

iceChat Benefits

Our live chat solution, iceChat, allows your customers to get in touch with your organization faster, providing them real-time support and swift responses to their inquiries.



Benefits of adding live chat in your contact center



Reduce wait times

Live chat offers many tools and options for accelerating speed of service. For example, chatbots can be used to manage high traffic and quickly answer basic requests, while live agents focus on complex inquiries. With multi-contact handling, agents can handle multiple conversations at once, reducing customer wait times.



Resolve inquiries faster

Ensure your customers get their questions resolved promptly by leveraging canned responses. These pre-written answers enable agents to deliver quick responses, saving time and reducing repetitive typing. Efficient and timely responses can significantly boost customer satisfaction.



Boost agent productivity

Enabling live chat allows your agents to handle multiple chat interactions simultaneously. While an agent is waiting for a response from one customer, they can respond to another person's queries, making better use of their time. In addition, with canned responses, agents can select a standard response that fits with the nature of the inquiry, speeding up resolution time.



Improve communication clarity

Allow agents and customers to send attachments through iceChat. These documents can offer additional details or images to reinforce the information shared with the customer. Additionally, this speeds up resolution time, meaning customers don't need to wait as long for their inquiry to be resolved, leading to improved customer experience.

iceChat Features



- ✓ **File Sharing:** Improve the exchange of information by allowing agents and customers to effortlessly share files, documents, and images back and forth through iceChat.
- ✓ **Chat Transcripts:** Chat transcripts capture details of the conversations between customers and agents to help with issue resolution, quality assurance, and more.
- ✓ **Canned Responses:** Allow agents to quickly answer commonly asked questions with pre-configured responses or greetings.
- ✓ **Conference, Consult & Transfer:** Offer agents full support by giving them the option to conference or consult with a supervisor or transfer a chat to another agent.
- ✓ **IM Alias:** Allow your agents to shield their identities and protect their privacy by enabling the IM alias feature.
- ✓ **Silent Monitor, Coaching & Barge-in:** Easily monitor, coach or barge-in on your agents while they are handling an interaction to ensure they are complying with company and industry standards.
- ✓ **Customize Your Chat:** Align your chat window with your branding by modifying the color scheme and inserting your logo to ensure it's consistent with your website.
- ✓ **Intelligent Routing:** Reduce the number of times a customer is transferred and ensure they reach the right agent by enabling skills-based routing.
- ✓ **Multi-Contact Handling:** Increase agent efficiency by enabling multi-contact handling and allowing them to handle multiple customers simultaneously.
- ✓ **iceChat in-browser:** Provide a seamless chat experience by embedding iceChat into an inline frame in your website. This enables customers to browse different pages, while maintaining the conversation.
- ✓ **Chatbot:** Implement a chatbot to handle routine inquiries and allow agents to focus on complex inquiries. With a chatbot, you can also extend your service hours to ensure customers receive 24/7 support.

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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