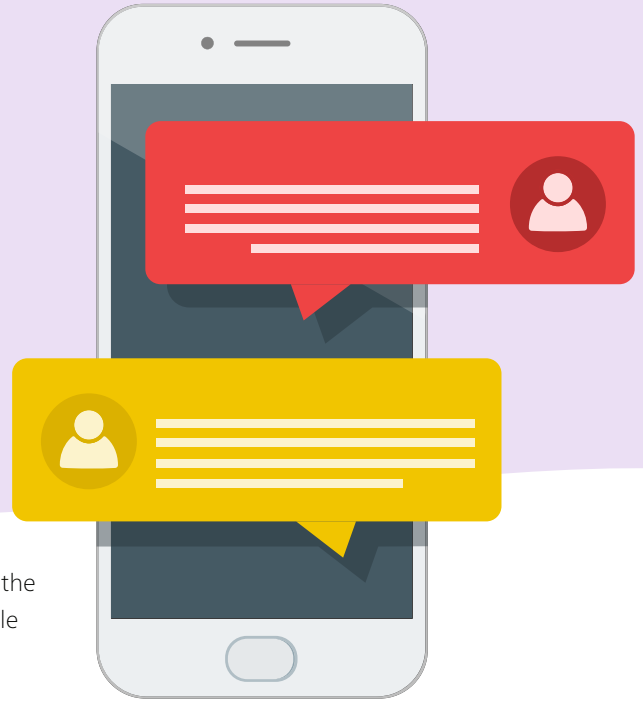


ice Contact Center + SMS

Offer your customers convenience and flexibility by enabling SMS messages in your ice Contact Center.

Adding SMS capabilities to your contact center allows your customers to receive the support they need with all the convenience and flexibility of text messaging, while agents still handle interactions on the same familiar ice platform.



Maximize Efficiency and Profitability



Save costs by consolidating services – Integrating SMS capabilities into ice Contact Center allows you to bring all customer interactions into one platform, eliminating extra software and training costs.



Improve agent productivity – With SMS capabilities, agents can handle multiple contacts at once. This means that agents are more productive, and the contact center produces more satisfied customers with the same number of resources.



Route interactions to the right agents – SMS interactions can be routed using skills-based routing, just as any other interaction can be. This means that SMS interactions are handled by the agents best equipped to handle them, reducing transfer inefficiencies and increasing the likelihood of first contact resolution.



Add a chatbot – Routine SMS interactions can be handled by a chatbot, giving agents more time to focus on complex inquiries. Chatbots are available 24/7, providing customers access to services via SMS at any time.



Report on all interaction types the same way – ice Contact Center's omnichannel capabilities enable you to view, send, and analyze reports on SMS interactions the same way you would for voice, email and/or IM interactions. Consistent reporting provides you with the information you need to make strategic business decisions and future improvements.

Improve Contact Center User Experience



Minimize the agent learning curve – ice Contact Center allows agents to handle incoming text messages in the exact same way they handle web chats, all on the same platform they use for all queued interactions. The all-in-one platform simplifies the agent experience and reduces the amount of training time required, helping agents to perform at their best.



Save time responding to common questions – The ability to set premade, ready-to-send canned responses for SMS interactions means that agents can quickly respond to frequently asked questions and use their time more efficiently for more complex inquiries.

Increase Customer Satisfaction and Loyalty



Give your customers the freedom to reach you on their preferred channel – From those who don't have time to wait on the phone to those who simply prefer texting, all of your customers have different needs and wants. Enabling SMS capabilities allows you to accommodate them and keep your customers happy.



Provide multiple options for reaching out, even without an internet connection – Like webchat, SMS capabilities allow customers to receive support without making a call or waiting on hold. Unlike webchat, SMS doesn't require an internet connection. This provides customers with flexibility, even when they're offline.



Reduce customer wait times – Contact center agents can handle multiple SMS conversations simultaneously, meaning that they can begin a new conversation before finishing an ongoing one. Customers therefore don't have to wait as long to reach an agent.



Increase customer loyalty – By providing convenience and flexibility while reducing wait times, you can optimize your customer service, leading to improved customer satisfaction and increased loyalty.

Request a Demo Today
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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.



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