



What's Changed in ice 15

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What's Changed in ice for server version 15.x

Table of Contents

Introduction	4
iceManager	4
Permissions Structure.....	4
Dashboards	6
Dashboard Rotation Interval Field.....	11
Contact Insights Framework Updates.....	11
Cloning	11
Virtual Workflow Jobs.....	12
Summary for IMs and Emails.....	12
Redactor Jobs	13
Audio Messages	14
Schedules	14
Purging Settings.....	15
Real-Time Transcription	15
Auto SSO	15
Microsoft Graph Core Settings.....	16
Include Personal Contacts	16
Exclude Duplicate	16
Disable Web iceBar on Login	16
Chat Destinations Properties.....	17
Meetings.....	19
iceMonitor	20
Show Assigned Queues in your Queues Gallery	20
Copy	21
iceSurvey	22
Active Contacts.....	22
Copy	22
Workflow Action Updates	23
Adaptive Card Screen pop	23

Speak and whisper actions.....	23
Record Audio File action.....	24
Real-Time Transcription	24
iceBar Updates.....	24
Login Menu	24
Contact Details Changes	25
iceBar Options.....	26
Graph Search	27
Queue Stats Window.....	27
Select LOB from Contact History.....	28
Email Details for CC.....	29
New PAQ Column.....	30
New Devices Window Settings.....	31
Elevate to Meeting	33
Elevate a voice call to a meeting.....	34
PSTN or Teams Direct Routing Agent.....	35
Elevate a chat to a meeting.....	37
icePhone Meeting Buttons.....	38
Start Video	38
Start Screenshare.....	41
Add Participants.....	43
Conference Roster	45
iceChat.....	47
Markdown support with PVA bot.....	48

Introduction

This document introduces the new features in ice 15 and a summary for what has changed. For more information on specific settings and features, please refer to the User Manuals accessible in the iceManager Help Center, or the release notes.

iceManager

This section will review the changes made in iceManager.

Permissions Structure

The new permissions structure found in Configuration Groups allows administrators to limit and specify permissions for contact information in iceManager. This allows administrators to assign contact permissions with more flexibility, by user type, team, or a select group of users through their assigned configuration group. For more information on Configuration Groups, please refer to the *iceManager User Manual*.

Note: This is available in ice 15.2.

The new permissions are summarized in the table below.

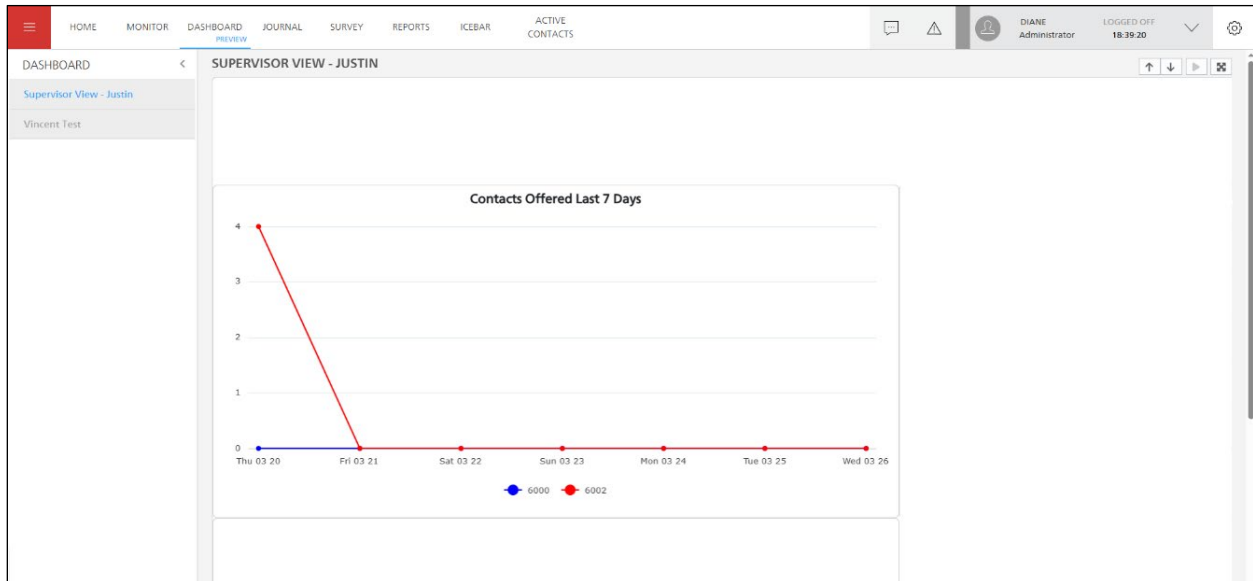
Contact Permissions	
Voice & Transcript	Set the view, download and purge permissions for accessing voice recordings and transcripts in journal. Options include: • Role Based: All permissions based on existing standard roles. For example, users can only listen to call recording segments that they participated in. Team Leads can only listen to call recording segments for users belonging to their team(s). Supervisors can only listen to call recording segments for users with whom they share a common queue. Administrators can listen to all call recordings. • Participating Segments: Provides access to all segments that the user participated in. • Shared Team: Provides access to any segments handled by a user in a shared team.

	- Assigned Queue (Handled in Queue): Provides access to segments of a contact that were handled in a queue the user is assigned to. - Shared Queue (Not handled in Queue): Provides access to segments not handled in a queue but handled by a user with a shared queue. For example, outbound calls, calls directly routed to a user, and agent to agent calls. - Entire Contact: Provides access to the entire contact if the user has access to one segment. - No Permissions: Restricts access for members of the configuration group.
Screen Recording	Set the view, download and purge permissions for accessing screen recordings in journal. Options include: Role Based, Participating Segments, Shared Team, Assigned Queue (Handled in Queue), Shared Queue (Not handled in Queue), Entire Contact and No Permissions.
Contact Attachment	Set the view, download and purge permissions for accessing chat contact attachments in journal. Options include: Role Based, Participating Segments, Shared Team, Assigned Queue (Handled in Queue), Shared Queue (Not handled in Queue), Entire Contact and No Permissions.
Instant Message	Set the view, download and purge permissions for accessing instant message transcripts in journal. Options include: Role Based, Participating Segments, Shared Team, Assigned Queue (Handled in Queue), Shared Queue (Not handled in Queue), Entire Contact and No Permissions.
Email	Set the view, download and purge permissions for accessing email transcripts in journal. Options include: Role Based, Participating Segments, Shared Team, Assigned Queue (Handled in Queue), Shared Queue (Not handled in Queue), Entire Contact and No Permissions.
Contact Insights Field	
Field Name	Set the view permissions for each configured contact insights field in journal.

	Options include: • Role Based: All permissions based on existing standard roles. • Participating Segments: Provides access to contact insights fields for all segments that the user participated in. • Shared Team: Provides access to contact insights fields for any segments handled by a user in a shared team. • Assigned Queue (Handled in Queue): Provides access to contact insights fields for segments of a contact that were handled in a queue the user is assigned to. • Shared Queue (Not handled in Queue): Provides access to contact insights fields for segments not handled in a queue but handled by a user with a shared queue. For example, outbound calls, calls directly routed to a user, and agent to agent calls. • Entire Contact: Provides access to the contact insights fields for the entire contact if the user has access to one segment. • No Permissions: Restricts access for members of the configuration group.
--	---

Dashboards

Ice 15 introduces dashboards, which can be viewed within the new Dashboard tab in iceManager. Administrators may add and edit dashboards which are made up of dashboard components that each represent a single statistic for the switch. The supported components are gauge, pie graph, single value, bar graph, and line graph.



A dashboard configuration is a JSON document that is editable in iceManager settings and assigned to users through configuration groups. They can be deep-linked and support iceManager's themes (light, dark, contrast).

While dashboards are created through JSON, ice provides an Example Graph JSON Template to support the configuration of your dashboards.

EXAMPLE GRAPH JSON TEMPLATE

Gauge Real-Time

```

{
  "componentId": "1",
  "title": "Support 605",
  "hoverText": "Number of contacts abandoned vs offered",
  "footerText": null,
  "type": "gauge",
  "source": [
    "NumberContactsAbandoned"
  ],
  "statType": "queue",
  "statID": [
    "done"
  ],
  "width": 960,
  "height": 450,
  "maxValue": "NumberContactsOffered",
  "minValue": 0,
  "fills": [
    {
      "color": "rgb(255, 0, 123)",
      "stop": 25
    },
    {
      "color": "yellow",
      "stop": 50
    },
    {
      "color": "#00FFFF"
    }
  ],
  "fillMode": "discrete",
  "origin": [
    0,
    0
  ],
  "updateFrequency": 5000
}

```

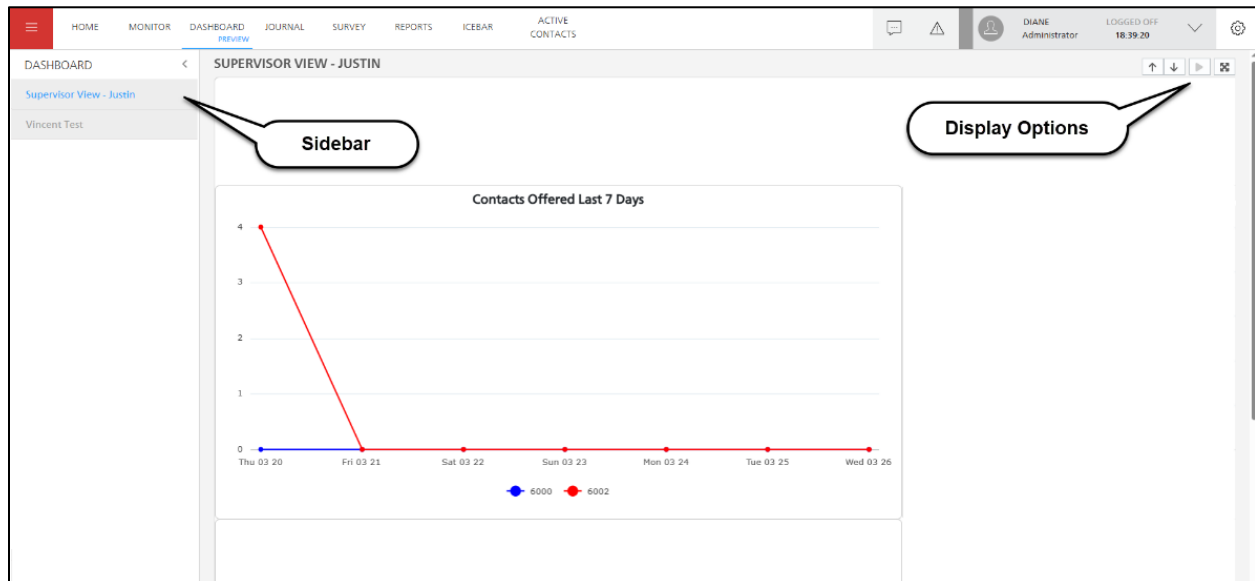
Dashboards can be configured to display in a rotation on a set interval. They can also be individually selected to display your preferred dashboard configuration.

Administrators can assign view access to users through *configuration groups* in iceManager settings. To provide access to all the users in a configuration group, select the Dashboard tab and select the *Include* button next to the applicable dashboard. For more information, please refer to the *iceManager User Manual*.

General	Server	LOB	Canned Response	Not Ready Reason	iceBar for desktop	iceBar for web	Survey	icePhone	Dashboard
Contact Permissions		Contact Metadata Field							

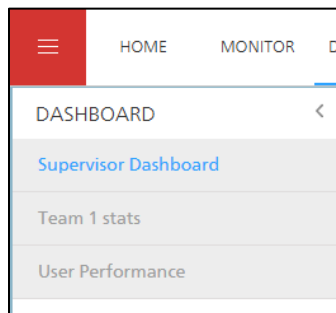
[106] Administrator View	INCLUDE	EXCLUDE	INHERIT
[104] Agent Dashboard	INCLUDE	EXCLUDE	INHERIT
[101] Supervisor Dashboard	INCLUDE	EXCLUDE	INHERIT
[105] Supervisor View	INCLUDE	EXCLUDE	INHERIT
[102] Team 1 stats	INCLUDE	EXCLUDE	INHERIT
[103] TL	INCLUDE	EXCLUDE	INHERIT
[100] User Performance	INCLUDE	EXCLUDE	INHERIT

After enabling the dashboard in *configuration groups*. You will be able to see it on the Dashboard tab. The Dashboard tab contains the following components:

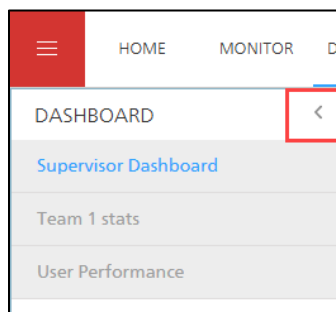


Sidebar

Enabled dashboards will be visible on the sidebar to view.



Similar to iceMonitor, you may expand or collapse the sidebar by clicking the *Toggle Sidebar Panel Dashboard* button.



If collapsed, your sidebar will display the short name configured for the dashboard:



Navigation Buttons

You can use the navigation buttons in the top right corner to configure which dashboard is being displayed on your Dashboard tab.

Button	Description
Previous 	Displays the previous dashboard.
Next 	Displays the next dashboard.
Toggle Rotation  	If toggle rotation is enabled, the button will turn blue, allowing different dashboards to rotate on the page. The rotation interval timer is set in the dashboard settings. If toggle rotation is disabled, the button will be grey, and will only display one dashboard.

Toggle Full Screen 	Enters the full screen mode. To exit full screen, click the Toggle Full Screen button again or use the ESC button on your keyboard.
--	---

For more information on how to configure a dashboard, please refer to the *iceManager User Manual*.

Dashboard Rotation Interval Field

The default value for the Dashboard Rotation Interval (seconds) is 60.

You can input a max of 6 digits in the Dashboard Rotation Interval field. If you input a number higher than 6 digits and save your changes, the value will default to 999999.

Contact Insights Framework Updates

In ice 15, Contact Metadata has been renamed to Contact Insights to better reflect the purpose of the feature.

Cloning

Contact insights jobs can now be cloned to facilitate the creation of additional contact insights jobs. In ice 14, contact metadata framework was introduced, allowing users to create contact metadata fields and jobs. However, this process required contacting ComputerTalk to configure the Azure OpenAI settings. In ice 15, the clone option has been added to newly created jobs. This allows users to clone an existing job (excluding the built-in ice jobs), which will clone all job settings including the Azure OpenAI settings. This eliminates the need to contact ComputerTalk for each newly created job.

 CLONE CONTACT INSIGHTS FIELD

Please provide a name for the cloned Contact Insights Field:

CLONE

CANCEL

Note: Transcription & Summarization GenAI jobs are included in the platform. Additional GenAI jobs will incur usage-based charges calculated by tokens used. By initiating extra jobs, users agree to accept these charges, with rates subject to change.

Virtual Workflow Jobs

In ice 15, virtual workflow jobs support voice and IM contacts.

Summary for IMs and Emails

In ice 15, the contact summary job has been extended to support IM and Email contacts. Using the same contact summary job, you can generate AI summaries for your various contact modalities.

DETAILS



Contact ID:
411

Duration:

00:03:30

Start Time

January 30, 2025 11:16:01 AM

End Time

January 30, 2025 11:19:31 AM

Contact Modalities:

IM

Sender:

External User

Receiving Address:

Contact Group Name:

Inbound

User Data:

Users:

Julie (1301)

Handled Queues:

IM Queue (7000)

Server:

iceA

CONTACT SUMMARY

Julie assisted a customer who reported a missing item from their recent order. The customer provided order number 2542486, and Julie confirmed the order was delivered but that a book titled "Chemistry 101" was missing. Julie requested an unboxing video to resolve the issue and concluded the call after confirming no further assistance was needed.

The IM and email contact modalities are now supported for all Azure AI jobs.

Redactor Jobs

Three new redactor jobs are introduced in Contact Insights Jobs¹:

- iceVoiceCreditCardRedactor15
- iceIMCreditCardRedactor15
- iceEmailCreditCardRedactor15

Each redactor job uses a prompt to determine what information should be removed from transcripts and call recordings.

Use of this feature may incur additional costs. Please verify with your administrator if this feature has been configured for your organization.

DETAILS

Segment 1

Azure_VSSub

Status: Transcription Complete
Last State Changed: October 17, 2025 02:09:33 PM

Speaker 1: You do do. Hello, welcome to Disney, the support place. How may I help you?

Speaker 2: I'd like to cancel my subscription and I was wondering how I could do so.

Speaker 1: Sure. Do you mind if I ask you why you are canceling your subscription?

Speaker 1: It's too expensive at the moment for me so I think I'm going to cancel it for now.

Speaker 1: It's understandable. Well, hopefully in the future, if the price does come down, we would love to get yo ur business. In the meantime, can you verify your name and credit card number?

Speaker 1: Sure. My name is Syed and my credit card number is *****.

Speaker 1: Alright, just to verify, your name is Saeed and your number is ***** and **** is that?

Speaker 2: Correct, Yes, that's correct.

Speaker 1: OK, and can you verify the expire date and your 3 digit pin number?

Speaker 1: Every date is ***** and so did you ask for the three?

Speaker 2: Numbers. Yes, please the.

Speaker 1: Cool. Thank you very much. Yeah, your, your, your subscription will continue until 3rd of November. You have you can still continue watching Disney Plus until then. Otherwise, I'm hope you have a magical day.

Speaker 1: Thank you you.

The prompt defines what to redact (for example, credit card numbers). In the audio file, any matching sensitive information is replaced with a beep sound.

Note: After redaction, the original transcript is permanently replaced and cannot be recovered. In case of an audio file, the original audio file is marked for deletion and replaced with the modified file. If iceArchiver is enabled, the file will be permanently removed during its next purging cycle.

¹ This setting is only available in ice 15.2+.

Audio Messages

When using the TTS option to generate speech, ice will now remember your selected TTS voice settings (language, gender, and voice) the next time you generate TTS.

The TTS script has a limit of 4000 characters.

Audit Trails

In ice 15.2, additional items have been added to audit trails:

- creating, editing, deleting, enabling and disabling iceMonitor alerts
- shared layouts

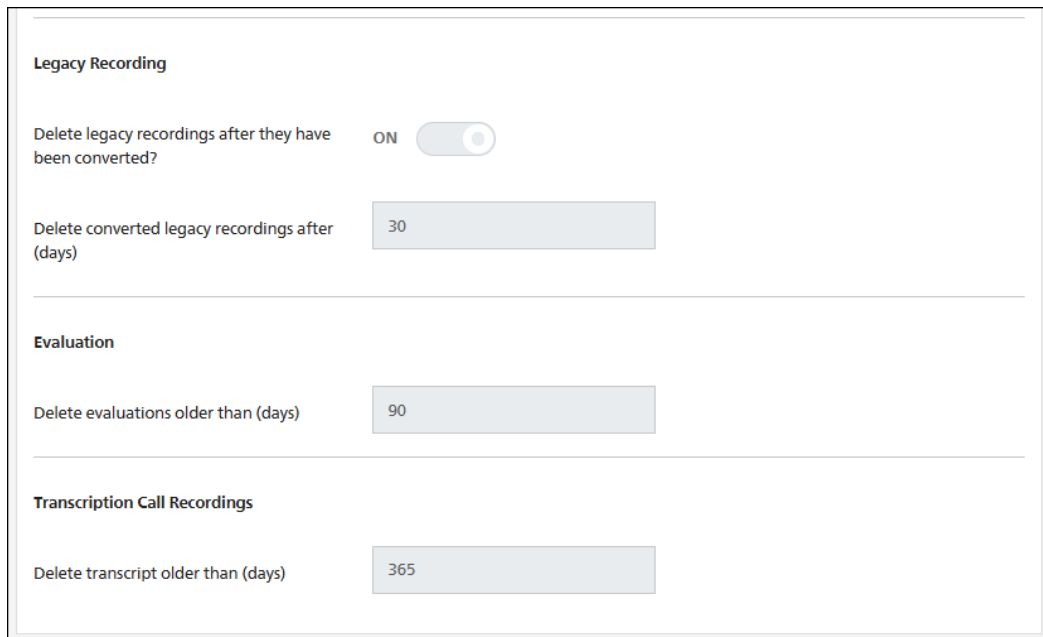
Schedules

In ice 15, there are two new settings in schedule options: Recording IM and Recording Email. In addition to selecting voice recordings, IM and email transcripts can be set to record for specific parameters.

Setting	Control
Users	Select users... (dropdown)
Queues	Select queues... (dropdown)
Destination Address	Destination Address (dropdown)
Originator Address	Any (radio button)
Duration (Seconds)	Any (radio button)
Date/Time	Any (radio button)
Audio Recording	ON (toggle switch)
Screen Recording	OFF (toggle switch)
Recording Transcription	OFF (toggle switch)
Contact Insights Job	OFF (toggle switch)

Purging Settings

A new setting *Transcription Call Recordings* has been added to the Archiving and Purging settings. This setting allows administrators to set the amount of time in days to retain transcripts of call recordings.



The screenshot shows a settings panel with three sections: Legacy Recording, Evaluation, and Transcription Call Recordings. Each section contains a label and a control element (toggle or input field).

Section	Setting	Value
Legacy Recording	Delete legacy recordings after they have been converted?	ON (toggle)
	Delete converted legacy recordings after (days)	30
Evaluation	Delete evaluations older than (days)	90
	Transcription Call Recordings	
	Delete transcript older than (days)	365

Real-Time Transcription

In ice 15, we have introduced real-time transcription. This allows calls to be transcribed in real-time. This information can be used in the workflow to configure the information that is presented to support agents while handling contacts. For more information, see the new workflow actions in the section below.

Auto SSO

The new Auto SSO setting found in Core Settings, is only accessible to Global Administrators.

This setting can be enabled to remove ice authentication as a log on option. You may enable this when users are configured for single sign-on.

Microsoft Graph Core Settings

In ice 15, iceBar for Desktop and iceBar for Web have been enhanced with the ability to return personal outlook contacts with the Microsoft Graph API. The following new settings allow Global Administrators to configure the graph search options.

Include Personal Contacts

If this setting is enabled, personal contacts (contacts under Outlook People) will be included in the search results.

Exclude Duplicate

If this setting is enabled, the search results will not display duplicate contacts.

iceMail Core Settings

ice 15.2 adds support for Authenticated Received Chain (ARC) Sealing. With this approach, ice can establish a trust between Exchange Online and iceMail. By using ARC sealing, iceMail can update the message while preserving the original "From" address without triggering spam detection.

Support for service principals as IMAP4-Client-Secret and SMTP-Client-Secret was also added in 15.2. When a customer tenant grants consent to the multi-tenant ice application, a Service Principal is automatically created in that tenant. The customer tenant must then assign the appropriate mailbox permissions to this Service Principal.

Disable Web iceBar on Login

The Disable Web iceBar on Login can be found in the Configuration Group Settings in iceManager. This setting determines whether this configuration group has access to iceBar for Web upon logging in. With this enhancement, administrators can disable iceBar for Web for agents who primarily use iceBar for Desktop. This will reduce duplicate iceBar alerts across the two iceBar platforms.

Enable iceBar for web	Enable
Disable Web iceBar on Login	Never
Enable Set User Data	Enable
Maximum PAQ Number	Custom
	9
iceBar Buttons	Custom

Note: If *Enable web iceBar* has been disabled, this setting will be hidden.

iceBar Download Settings

In ice 15.2 administrators can control the visibility of the iceBar Download page in iceManager through the configuration group setting 'iceBar Download'.

When this setting is enabled, users belonging to this configuration group will be able to download iceBar directly through the iceBar web page. When this option is disabled, the iceBar web page will be removed from the iceManager navigation menu.

Additionally, ice 15.2 reintroduces the MSI installation for iceBar for Desktop which includes the following:

- The MSI installer bundles all iceBar binaries along with the .NET 8 runtime.
- With this installation method, iceBar will not check for updates.
- Program files are installed to %ProgramFiles%\ComputerTalk\iceBar by default.
- Uninstall and upgrade scenarios are supported as before.
- iceBar configuration and logs are written to %LocalAppData%\iceBarMsi.

Chat Destinations Properties

In ice 15.2, additional buttons and settings have been added to Chat Destination Properties:

The Test Call option has been added to Chat Destinations.

CHAT DESTINATIONS			
ADD			
ID	Name	Addresses	Action
e7f8f9b0	Leo Endpoint	slip:11101A_16@computertalkqa.com	   

The Test Call option opens a test call session to the number specified in the *Click-to-Call dial number* field.

In the Chat Destination settings, additional properties were also added:

Chat Destination Properties	
Parameter	Details
Click-to-Call dial number	This references the Offhook DN configured in Core Settings, in the UC section under ACS. This is used in the Actions menu to test call the server number to verify the user can receive calls.
Click-to-Call address	This is the address where the Click-to-Call dial request is received. The addresses are configured in iceAdministrator under UC Groups. This field must always be configured according to the user's UC group.
Permit Users to Start Video in Call	If enabled, agents will be able to turn their video on during an ACS meeting. If the endpoint specified is also used in other chat destinations, the most restrictive permission will apply across all of them. To enable this permission, ensure this is the only destination using the endpoint, or make sure this setting is also enabled in all other destinations that share the endpoint.
Permit Users to Screen Share in Call	If enabled, agents will be able to share their screen during an ACS meeting. If the endpoint specified is also used in other chat destinations, the most restrictive permission will apply across all of them. To enable this permission, ensure this is the only destination using the endpoint, or make sure this setting is also enabled in all other destinations that share the endpoint.
Permit Clients to Start Video in Call	If enabled, customers will be able to turn their video on during an ACS meeting. If the endpoint specified is also used in other chat destinations, the most restrictive permission will apply across all of them. To enable this permission, ensure this is the only destination using the endpoint, or make sure this setting is also enabled in all other destinations that share the endpoint.
Permit Clients to Screen Share in Call	If enabled, customers will be able to share their screen during an ACS meeting. If the endpoint specified is also used in other chat destinations, the most restrictive permission will apply across all of them. To enable this permission, ensure this is the only destination using the endpoint, or

Chat Destination Properties	
Parameter	Details
	make sure this setting is also enabled in all other destinations that share the endpoint.

Chat Styles

In ice 15.2, we have added 10 new chat style customizations for iceChat toast messages.

Meetings

This section is only visible to administrators and allows them to modify the email invitation used to invite participants to a meeting. ²

MEETING SETTINGS

Destination ID

Meeting Deactivation Grace Period (s)

Email From Address

iceChat URL

EMAIL TEMPLATE

English (Canada) English (US) Español (México) Français (Canada)

Email Subject

Email Body

To this meeting:

{0} - Meeting URL
Example: Click here to join the conversation!

² This setting is only available in ice 15.2+.

Meeting Settings	
Parameter	Details
Email From Address	The email address that the email is sent from. The email address is configured in the <i>iceMail</i> settings page.
iceChat URL	The link users can use to access the iceChat meeting interface. Note: The path to iceChat isn't stored anywhere by default. It's assumed to be <i>https://<clientdomain>/iceChat</i> , but this may vary for each client depending on their hosting setup.
Destination ID	The endpoint used to associate the meeting with. The Destination ID will be set to 'default' unless another value is specified.
Meeting Deactivation Grace Period	Determines how long the meeting remains active after all agents have left the meeting. The default value is 0, which deactivates the meeting immediately once the last agent leaves.
Email Template	
Email Subject	The subject of the invitation email.
Email Body	The email body of the invitation email. Ensure the email body contains the meeting URL.

iceMonitor

Show Assigned Queues in your Queues Gallery

In ice 15, users can easily configure the iceMonitor queues grid to only display their assigned queues by enabling the Assigned Queues checkbox.

QUEUES ice Servers: Aggregate ☐ Assigned Queues

Drag here to set row groups

Information <							Time <				Contacts <	
ID	Name	Short Name	Status	TASA	TASA2	Server	Avg Offered	Avg Hand...	Avg Aban...	EWT	Longest I...	Contacts ...
6001	Sales Voice Que...	Sales VQ	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0
6002	Tech Support Vo...	TechSupp	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0
6003	Customer Servic...	CustServ	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0
6101	Sales Voice Fren...	FrSales	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0
6102	Techn Support V...	FrTchSpp	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0
6103	Customer Servic...	FrCstSrv	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0
6500	Email Queue	Email	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:28	0.00:00:28	0.00:00:00	0.00:00:00	0.00:00:00	0
6510	Email French Qu...	FrEmail	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0
6900	Training Queue	Training	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0
6910	French Training ...	FrTming	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0
7000	IM Queue	IM	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:06	0.00:00:06	0.00:00:00	0.00:00:00	0.00:00:00	0
7100	IM French Queue	FrIM	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0

1 to 12 of 12 < > Page 1 of 1 > |

QUEUES ice Servers: Aggregate ☒ Assigned Queues

Drag here to set row groups

Information <							Time <				Contacts <	
ID	Name	Short Name	Status	TASA	TASA2	Server	Avg Offered	Avg Hand...	Avg Aban...	EWT	Longest I...	Contacts ...
6001	Sales Voice Que...	Sales VQ	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0
6002	Tech Support Vo...	TechSupp	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0
6003	Customer Servic...	CustServ	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0
6101	Sales Voice Fren...	FrSales	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0
6102	Techn Support V...	FrTchSpp	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0
6103	Customer Servic...	FrCstSrv	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0
6500	Email Queue	Email	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:28	0.00:00:28	0.00:00:00	0.00:00:00	0.00:00:00	0
6510	Email French Qu...	FrEmail	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0

1 to 12 of 12 < > Page 1 of 1 > |

Copy

The new right-click menu option "Copy" allows users to copy the contents of the field onto their clipboard.

QUEUES ice Servers: Aggregate

Drag here to set row groups

Information <

ID	Name	Short Name	Status	TASA
6001	Sales Voice Que...	Sales VO	Night Service	00:00:45
6002	Tech Supp			
6003	Customer			
6101	Sales Voice			
6102	Techn Sup			
6103	Customer Servic...	FrCstSrv	Night Service	00:00:45
6500	Email Queue	Email	Day Service	00:00:45
6510	Email French Qu...	FrEmail	Night Service	00:00:45

Columns Filters

Copy

Send Quick Message To All Assigned Users In Queue

Send Quick Message To Logged On Users In Queue

Log Off All Users From This Queue

iceSurvey

A warning message has been added to remind users that switching a survey run from the draft state to the active state will delete the existing responses they have collected in draft state.

 **SAVE SURVEY RUN**

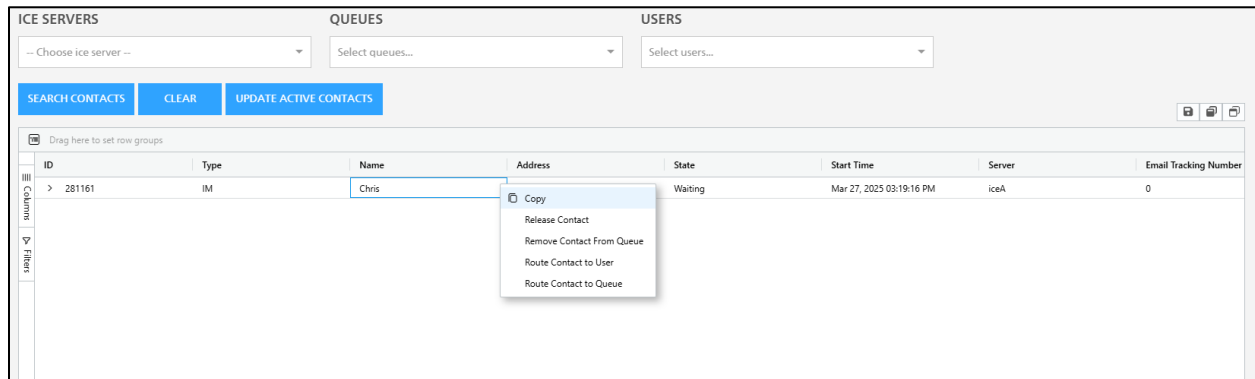
Warning: any survey run responses collected while in Draft mode will be deleted when changing the state to Active. Do you wish to proceed?

YES NO

Active Contacts

Copy

The new right-click menu option "Copy" allows users to copy the contents of the field onto their clipboard.



Workflow Action Updates

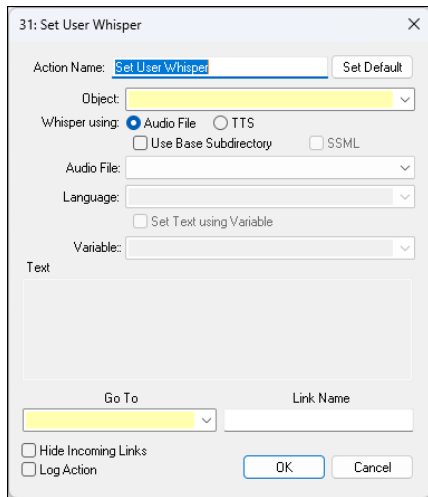
Adaptive Card Screen pop

In ice 15, we have extended the workflow-driven screen pop introduced in ice 14 by adding support to send content to iceBar through Microsoft Adaptive Cards. Adaptive cards can be leveraged with real-time transcription to provide support for agents handling contacts.

Adaptive cards are supported for both iceBar for Desktop and iceBar for Web.

Speak and whisper actions

An "SSML" checkbox has been added to the Speak and Whisper workflow actions to indicate if the text should be compiled as SSML.



Record Audio File action

An update was made to the Record Audio File workflow action to make the recording beep optional.

Real-Time Transcription

In ice 15 we have added support for real-time continuous background speech recognition, per participant.

A virtual workflow can be triggered on agent alert to invoke the new workflow action Attach Transcriber, to send audio stream from the participant to the transcription service.

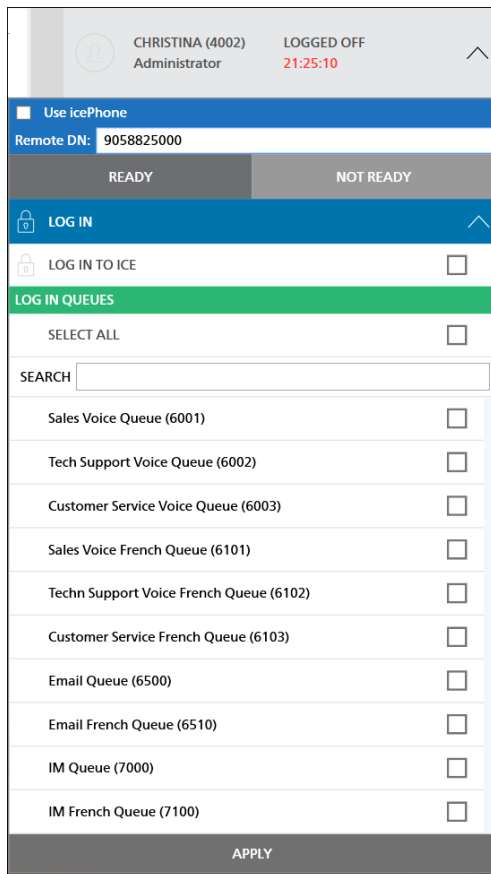
Another new action Get Transcript, can be used to access a contact's transcript and call upon Gen AI actions to offer real-time guidance to the agent with iceBar screen pop via Adaptive Card.

Real time transcription can be used together with the new adaptive card functionality in screen pop to provide updated agent assist information while handling a call.

iceBar Updates

Login Menu

The log in and log off menus have been updated to use checkboxes rather than toggles.



CHRISTINA (4002) Administrator LOGGED OFF 21:25:10

Use icePhone

Remote DN: 9058825000

READY NOT READY

LOG IN

LOG IN TO ICE ☐

LOG IN QUEUES

SELECT ALL ☐

SEARCH

Sales Voice Queue (6001)	☐
Tech Support Voice Queue (6002)	☐
Customer Service Voice Queue (6003)	☐
Sales Voice French Queue (6101)	☐
Techn Support Voice French Queue (6102)	☐
Customer Service French Queue (6103)	☐
Email Queue (6500)	☐
Email French Queue (6510)	☐
IM Queue (7000)	☐
IM French Queue (7100)	☐

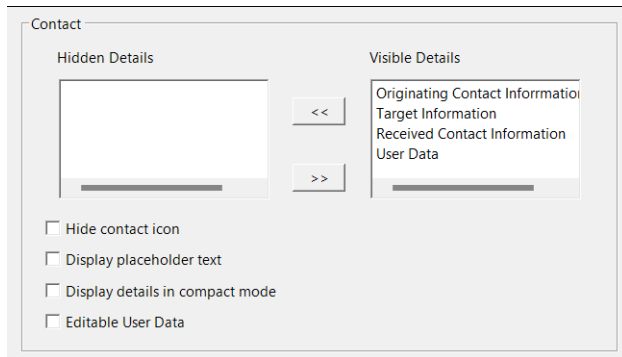
APPLY

Contact Details Changes

The icon in the Contact Details panel of the iceBar has been updated. When a user is not in the 'on a contact' state, the Contact Detail panel will display the following:



The visibility of the icon and the placeholder text are configurable.



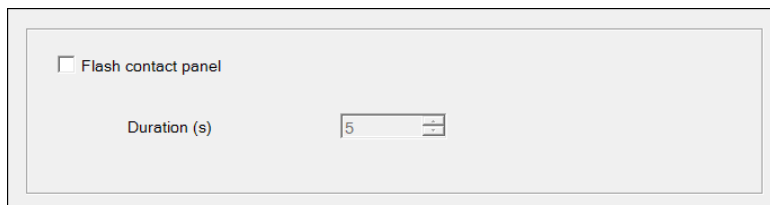
The 'Display details in compact mode' checkbox allows users to choose how the text in the contact details panel is displayed when handling a contact. When this checkbox is enabled, the contact information will be presented in a compact format. When this checkbox is disabled, each detail will be displayed on a separate row.

iceBar Options

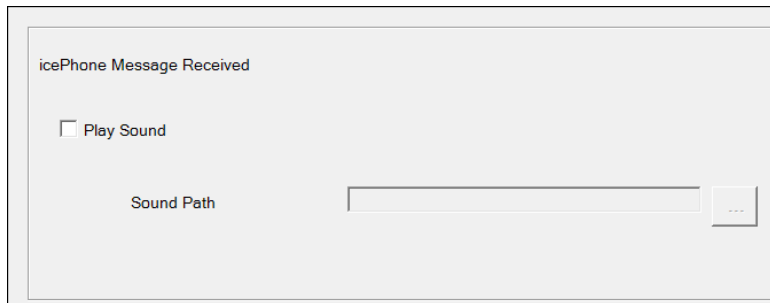
Two additional settings have been added to the iceBar notification options.

1. The 'Flash contact panel' checkbox allows the Contact Details panel to flash when an agent is being alerted for an incoming contact. Users who prefer not to use the Toast window will still have a visual notification on the toolbar when the contact is alerting. The duration refers to the length of time the Contact Details panel will flash. The default duration is 5 seconds.

Note: This option is available for Call, IM, Autodial, and Email notifications.

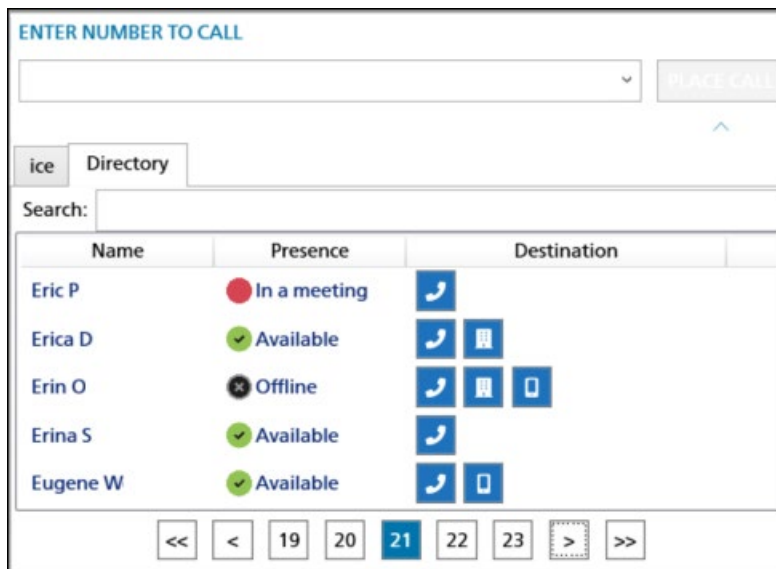


2. For IM notifications, select the 'Play Sound' checkbox under icePhone Message Received to associate an audio file with this type of contact. Enter the path of the audio file you wish to use or navigate to the location of the audio file using the ellipsis button. This notification sound will play when you have received a new IM in icePhone.



Graph Search

In ice 15.1, Graph Search has been extended to retrieve personal Outlook contacts in addition to organization contacts.



Note: By default, personal contacts are not included in the Graph search but can be enabled with a configuration change in iceManager Core Settings.

Queue Stats Window

In ice 15, the Queue Stats window has been updated to use the iceMonitor queues grid. The Queue stats window will display the user's queues reflecting the configuration in Monitor settings. By default, it will only show the agent's assigned queues.

ID	Name	Short Name	Status	TASA	TASA2	Server	Avg Offer
6000	Voice Queue 1	Df6000	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00
6002	IM Queue 1	Df6002	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00
6004	E-mail Queue	Df6004	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00
6200	IM Queue 1(3)	Df6019	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00
6214	Voice Queue CL	Df6214	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00
6228	IM Queue CL	Df6228	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00

For more information on how to configure your Queue Stats window, please refer to the *iceBar for Desktop User Manual*.

Select LOB from Contact History

You can use Contact History to assign an LOB to a previous contact.

Right-click the contact you want to assign an LOB to, then click "Select LOB."

Type	Start Time	Orig. Address	Orig. Name	Recv. Address	Target Name	Target ID	Duration	Contact ID	User Data
Queued Call	2/25/2026 2...	tel:+158315...	8:acs:5bc2...		ieu...	6000	00:08:32	338381	
Queued Call	2/25/2026 2...	tel:+126551...	8:acs:5bc2...		ieu...	6000	00:01:14	338421	
Queued Call	2/25/2026 3...	tel:+120683...	8:acs:5bc2...		ieu...	6000	00:01:54	338441	
Queued Call	2/25/2026 3...	tel:+192247...	8:acs:5bc2...		ieu...	6000	00:03:59	338451	
Queued Call	2/25/2026 3...	tel:+120857...	8:acs:5bc2...		ieu...	6000	Missed	338461	
Queued Call	2/25/2026 3...	tel:+190187...	8:acs:5bc2...		ieu...	6000	00:33:12	338481	
Queued Call	2/25/2026 3...	tel:+137752...	8:acs:5bc2...	sip:qap11ic...	Voice Queu...	6000	00:02:38	338541	
Queued Call	2/25/2026 4...	tel:+178039...	8:acs:5bc2...	sip:qap11ic...	Voice Queu...	6000	00:01:38	338551	
Queued Call	2/26/2026 1...	tel:+165365...	8:acs:5bc2...	sip:qap11ic...	Voice Queu...	6000	00:00:18	338611	
Queued Call	2/26/2026 1...	tel:+150020...	8:acs:5bc2...	sip:qap11ic...	Voice Queu...	6000	00:16:02	338621	
Queued Call	2/26/2026 1...	tel:+174295...	8:acs:5bc2...	sip:qap11ic...	Voice Queu...	6000	00:00:59	338631	
Instant Mess...	2/26/2026 1...	acs:3c4654...	Chris	sip:11101a...	IM Queue 1	6002	02:46:48	338641	
Instant Mess...	2/26/2026 1...	acs:e6390d...	test	sip:11101a...	IM Queue 1	6002	Missed	338811	
Queued Call	2/26/2026 2...	tel:+178843...	8:acs:5bc2...	sip:qap11ic...	Voice Queu...	6000	00:00:41	338931	
Queued Call	2/26/2026 2...	tel:+130699...	8:acs:5bc2...	sip:qap11ic...	Voice Queu...	6000	00:17:53	338941	
Instant Mess...	2/26/2026 2...	acs:d38c9a...	test	sip:11101a...	IM Queue 1	6002	Abandoned	339021	
Queued Call	2/26/2026 2...	tel:+173689...	8:acs:5bc2...	sip:qap11ic...	Voice Queu...	6000	00:09:37	339031	
Instant Mess...	2/26/2026 3...	acs:67ef89...	Dan	sip:11101a...	IM Queue 1	6002	Abandoned	339061	
Instant Mess...	2/26/2026 3...	acs:5b5f03...	Chris	sip:11101a...	IM Queue 1	6002	00:05:30	339071	

Email Details for CC

The List of the External CC Addresses are now included when users are notified of an incoming email with the 'Email Received' window as shown below.

EMAIL RECEIVED

FROM
Sam Smith
sam@customercare.com

TIME RECEIVED:
10:41 AM

TO
Email Queue
6500

RECEIVING ADDRESS:
support@computer-talk.com

TRACKING NUMBER:
1101

INTENDED USER ID:
0

CC
education@computer-talk.com, john@customercare.com

OK

EMAIL RECEIVED

×

Receiving Address:

customersupport@computer-talk.com

Cc:

john@customercare.com
sam@customercare.com

Originator's Name:

Christopher

Originator's Address:

chris@computer-talk.com

Email Group ID:

20001

Email Group Name:

Default Name (1)

Target ID:

6001

Target Name:

Email Queue

Time Received:

2025-04-09 10:40:22 AM

Tracking Number:

0

Intended User ID:

0

CLOSE

New PAQ Column

A new column has been added to the PAQ in ice 15.1 to display the External CC Addresses for email contacts in iceBar for Desktop and iceBar for Web.

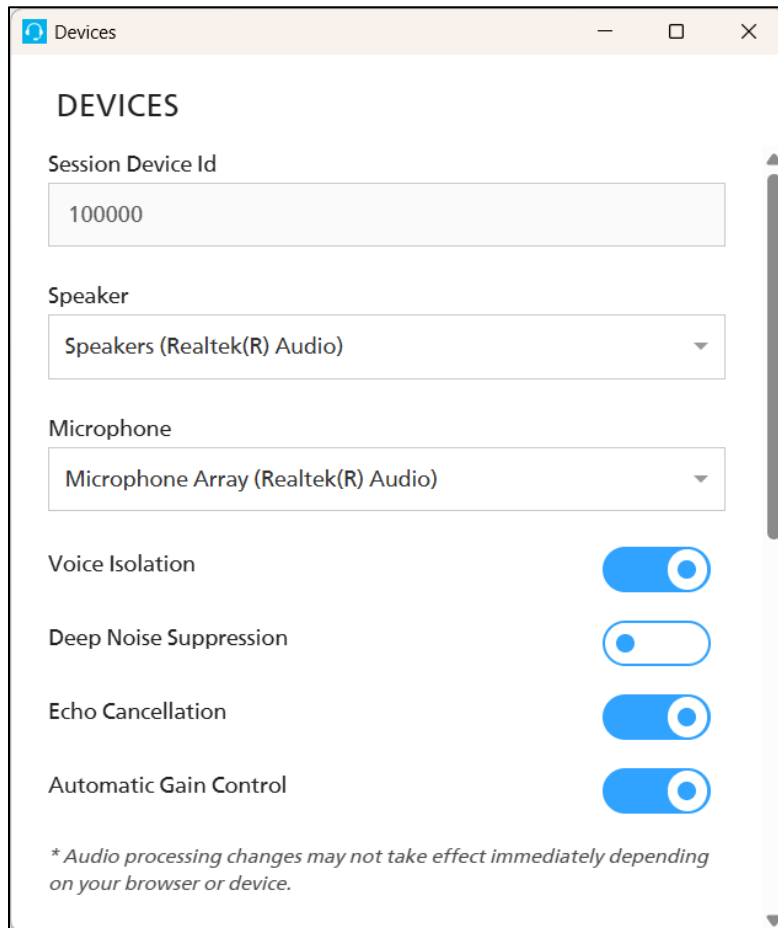
PAQ											
	Type	State	Orig. Addre...	Orig. Name	Recv. Addre...	Target Name	Target ID	Time	Contact ID	User Data	Extra
0											
1											
2											
3											
4											
5											
6											
7											
8											
9											
10											

PAQ

	Position	Type	State	Originator ...	Originator ...	Receiving A...	Target Name	Target ID	Time	Contact ID	User Data	Extra Data
Columns	0											
	1											
	2											
	3											
	4											
	5											
	6											
	7											
	8											

New Devices Window Settings

The *Devices* button opens the devices window to set the user's speaker, microphone device, and camera preferences.

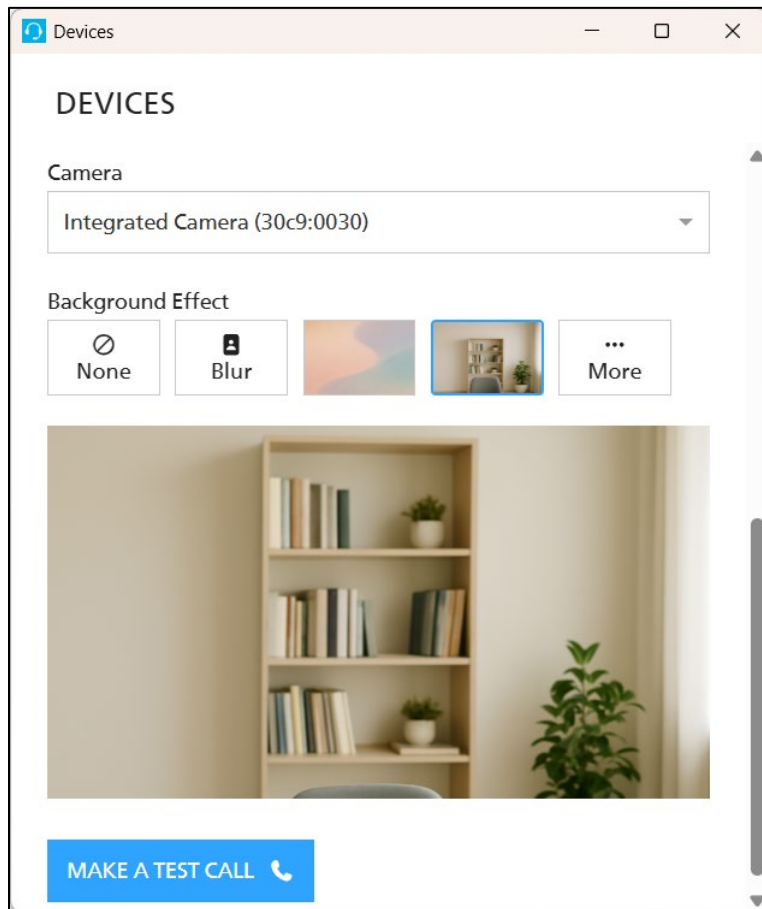


Toggle either the *Voice Isolation* to prioritize your voice and reduce background noise so you can be heard more clearly or the *Deep Noise Suppression* if you would prefer to filter out deep background noise.

Note: Toggling one will disable the other.

Toggle the *Echo Cancellation* to prevent echoes caused by your audio or speaker from your microphone.

Toggle the *Automatic Gain Control* to automatically adjust your microphone volume to keep your voice at a consistent level.



The camera and background effect can also be selected for video calls.

Elevate to Meeting

Ice supports voice and chat elevation to video and screen sharing in ice 15.2 and higher for the following scenarios:

- PSTN caller and icePhone for voice agent
- ACS caller and icePhone for voice agent
- PSTN caller and PSTN/Teams Direct Routing agent
- Web chat user and icePhone for chat agent

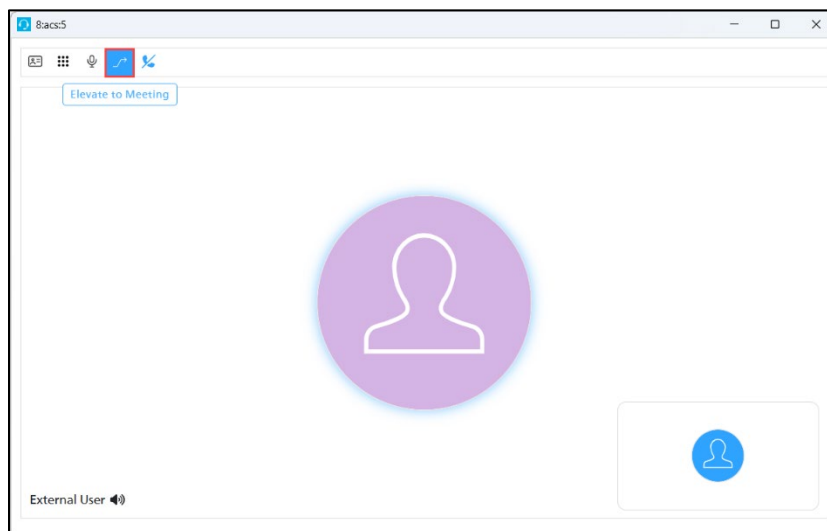
For PSTN callers, the ACS meeting join link is sent by email when the agent selects *Add Participant* and provides the caller's email address.

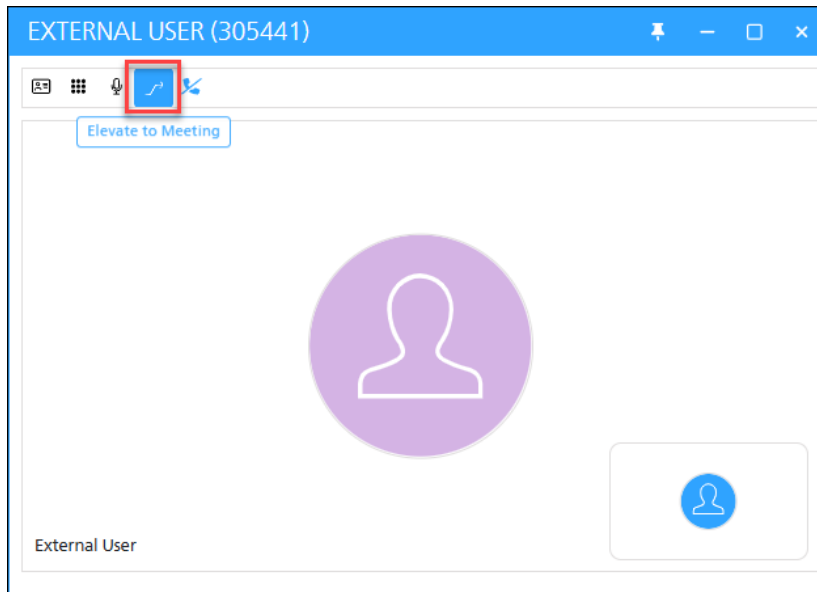
Elevate a voice call to a meeting

If you are using icePhone for voice, the *elevate* button will be available in both the icePhone window and on your toolbar. There are two supported scenarios for icePhone for voice agents:

- ACS Caller and icePhone agent
- PSTN caller and icePhone agent

The initial steps to elevate a call to a meeting are the same. If you are speaking with a non-ACS caller, you will need to additionally invite them to the ACS meeting through an email invitation.

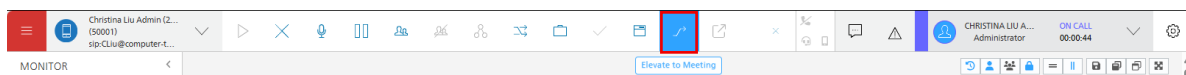




PSTN or Teams Direct Routing Agent

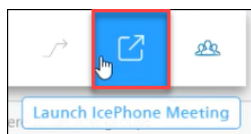
If you are not an icePhone user, the elevate button is available in the iceBar toolbar.

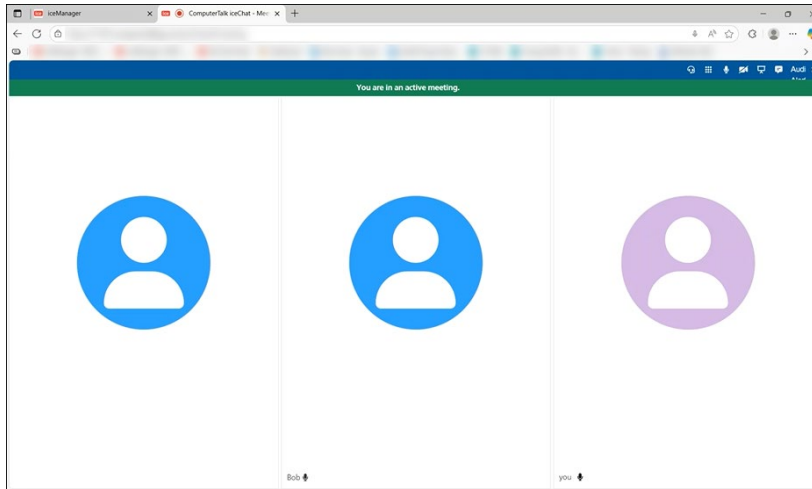
The elevate button allows you to elevate a voice call to a meeting.



If you wish to share your screen or enable your video, additional steps are required.

To be able to screen share from the agent or caller side, or to video call, you will first need to launch an icePhone meeting. To do this, click the "Launch icePhone Meeting" button in your toolbar.





You can add your caller through an email invitation. Ensure the “Send Email” checkbox is enabled and enter the participant’s email address in the text field at the top.

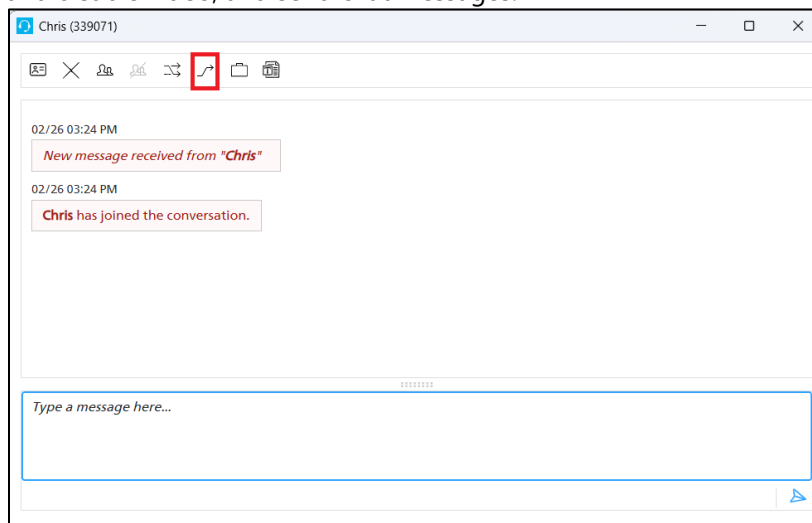
Once the caller joins, you will be able to share your screen and video as needed.

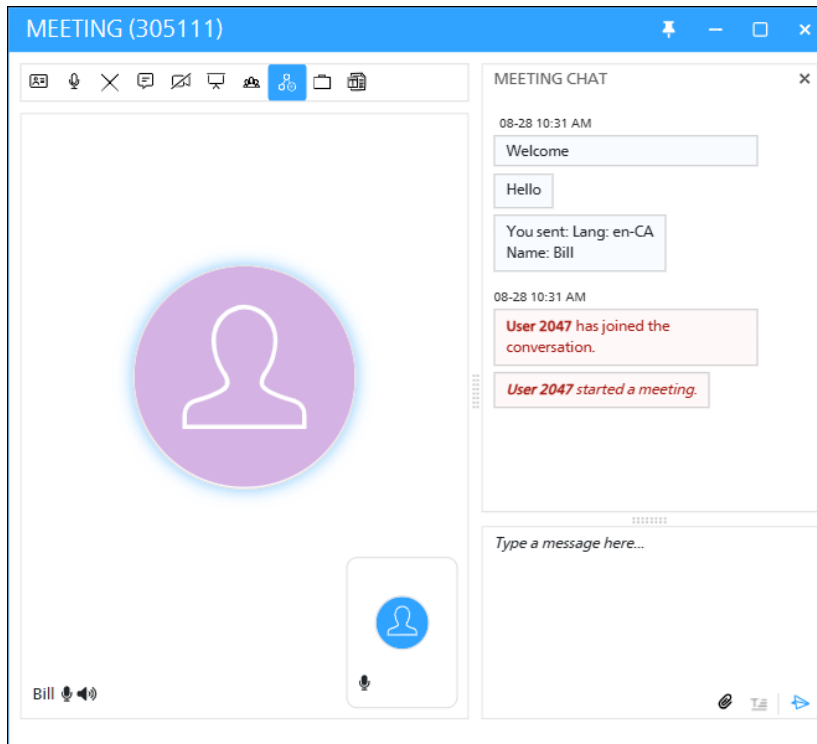
Note: There is a maximum of 10 participants per meeting.

Elevate a chat to a meeting

Elevation to a meeting with screen share and video share is supported if you are using icePhone for chat and speaking with customers using ice web chat.

The elevate button will be available in both the icePhone window, and on your toolbar and allows you to elevate a chat to an ACS meeting. In this meeting, agents and participants can share their screen, enable and disable video, and send chat messages.





The regular icePhone buttons: *Contact Data*, *Mute*, *LOB*, *Chat*, and *Canned Responses*, are all available while you are in a meeting. Additionally, the *Start Video*, *Start Screenshot*, *Conference Roster*, and *Add Participants* buttons are available in an ACS meeting.

Note: The meeting will not end until all ice agents have left.

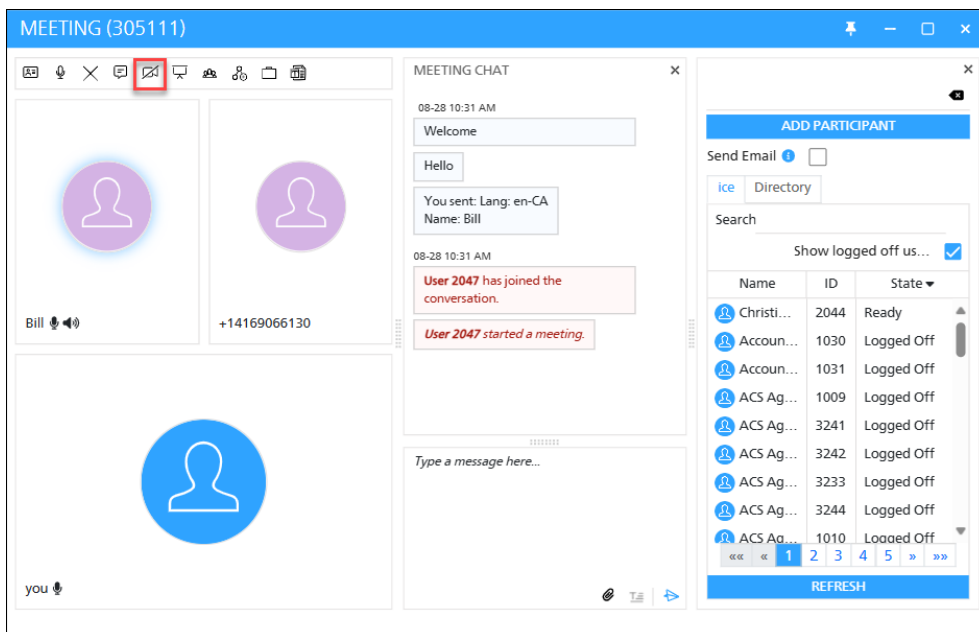
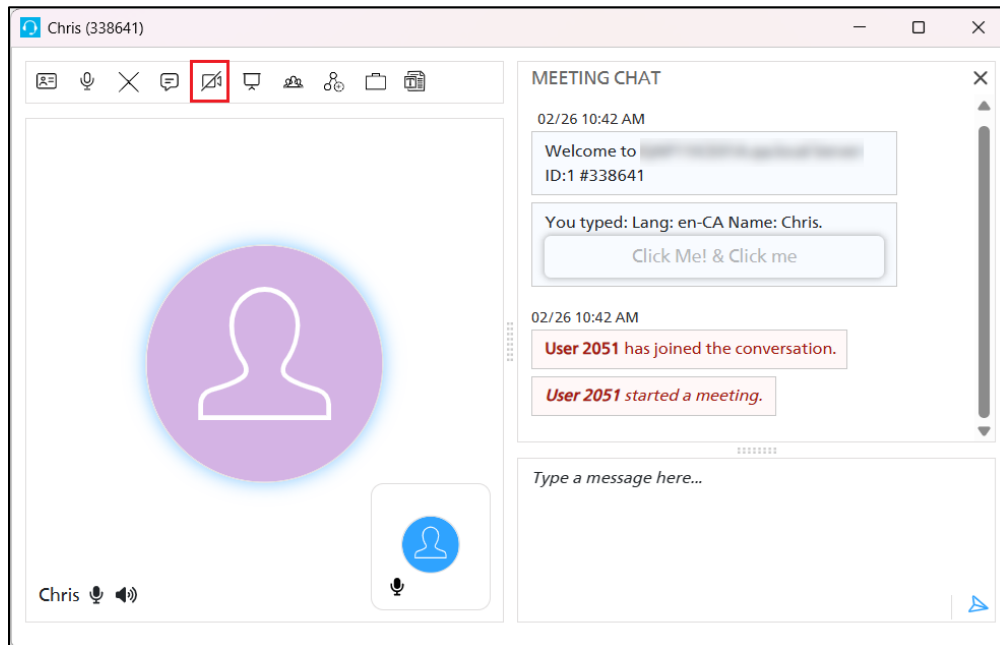
icePhone Meeting Buttons

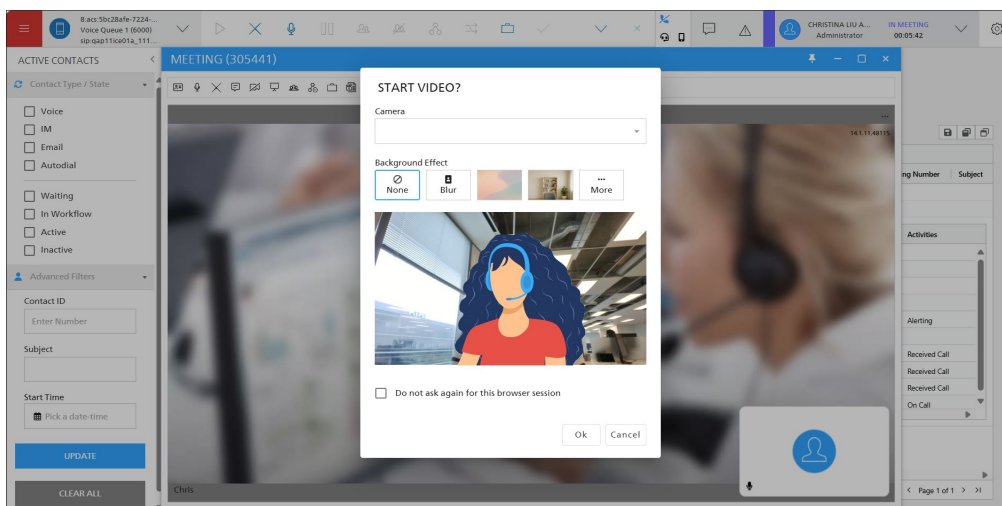
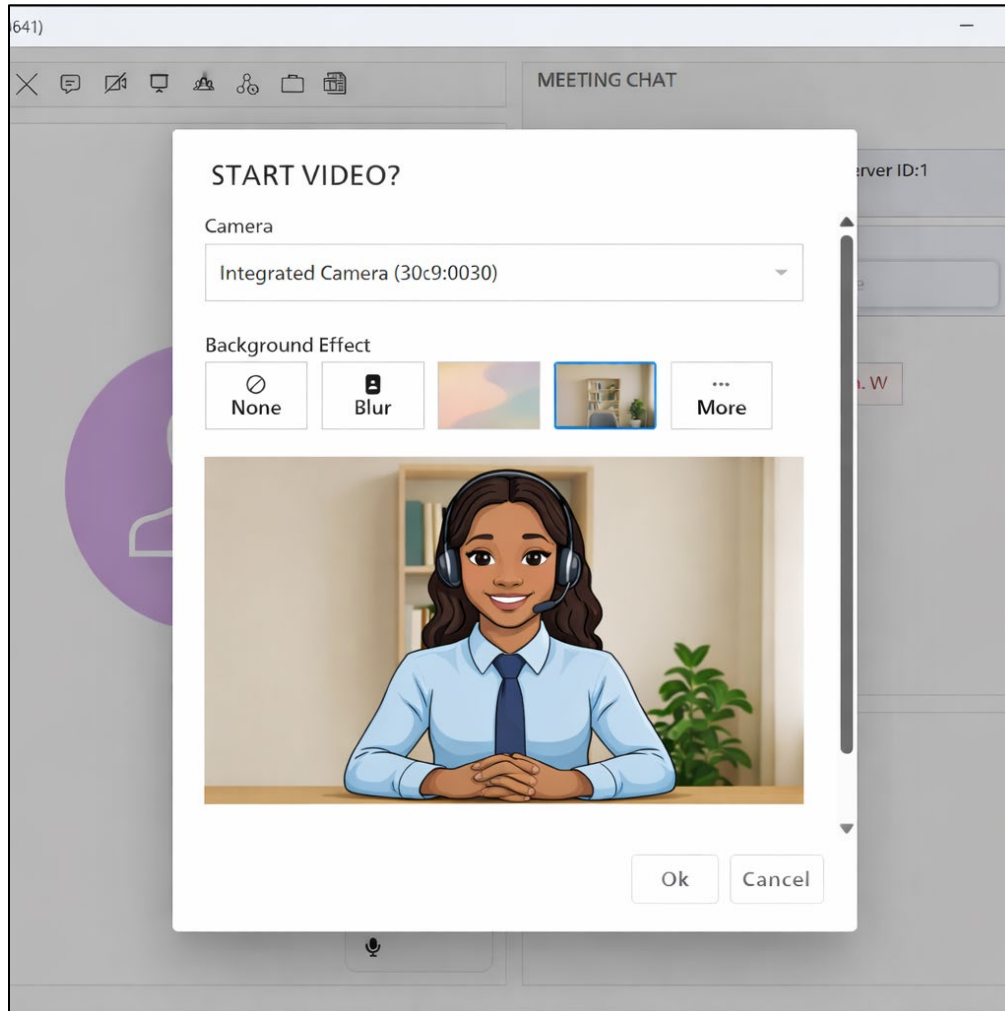
When you are in an ACS meeting, in addition to the regular icePhone buttons, you will see the *Start Video*, *Screenshot*, and *Add Participants* buttons. These allow you to further manage your meeting options and the meeting participants.³

Start Video

The *Start Video* button allows you to enable your camera so that the caller can see your video feed. Please note, the caller's camera will not automatically turn on. They can enable or disable video from their own meeting window.

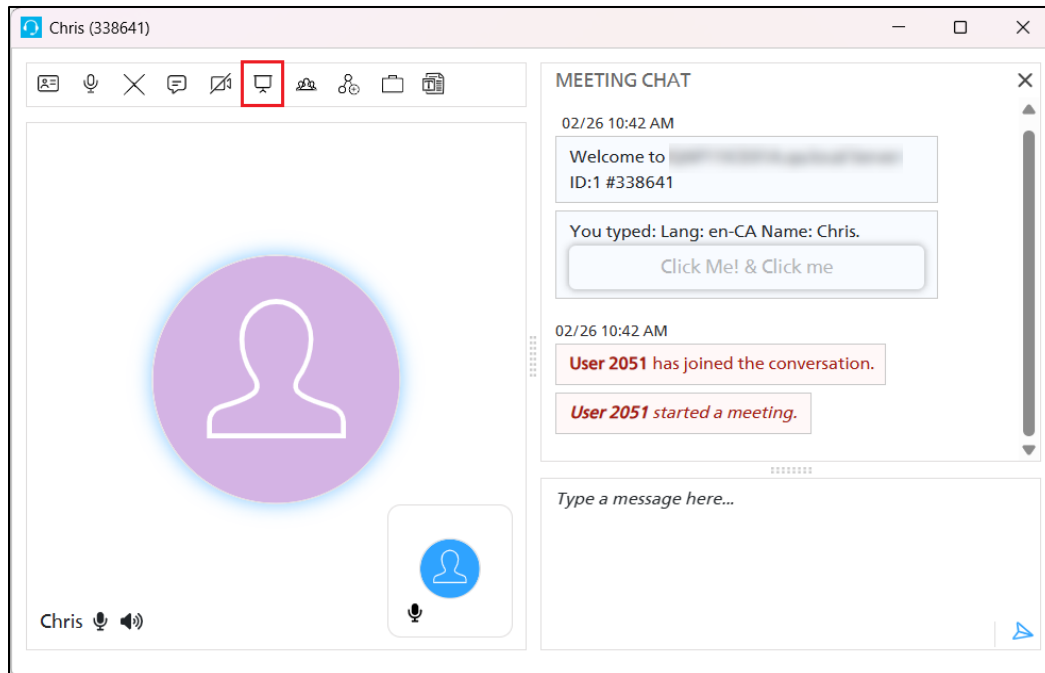
³ This setting is only available in ice 15.2+.

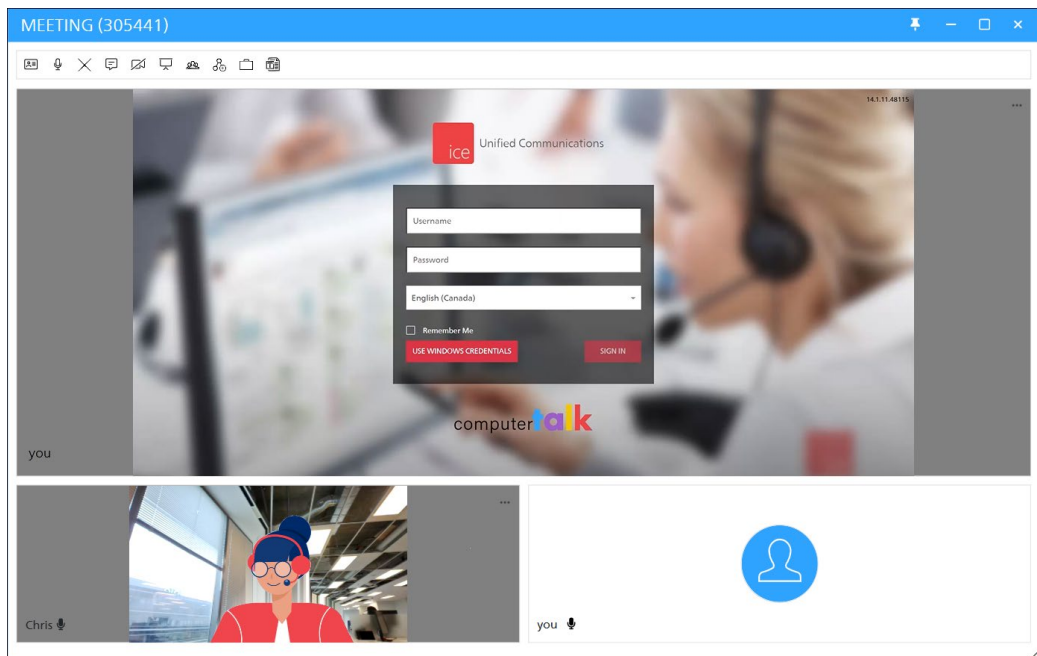
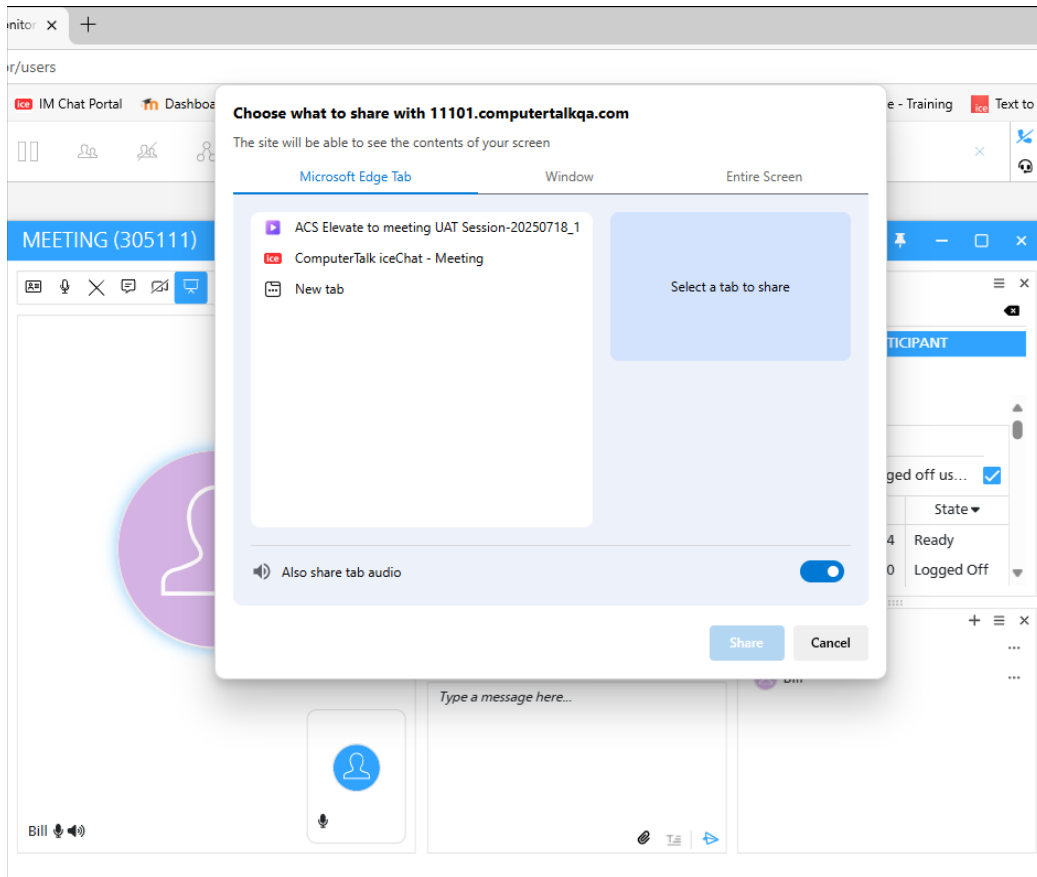




Start Screenshare

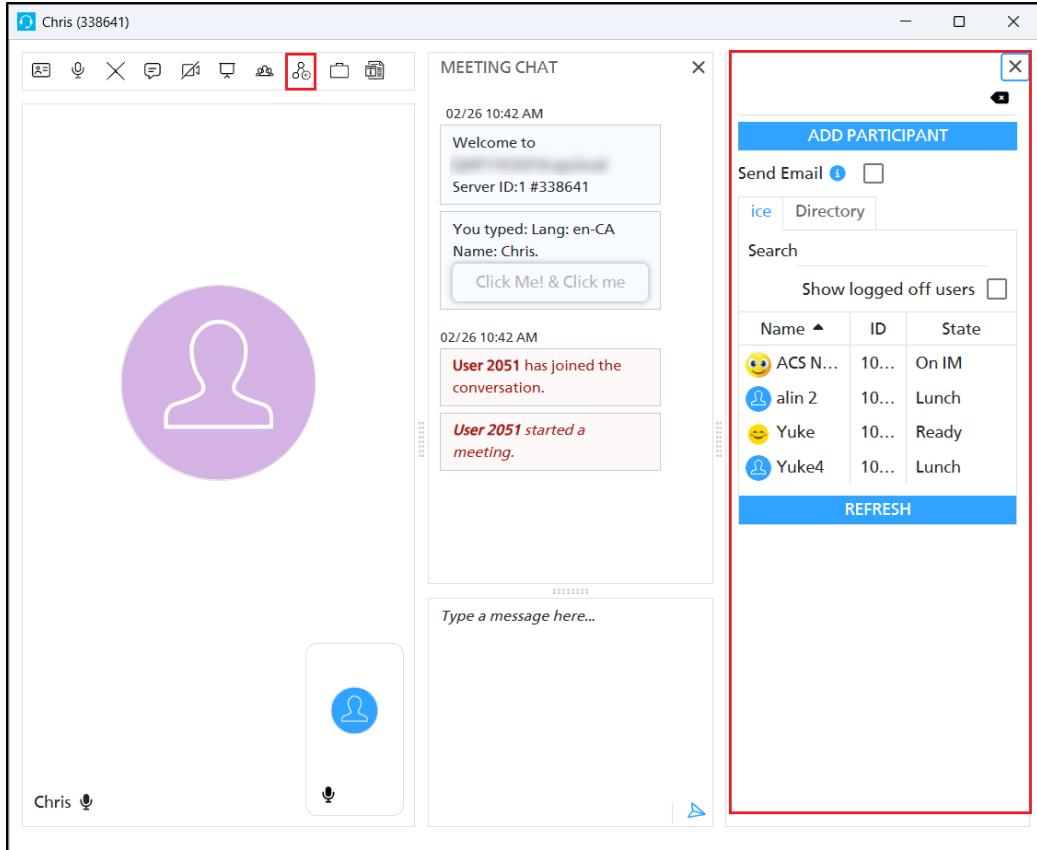
Start Screenshare allows you to select the tab, window or screen you would like to share and start sharing your screen. Your caller may also share their screen through the *Start Screenshare* button in their own meeting window. Only one screen may be shared at a time.





Add Participants

While you are in a meeting, you may add additional participants through the *Add Participant* button.



The screenshot shows the 'computer talk' application window. The main area displays a large purple circle with a white person icon. Below it, a smaller blue circle with a white person icon is visible. The top toolbar contains various icons, with the 'Add Participant' icon (a person with a plus sign) highlighted by a red box. The 'MEETING CHAT' panel on the right shows a welcome message and a list of participants. The 'ADD PARTICIPANT' panel is open, showing a search bar and a table of participants.

MEETING CHAT

02/26 10:42 AM

Welcome to [redacted]

Server ID:1 #338641

You typed: Lang: en-CA
Name: Chris.

Click Me! & Click me

02/26 10:42 AM

User 2051 has joined the conversation.

User 2051 started a meeting.

Type a message here...

ADD PARTICIPANT

Send Email ☐

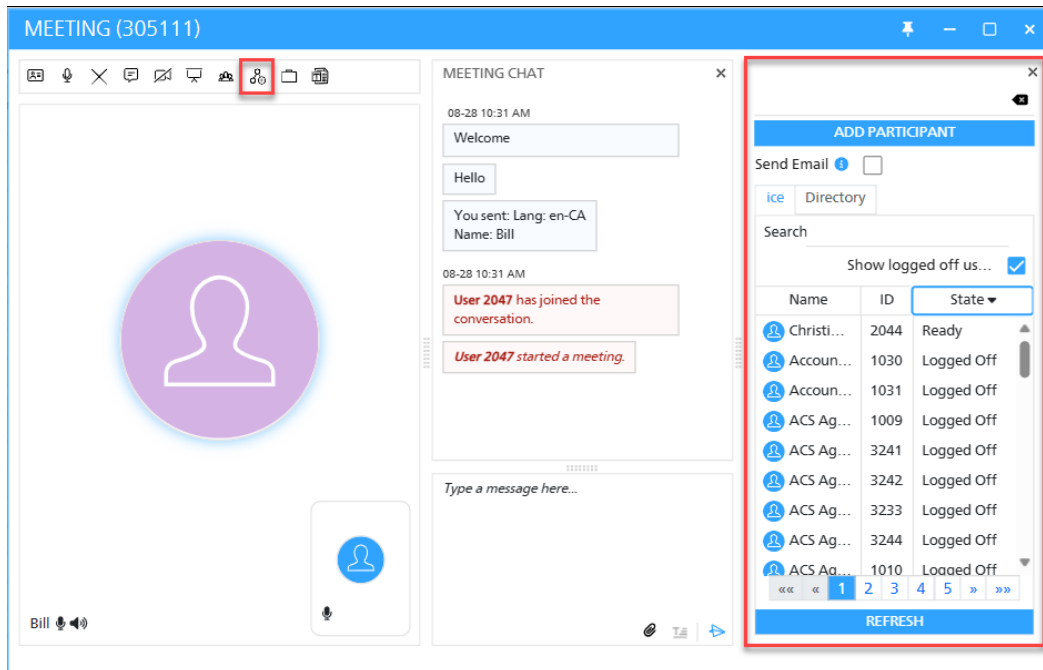
ice Directory

Search

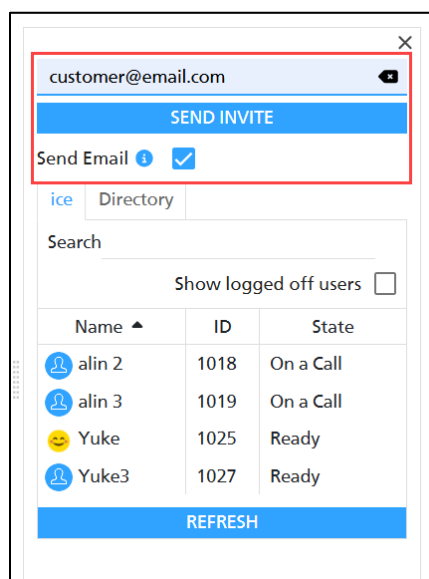
Show logged off users ☐

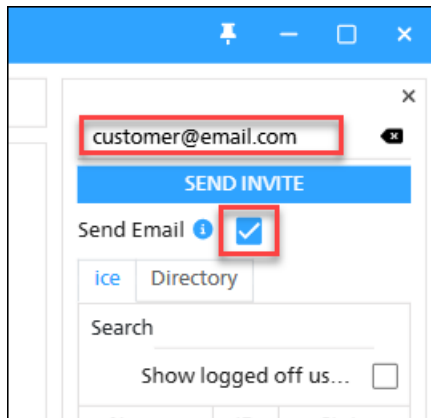
Name	ID	State
ACS N...	10...	On IM
alin 2	10...	Lunch
Yuke	10...	Ready
Yuke4	10...	Lunch

REFRESH



You may choose to add another ice user, a participant from your directory, or an external participant.



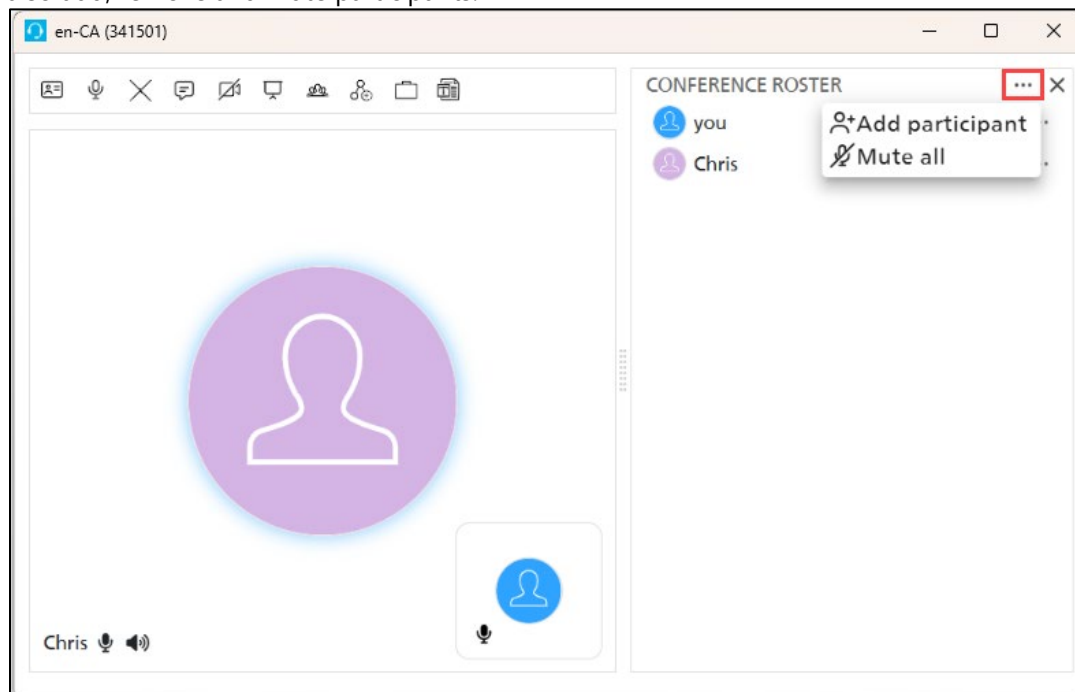


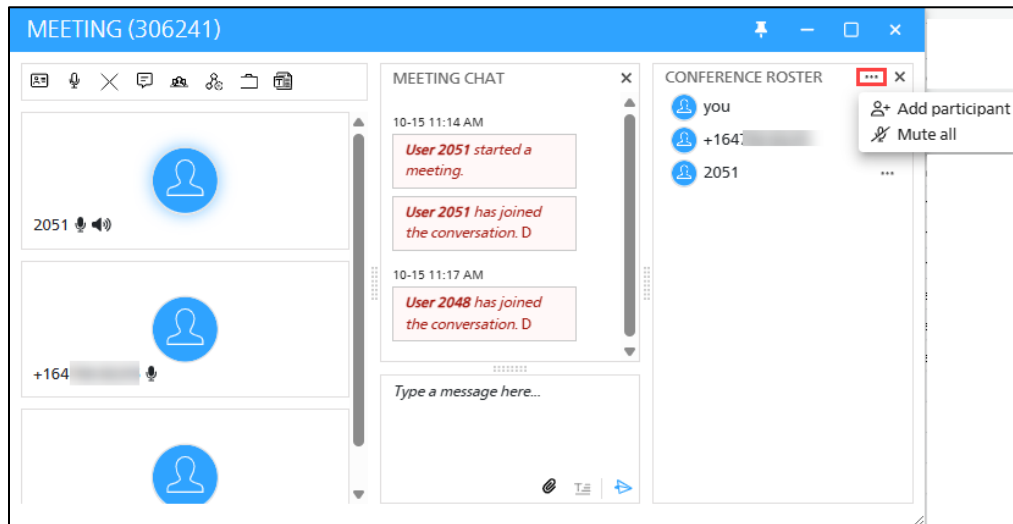
For more information on permissions, see the *iceManager User Manual*.

Note: Participants can re-join calls in progress through the same email link, allowing agents to handle connectivity interruptions or page reloads.

Conference Roster

While you are in a meeting, you may view the list of participants in the meeting. From this tab, users may also add, remove and mute participants.

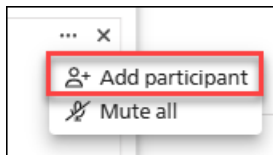




Click the ellipses in the top right-corner of the Participant field to see the options to manage meeting participants.

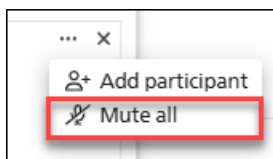
Add Participant

Additional participants can be added from the Add Participant button. Click on this button to open the Add Participant tab and add a new participant.

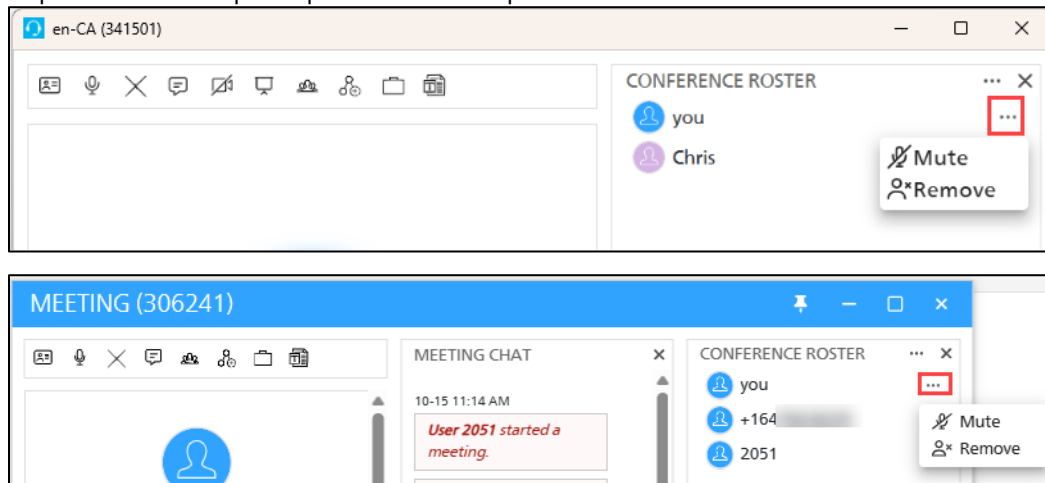


Mute All

The Mute All button allows you to mute all participants in the meeting.

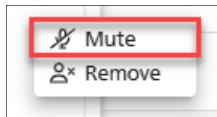


You may also remove and mute individual participants using the options in line with each user. Click the ellipses next to the participant to see the options available.



Mute Button

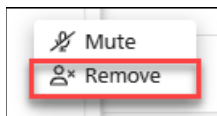
Click the mute button to mute the selected participant. Participants may unmute themselves.



Note: You will not be able to unmute other participants.

Remove Button

Click the Remove button to remove the selected participant from the meeting.



Note: The participant may rejoin the meeting from the same initial email invite while the meeting is in progress.

iceBar for Web Audio Notification

In ice 15.2, iceBar for Web can be configured to play an audio file on incoming calls. This setting must be enabled by the Computer Talk support team.

iceChat

Markdown support with PVA bot

In ice 15, we have added markdown support for PVA bot. When the PVA bot web service receives a message containing markdown text, it will be converted to HTML, which will be transported to iceChat as plain text with the message insights property indicating it is HTML. iceChat will review the insights property on the received message to determine if it needs to be rendered as HTML or plain text.

iceReporting