

Introducing ice Contact Center 15.2

This document outlines the exciting enhancements and new capabilities of ice Contact Center 15. If you would like more information about new releases, please contact your account executive.

About ice

- ice Contact Center is an all-in-one customer communications solution designed for Microsoft Teams, Microsoft 365, and Dynamics 365.
- Agents can use icePhone, Microsoft Teams via Direct Connect, or PSTN for their UC, providing freedom to migrate as you see fit.
- ice was one of the first [contact centers certified for Microsoft Teams](#).
- ice is compatible with other IP-PBXs such as Avaya, Cisco, Mitel, BroadSoft, etc.

New "Preview" Tag

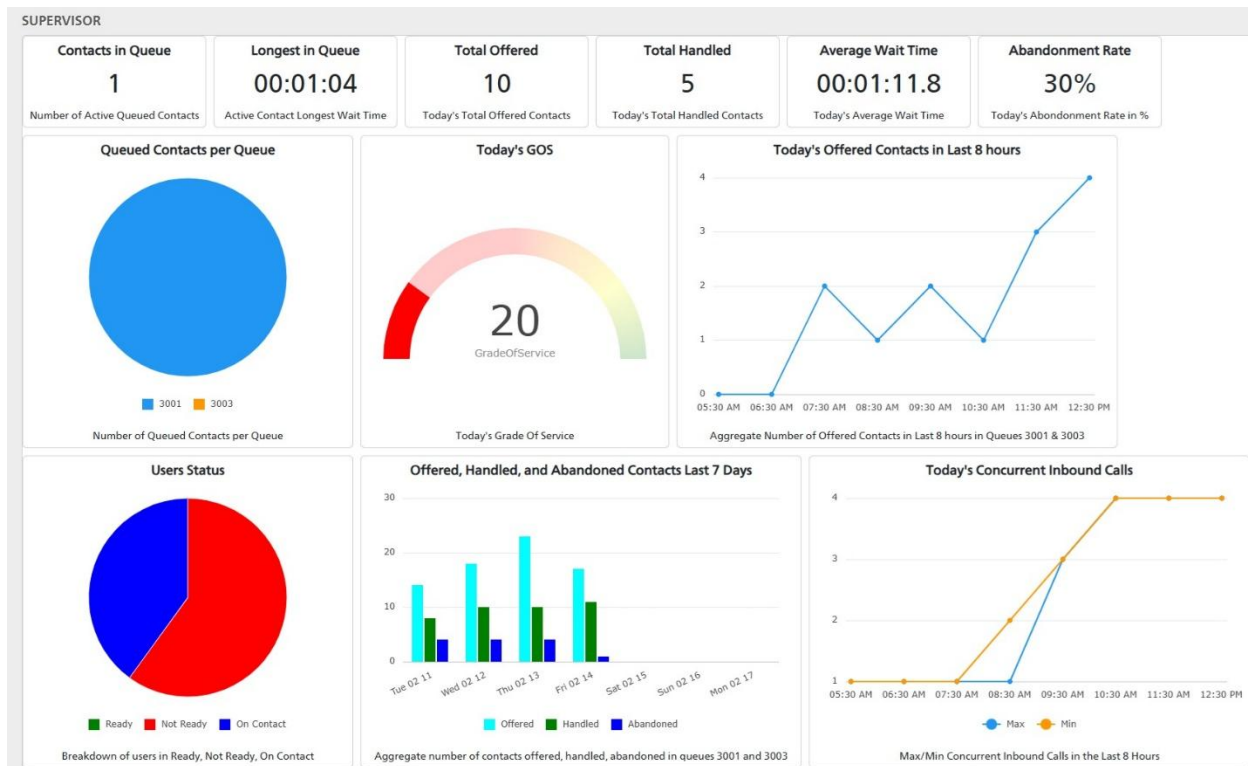
Starting in ice 15, select features will be labeled as "Preview". The "Preview" tag marks select major features that are in their initial release phase, allowing us to share early functionality while signaling that further improvements and enhancements are planned. This tag means we are actively seeking feedback from you, our customers, to help refine and expand the feature in line with your needs.

"Preview" features are generally available (GA) and come with full customer support. The "Preview" tag will be removed in the next major release, once additional capabilities are added and customer feedback is incorporated.

New Features

Real-Time Dashboard (Preview)

Empower your team with instant visibility into performance metrics using our Real-Time Dashboard. This feature provides an at-a-glance view of real-time KPIs within iceManager. Customizable dashboards, assigned to users through configuration groups, ensure that team members can easily access the insights most relevant to their roles. Support for multiple dashboards per user ensures flexibility, enabling teams to track and analyze a variety of metrics for improved decision-making and operational efficiency.



Real-Time Transcription (Preview)

Enhance customer interactions and streamline workflows with Real-Time Transcription. This feature enables calls to be transcribed in real time, providing immediate insights into the conversation. By leveraging these live transcriptions, we power our new Agent Assist feature. These capabilities let you trigger custom workflows, such as displaying relevant screen pop information based on the dialogue or auto-populating summaries to your CRM during the wrap-up phase. Learn more about our Agent Assist tool below to discover how it empowers users to respond more effectively and ensures a seamless, efficient customer experience.

Agent Assist (Preview)

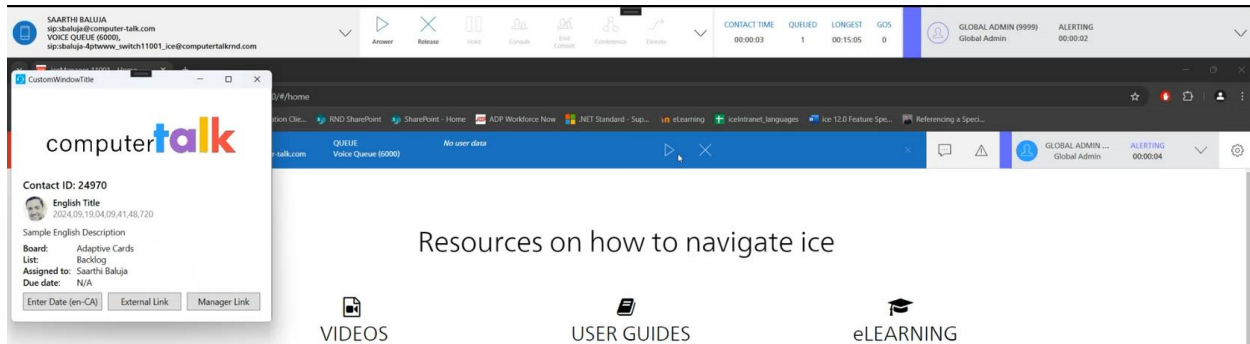
Boost agent productivity and enhance customer interactions with Agent Assist. This feature offers a customizable agent assist interface using [Microsoft Adaptive Cards](#), enabling you to design the layout and content to fit your specific needs. Agents can access critical, contextual information at a glance, such as:

- Relevant caller information
- A summary of CRM account information
- Knowledge base articles
- Chat or call summaries upon transfer
- AI-generated summaries during wrap-up

- And more

With the flexibility to tailor the interface, you can ensure agents have the right information at the right time, leading to faster resolutions and improved customer satisfaction.

Agent assist: Relevant caller information



Generative AI Post-Contact Analysis

ice 14 brought generative AI post-call analysis to iceManager, along with IM and email summarization and analysis via workflows. Building on this, ice 15 introduces automatic summarization and generative AI analysis capabilities for IMs and emails directly within iceManager, conversations and email threads are summarized swiftly and accurately, allowing agents to quickly review key points without navigating through lengthy interactions.

New Granular Permission Model

Enhance security and control with our new Granular Permission Model. This feature allows you to precisely configure user access to call recordings, transcriptions, and AI metadata fields. Administrators can define permissions for actions like viewing, listening, downloading, or deleting these assets, ensuring sensitive data is accessed only by authorized users. Permissions are easily managed through configuration groups, providing flexibility and scalability to meet your organization's needs. Configuration groups enable administrators to group a set of users and apply specific setting to only those users. With this robust model, you can maintain compliance, safeguard information, and streamline user management.

Services on Port 443

Simplify deployment and reduce IT dependency with Services on Port 443. This feature routes all ice communications through the standard internet port (443), eliminating the need for IT to open additional ports. By leveraging a universally accepted port, your organization can streamline network configurations and accelerate onboarding while maintaining secure communication. This approach minimizes reliance on IT resources, making it easier to implement and manage ice solutions across your infrastructure.

iceBar Outlook Contact Search (15.1)

iceBar now includes the option to include personal contacts (contacts under Outlook People) in the iceBar contact search, alongside Azure AD and organizational contacts. This streamlines communication by making all key contacts easily accessible in one place, boosting efficiency and convenience for users.

iceBar for Web logon settings (15.1)

Administrators can now disable iceBar for Web on login for agents who primarily use iceBar for Desktop, preventing duplicate alerts across platforms. This ensures a more streamlined experience by reducing distractions and minimizing redundant notifications.

Email cc Recipients Added to Notification Message (15.1)

Agents can now see any cc'd recipients added to an email thread in the notification window and PAQ (Personal Access Queue), improving visibility and awareness. This helps ensure responses are accurate, appropriately shared, and aligned with the full context of the conversation.

New Granular Permission Model (15.2)

Enhance security and control with our new Granular Permission Model. This feature allows you to precisely configure user access to call recordings, transcriptions, and AI metadata fields. Administrators can define permissions for actions like viewing, listening, downloading, or deleting these assets, ensuring sensitive data is accessed only by authorized users. Permissions are easily managed through configuration groups, providing flexibility and scalability to meet your organization's needs. Configuration groups enable administrators to group a set of users and apply specific setting to only those users. With this robust model, you can maintain compliance, safeguard information, and streamline user management.

Video Calling (15.2)

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. *(Requires icePhone.)*

Screen Sharing (15.2)

Enable 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. *(Requires icePhone.)*

Personally Identifiable Information (PII) Redactor (15.2)

Protect customer privacy and maintain compliance by automatically removing sensitive information—like names, phone numbers, and credit card details—from voice recordings and transcripts. Our redactor tool is easily configurable to target the specific data types your organization needs to secure, helping reduce risk and safeguard personal information across all communication channels.

iceAI Studio (15.2)

iceAI Studio empowers teams to manage AI knowledge and intents from a single centralized workspace within iceManager—helping deliver more accurate routing, faster resolutions, and more consistent customer experiences. With iceAI Studio, you can manage certified curated and AI-generated Q&As, scrape website content to build knowledge automatically, define and train intents for natural language routing, and retrain AI models to better understand company-specific terminology and topics.