

# icePhonebook

Save agents' time, reduce misdials, and simplify access to contacts, making communication faster and more reliable for your team.



## What is icePhonebook?

icePhonebook is a centralized contact management feature within iceManager. It empowers agents to easily access, search, and manage external and internal contacts—streamlining communication, improving call efficiency, and enabling better customer service.

## Benefits of icePhonebook



### Boost Operational Efficiency

Agents can easily locate contacts outside the organization and quickly call, consult, or transfer to them—eliminating communication bottlenecks and enabling faster resolution times and better service delivery.



### Keep Contact Information Current

Automatically sync contacts from a CRM or third-party system into icePhonebook to reduce manual updates and ensure agents always have the most accurate, up-to-date contact details—improving interaction quality and reducing misdials and follow-up delays.



### Strengthen Data Security and Access Control

Administrators can organize contacts into folders and assign access permissions to specific groups or users—ensuring secure and structured contact management.



### Enable Contact Directory Flexibility

Add any custom contact fields your organization needs—such as title, department, or notes—for greater clarity and alignment with your workflows.



### Improve Contact Access and Efficiency

Agents can quickly access frequently used contacts via a favorites list. They can also filter contacts by folder or use advanced search with multi-field filters and clauses—making it easy to locate the right contact fast.

# icePhonebook Key Features



### External Contact Access

Call, consult, or transfer to contacts outside your organization with ease.



### CRM and Third-Party Contact Syncing

Script one-way syncs from CRMs or external systems to keep contact info up to date.



### Admin-Controlled Access

Create folders and assign user or group-level permissions for secure contact management.

SEARCH	FOLDERS	ADVANCED SEARCH	FAVOURITE			
Search...	Select Folders...	Advanced Search...	ON <input checked="" type="checkbox"/>			
RESULTS						
Quick Filter...						
Id	Folder	Favourite	Given Name	Surname	Mobile Phone	Job Title
23	Default (1)	★	Srijit	Dutta	4372294275	Sales Support
150	Default (1)	★	Jean-Nicolas	Robitaille	5147082332	
215	Default (1)	★	Kyle	Birker	+1 6475883074	
297	Default (1)	★	Jurgen	Roediger	4165590059	
470	Default (1)	★	Lindsay	Aitken	6472296372	
538	Default (1)	★	Christina	Liu	416-906-6130	
766	Default (1)	★	Darren	Lobo-Pires	6475673735	



### Advanced Search and Filtering

Use multi-field filtering and advanced clauses to locate the right contact quickly.



### Organized Folder Structure

Group contacts into folders such as departments, regions, roles, etc.



### Custom Contact Fields

Add fields like title, department, or notes to align with your organization's needs.



### Favorites List

Mark frequently used contacts for quick access.



### Real-Time Updates

Ensure changes to contacts are instantly available to agents.



### Embedded Within ice Contact Center

Fully embedded within iceManager for seamless agent access during live interactions.



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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.