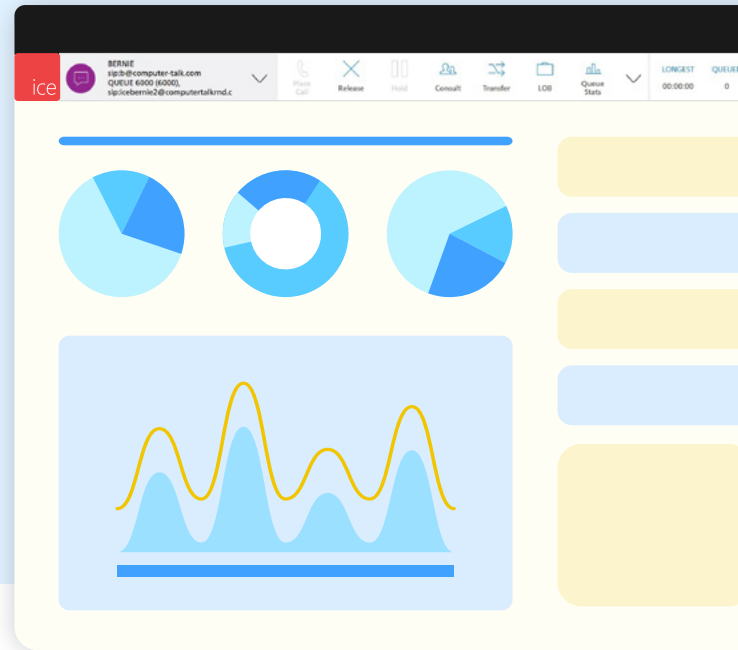


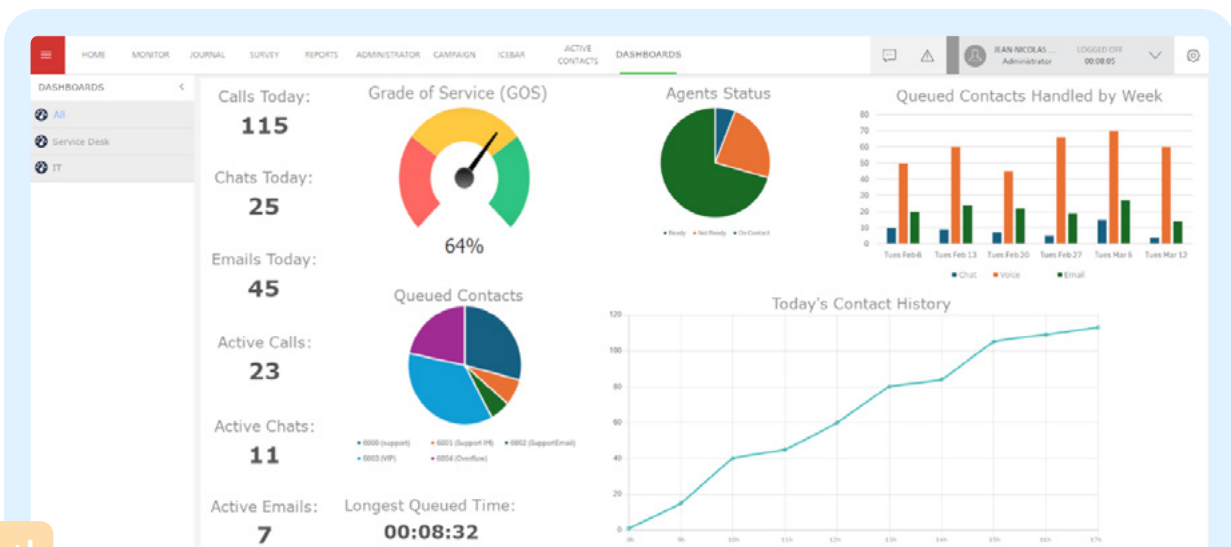
# iceDashboard

Deliver actionable insights and simplify performance tracking with a highly configurable, real-time dashboard. Part of iceManager, the dashboard provides a centralized hub for monitoring important key performance indicators (KPIs) throughout your contact center.



## Enhance Performance with Real-Time Insights

iceDashboard provides access to real-time key performance indicators (KPIs) like queue status, agent availability, and resolution times. Using these insights, service teams can proactively reassign agents, prioritize urgent queues, or escalate issues, ensuring swift action during call volume surges or delays. This unified view helps users spot trends, compare performance across different groups, and make informed decisions to enhance team productivity and service quality.



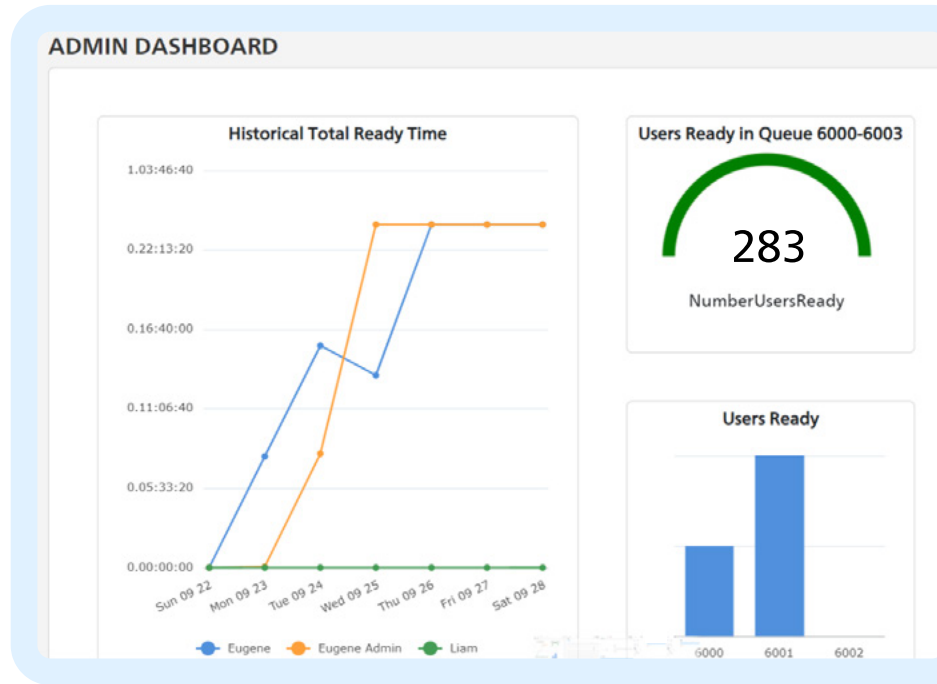
## Customize Dashboards with Flexible Configuration

Tailor iceDashboard to your unique operational needs by configuring layouts and selecting key metrics. Adjust dashboards to display critical stats for specific users, queues, and teams. Eliminate the need for rigid templates and data overload, and give supervisors a clear, actionable view of performance.



## Maintain Oversight Across Multiple Scenarios

Create and assign different dashboards for various roles or scenarios, such as daily operations and crisis management. This equips supervisors to gain complete oversight into how the contact center is operating and quickly access relevant insights for each task.



## Unlock the Power of Your Data

iceDashboard bridges the gap between data and action, enabling contact center supervisors to make faster and smarter decisions. Discover how iceDashboard can transform your customer service by requesting a demo or contacting your account representative.

**REQUEST A DEMO**  
[computer-talk.com/request-demo](https://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.



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