Contact Transcription**

Ensure seamless handoffs. Automatically include the call transcript when transferring a contact so the next agent has full context, reducing repetition for customers and keeping the experience smooth and professional.

Tailored for Your Team

Whether you use our prebuilt template or design your own, Agent Assist is fully customizable to support your unique workflows and contact center goals.

REQUEST A DEMO

computer-talk.com/request-demo



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.