

iceChat

Feature sheet



Take your customer experience to the next level with iceChat!



NEW

Contact attachments

Allow your agents and customers to effortlessly share files, documents, and images back and forth through iceChat. Sharing files and images helps clarify complex issues by providing visual aids or detailed documents. This ensures that both agents and customers are on the same page and improves the accuracy of information exchanged. The attachments will appear as links in the chat window and will be stored in a datastore in case the agent needs to access them in the future.



NEW

Embed iceChat within your website

iceChat can now be embedded into an inline frame in your website instead of having the chat window pop out on the screen. Here, the chat remains visible and accessible as part of the main web page content, providing a seamless chat experience for users. In addition, users have the option to continue their conversations if they close or refresh their browser. This ensures that users can continue their conversation without interruption, thus enhancing their experience. iceChat can be customized in various ways, including the chat button style and the chat window height and width.



NEW

Customize your chat window how you see fit

New customizations to your chat window include enabling/disabling certain features, and more detailed changes to the color scheme, look and feel, or operational flow.



Ability to silent monitor, coach, and barge-in

Team leaders, supervisors, and administrators can monitor an ongoing interaction by either silently monitoring, coaching or barging in. The ability to perform these tasks is user based, meaning supervisors must be assigned to the same queue as the user they want to monitor, team leaders need to be assigned to the same team, and administrators can monitor any user.



Canned responses

Agents can quickly send greetings or answer commonly asked questions with canned responses, which are pre-configured responses or greetings. They can be accessed directly within the iceChat interface. Agents can simply select a response that is best suited to the nature of the inquiry, allowing for a quicker reply than re-typing the same response each time.

Silent monitoring allows you to monitor a user without them knowing. Coaching allows supervisors to message an agent within a customer conversation without the customer seeing the supervisors message. Barge-in on the other hand, is more intrusive, allowing the customer to see what the supervisor and agent are typing in the chat.



Skills-based routing

Increase first-contact resolution rates with skills-based routing to ensure customers aren't transferred multiple times before reaching the right agent. You can set contacts to require a certain skill and level, for example, French level 3. This will ensure that a French-speaking customer will be routed to an agent who meets that skill requirement.



Callback request from within the chat client

If a customer is waiting to get in touch with a live representative, the callback button can be selected to send an agent a formatted message, requesting that they give the website visitor a call back later at a specific number. This eliminates the need for customers to wait in queue or stay engaged in a live chat and allows them to continue with their day and receive assistance at a more convenient time.



Chat transcripts

All chat transcripts are stored in the iceJournal suite where they can be viewed or downloaded by supervisors and agents accessing their own transcripts. Having a record of what was discussed during past interactions is important if the customer comes back with additional questions. That way, the agent has all the information they need.



Configure your chat window to your branding

You can customize your chat window to align with your branding by selecting a color scheme and inserting your logo. In addition, you can change the text at the top of the chat window beside your logo, change the name of the support representative, and more.

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Conference, consult, or transfer chat sessions

If an agent handling a chat interaction requires support from a supervisor, they can select the consult button, allowing them to interact with another user directly in the chat. If an agent needs to transfer the customer to another agent, they can easily select the transfer button, allowing them to transfer the contact directly from the iceChat interface.



Option for multiple concurrent chat sessions per agent

With live chat, your agents can handle multiple chat sessions simultaneously. While an agent is waiting for a response from one customer, they can use that time to answer a different customer's inquiry. This reduces customer wait time and increases overall agent productivity.



Option to shield the identity of your agents

The IM alias feature allows administrators to shield the identity of their agents if they don't want to share their name or user ID. This allows the administrator to type any name they wish to have displayed in the chat. When this feature is not enabled, the IM chat will show the agent's ID number.

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.