computertalk ice

iceAI Studio

AI Agent Knowledge, Insights, and Optimization



iceAI Studio centralizes AI knowledge, management, analytics, and optimization while orchestrating experiences across applications, workflows, and live agents. Build and manage AI Agents, analyze customer interactions, and identify opportunities to improve customer and agent experiences.

Build, Manage, and Optimize AI-Powered Customer Experiences

Simplify AI Management with a Unified, Integrated Platform

iceAI Studio is built within the ice Contact Center platform, giving managers a familiar interface to build, manage, test, and monitor AI Agents. Everything is managed within a trusted, native solution rather than a third-party add-on.

Build AI-Powered Knowledge Agents in Minutes

Quickly create AI Agents that answer common customer questions using website content and approved knowledge sources. Build AI knowledge bases by crawling existing websites or uploading certified documents. Schedule recurring website crawls to keep knowledge up to date as your content changes.

Discover AI Opportunities

Use historical interaction data to identify where AI can provide knowledge-based self-service, automate customer interactions, and support agents. AI Opportunity Recommendations can also identify capabilities that may be needed, such as identity verification, account lookups, CRM updates, or scheduling.

Deliver Consistent AI Experiences

Improve self-service efficiency and customer satisfaction by delivering accurate, consistent answers across voice and digital AI Agents. Test AI experiences before deployment and fine-tune voice bot responses, including speech style and speed, to create more natural, reliable interactions that help customers get the answers they need faster.

Maintain Control with Secure, Trusted AI

Deliver AI-driven interactions grounded in approved company knowledge. iceAI Studio provides a secure, isolated knowledge base that keeps company-specific content separate from public AI models, giving organizations greater control over what AI Agents can access and use. Human oversight and validated knowledge help reduce hallucinations and bias while delivering accurate, trustworthy answers.

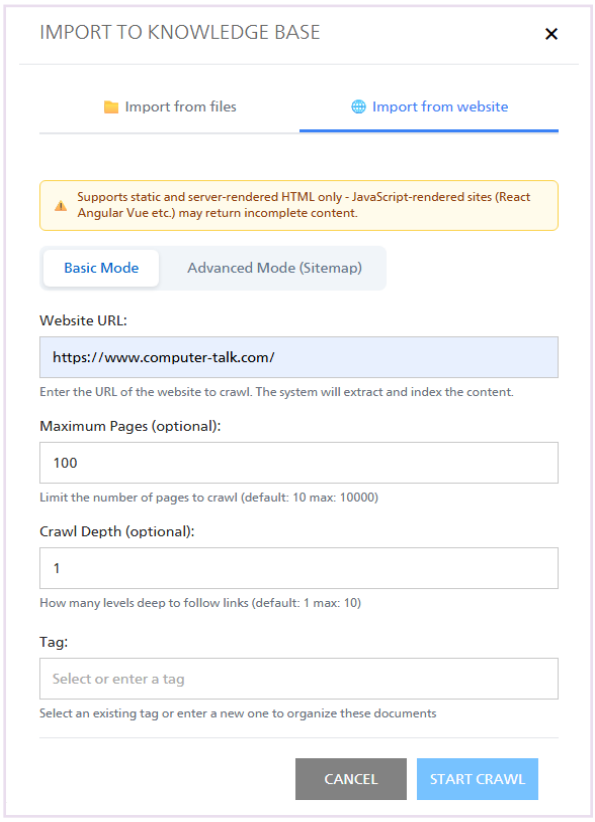
iceAI Studio Key Features

All-In-One Platform
Access and manage AI tools alongside the rest of your contact center directly within the iceManager platform.

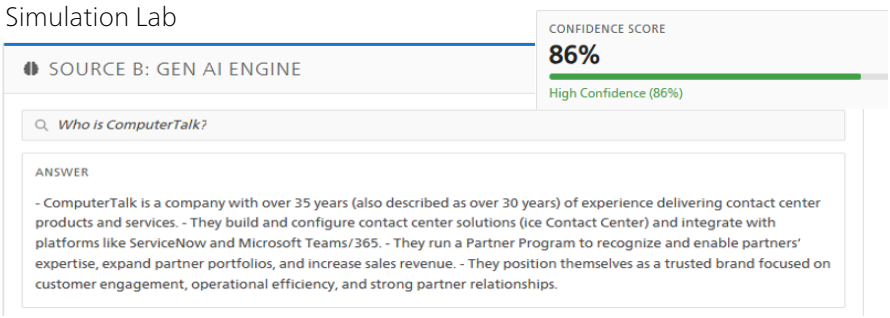
AI Agents
Deliver automated answers with AI-powered FAQ and self-service bots.

Website Knowledge Training
Scrape your website to quickly populate AI knowledge bases in minutes or upload certified documents.

Scheduled Website Crawling
Schedule recurring website crawls to keep AI knowledge up to date as your content changes.



> It exceeded our wildest expectations.
>
> ComputerTalk Customer



Natural Language Experiences
Train AI agents using intents, entities, and utterances to accurately understand and respond to customer requests.

Certified and Secure Answer Management
Manage curated or certified answers and control when AI-generated responses are delivered based on confidence levels.

AI Simulation Testing
Test chat and voice AI responses and optimize performance before deployment.

Answer Playback Customization
Fine-tune how answers are delivered, including speech style and speed.

AI Agent Analytics
Monitor AI Agent trends, view interaction classifications, and drill down into an interaction with built-in dashboards.

Conversational Analytics
Analyze customer interactions to uncover sentiment, follow-up steps, agent actions, questions and answers, and contact reasons.

AI Opportunity Recommendations
Analyze historical interactions to identify potential opportunities to apply AI, automate customer interactions, and improve agent experiences.

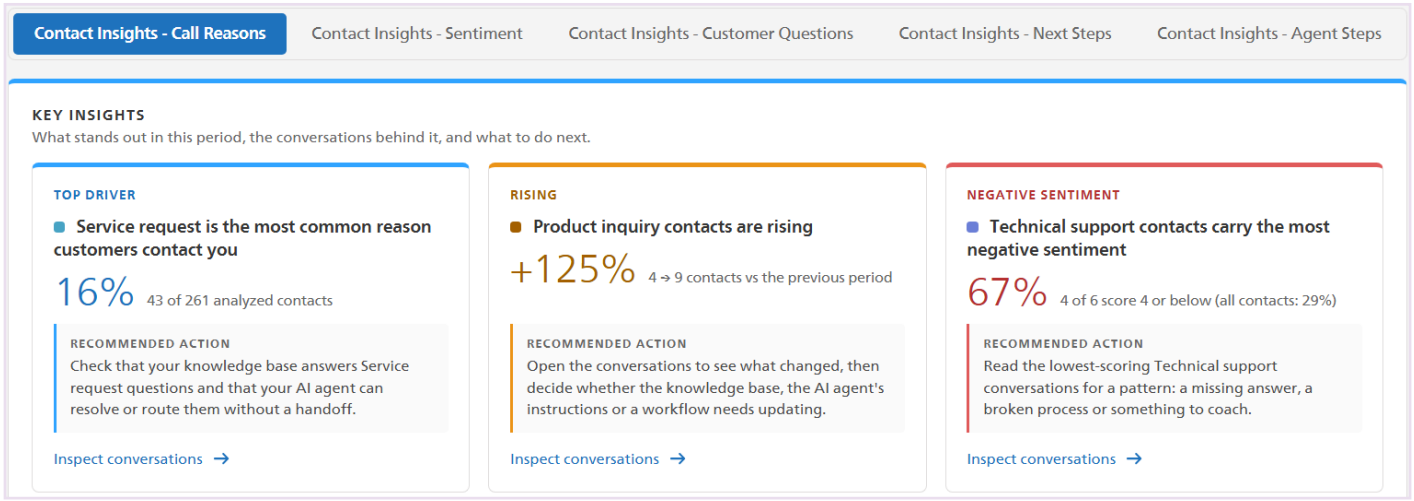
Multi-Channel AI Support
Deliver AI-powered experiences across voice and digital channels.

Turn Customer Interaction Data into Action

Your contact center generates valuable data every day — but data alone doesn't tell you what to do next. iceAI Studio turns customer and AI interaction data into actionable insights that help organizations understand performance, uncover opportunities, and make smarter decisions about AI.

Understand What's Really Happening in Customer Interactions

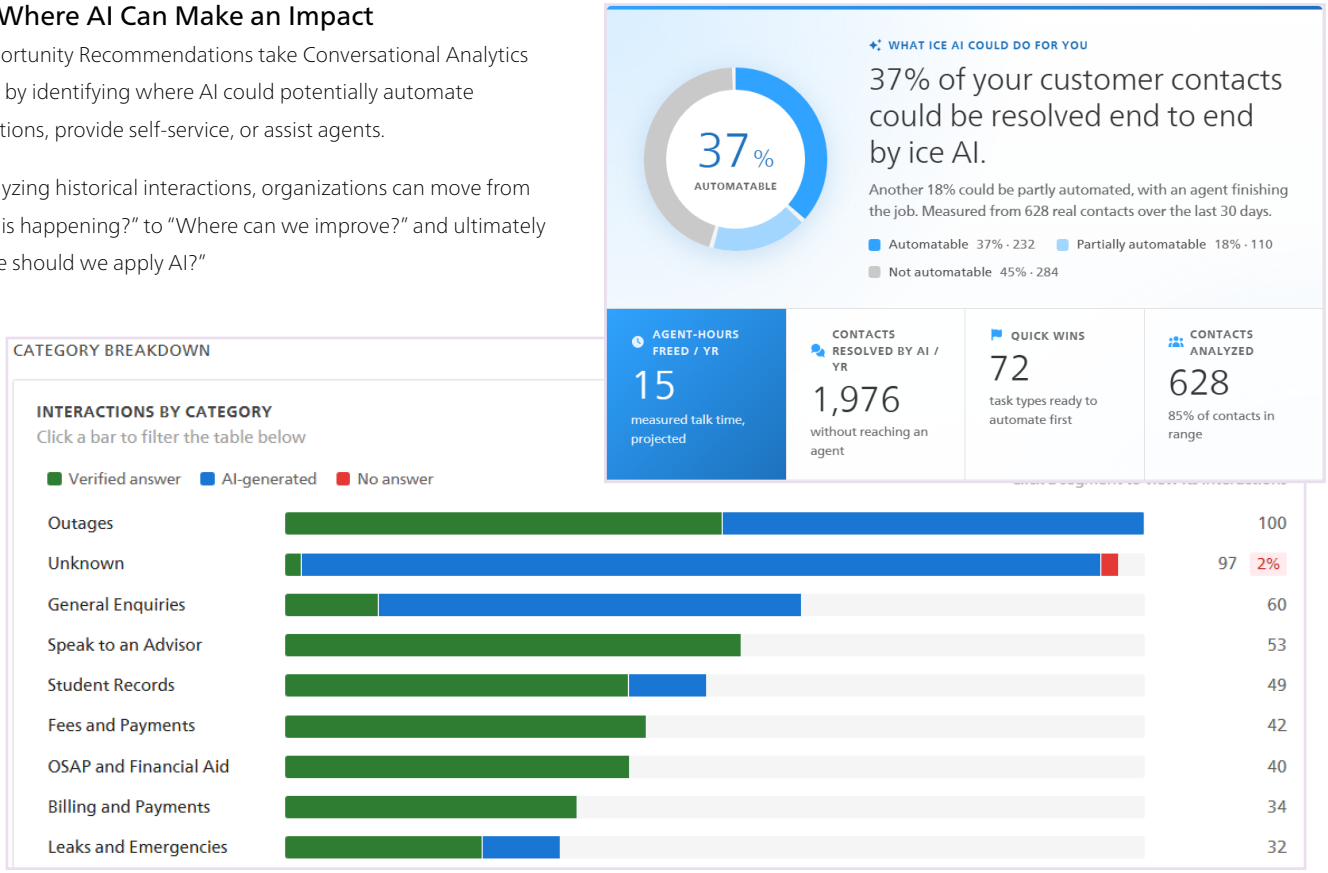
Conversational Analytics uncovers patterns across customer interactions, helping organizations understand what customers need, how they feel, and where issues may be emerging. Instead of relying on individual interactions or traditional reports, leaders can see the bigger picture of the customer experience.



Find Where AI Can Make an Impact

AI Opportunity Recommendations take Conversational Analytics further by identifying where AI could potentially automate interactions, provide self-service, or assist agents.

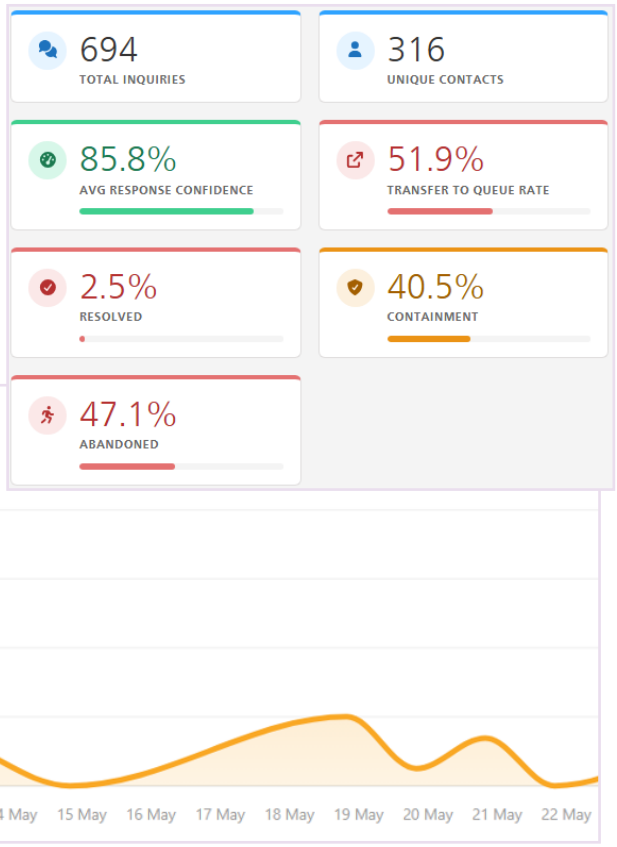
By analyzing historical interactions, organizations can move from "What is happening?" to "Where can we improve?" and ultimately "Where should we apply AI?"



See How Your AI Is Performing

AI Agent Analytics gives teams a clear view of how their AI Agents are performing and where there is room to improve. Managers can see what customers are asking, how AI is responding, and where experiences may be breaking down.

This visibility helps teams quickly identify opportunities to improve knowledge, intents, routing, and self-service — making it easier to continuously improve AI performance and customer outcomes.



An ice Contact Center customer is achieving a

60%

chat deflection rate using AI Agents.

Why Organizations Choose iceAI Studio

iceAI Studio gives organizations the tools and insights to build trusted AI experiences, understand customer interactions, and continuously improve performance natively within the ice Contact Center platform.

Instead of guessing where AI could deliver value, organizations can use their own interaction data to make smarter decisions about where to invest, what to improve, and what to automate next.

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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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