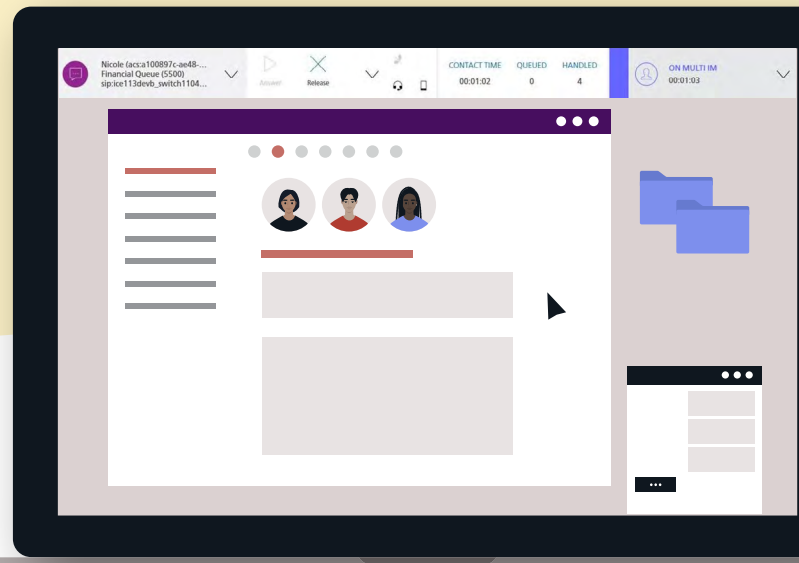


icePhone

icePhone provides a built-in softphone, perfect for use as a primary or back-up connectivity option!



What is icePhone?

ComputerTalk's icePhone provides voice and video calling, chat, and screen sharing capabilities to agents natively within iceBar for Desktop and iceBar for Web.

This provides an alternative connectivity mode to Microsoft Teams and PSTN. icePhone uses WebRTC, enabling it to work out of the box in modern web browsers.

Voice

icePhone can serve as the primary voice connection or as a backup. It provides a standard user interface (UI) within iceBar that agents are familiar with.

Primary

Organizations may choose icePhone as their primary connectivity model if they don't have existing telephony infrastructure or they are looking to get rid of their PBX system and they do not want to invest in Microsoft Teams licenses.

Backup

For organizations who wish to maintain their PBX system, icePhone provides a backup in the event of a local disruption to a carrier impacting the agents' connectivity to ice. Similarly, organizations using Teams Direct Connect can use icePhone as a backup in the event of an outage with Teams.

icePhone is billed based on usage (with flexible bucket sizes), making it an excellent option for organizations with lower call volumes or who want to pay for what they use.

Chat

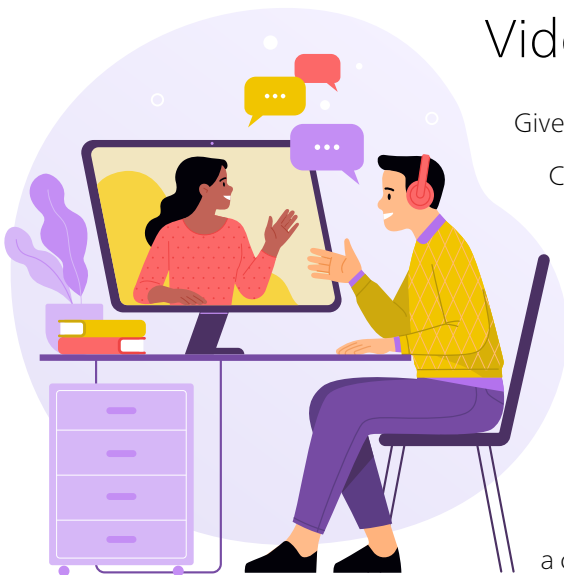
Make it easy for your agents to efficiently handle multiple chats. icePhone provides a chat interface within iceBar, so agents only need one application for all their voice and chat contact center controls.

Instead of handling contact center chats in Teams, organizations have the option to handle them in a native iceBar interface. Agents don't have to switch between applications and can view multiple chat windows simultaneously.

Agents can quickly and easily send customers standard greetings and answers with icePhone's canned responses, which are embedded directly within the chat interface.

Features

- Multiple chat windows
- Contact data view
- Canned responses
- Participants list view
- Support for rich text formatting in chat



Video

Give customers personal, face-to-face service experiences with video calling.

Customers can seamlessly escalate a chat or voice call to a video call, creating a more human, engaging interaction. This capability helps agents build trust, demonstrate empathy, and provide visual guidance.

Screen Share

icePhone provides screen sharing capabilities, allowing agents and customers to easily share information with each other. Either participant in a conversation can share their screen while in a voice or video call. Whether a customer wants to show an agent a problem they're experiencing, or an agent wants to walk a customer through a process or form, screen sharing can improve efficiency by providing visual support and saving time on descriptions.

If you want to see icePhone in action, contact your account manager or request a demo at www.computer-talk.com/demo-request.

If you want to see icePhone in action, contact your account manager or request a demo at www.computer-talk.com/demo-request.

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.