



ice<sup>3</sup>

## Blended, All-in-one, Open, Standards-Based Contact Center Platform.

**Multi-Channel Contact Center**

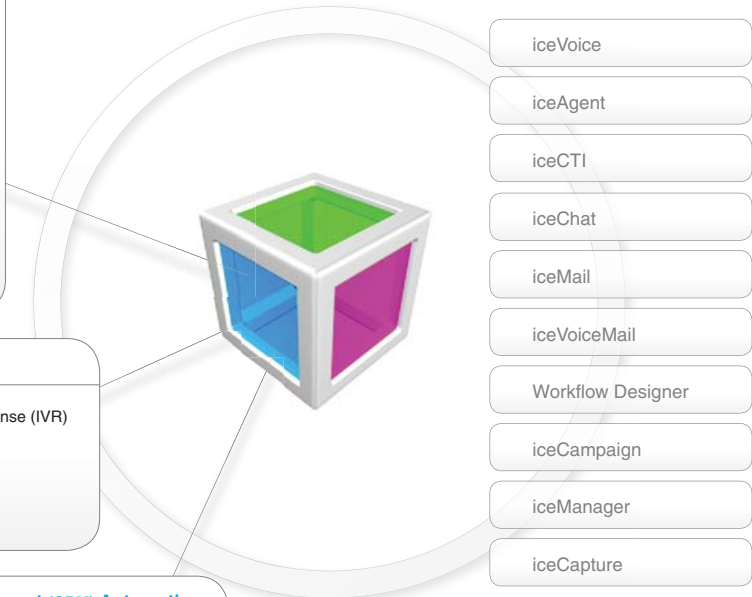
- Automatic call distribution (ACD)
- Virtual contact center (VCC)
- Skills based routing
- Universal queuing
- Conversation recording
- Intelligent email management
- Internet web chat
- Predictive dialing
- Unified web based reporting
- Voice mail
- Speech attendant
- Speech dialing

**Multi-Channel Self Service**

- Voice-controlled interactive voice response (IVR)
- Caller voice authentication
- Call steering
- Fax back
- Outbound interactive dialing

**Customer Relationship Management (CRM) Automation**

- Computer telephony integration (CTI)
- Screen-pop automation
- Coordinated call/screen transfer
- Universal CRM connector



contact center & enterprise communications management

Many solution providers offer these on multiple boxes from separate suppliers – Microsoft-based ice<sup>3</sup> from ComputerTalk blends them all in one

Supporting industry standards like SIP and ISDN, SALT and VXML, and open web services, ice<sup>3</sup> integrates with customers' existing VoIP, TDM and web infrastructures leveraging your investments while enhancing functionality.

Deploy ice<sup>3</sup> self-service to automate telephone calls, e-mails, web chats, and other interactions, and free agents to handle more complex tasks.

Seamlessly blended self service and agent assisted services lets your clients use self-service while they are waiting in queue without losing their priority. If assistance is necessary, the caller and any relevant data get transferred instantly to an available agent – making self service a positive experience for callers while equipping agents with the correct knowledge to deliver swift, accurate service.



**iceVoice**  
voice-driven self-service

Sophisticated self-service tool for landline, mobile, and wireless devices using the most natural communication tool there is – voice – to collect caller input more efficiently than touchtone IVR.

**Say My Name** gets callers where they need to go with one spoken command

iceVoice - voice-driven self-service

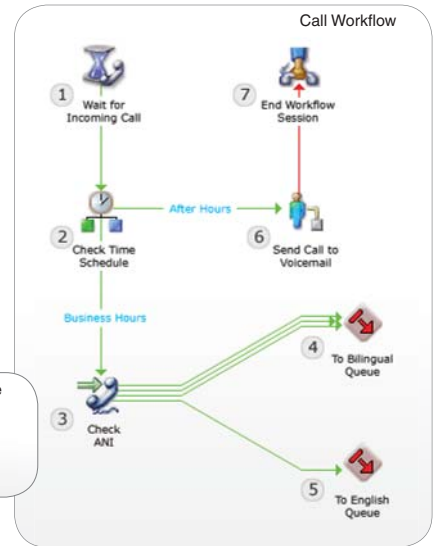
- Has an intuitive GUI development environment that lets users create their own multi-channel applications, without programming
- Embedded automatic speech recognition (ASR) and text-to-speech (TTS) engines from leading speech companies including Nuance/Scansoft and Microsoft
- Caller authentication allows you to verify callers' identities before giving them access to sensitive information, ensuring security.
- A fully compliant, VoiceXML 2.0 interpreter

**Workflow Designer**

contact center design and development tool

ice3's trump card – an intuitive, graphic tool/environment that turns your desktop into a canvas on which you can create your own applications without a hitch. Drag and drop icons make it easy to design simple functions like conditional routing, or more complex applications like updating databases, polling CRM packages, and speaking search results back to callers.

The best part? - you don't have to be a techie to use it... experts and beginners alike can be trained in no time. So forget about time lost to costly outsourcing or consultants - do it yourself quickly and easily with Workflow designer.

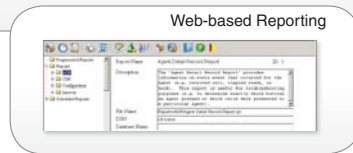


**iceManager**

administration suite

Powerful administration tools for fully unified contact center management, providing detailed views across all interaction types. Components include:

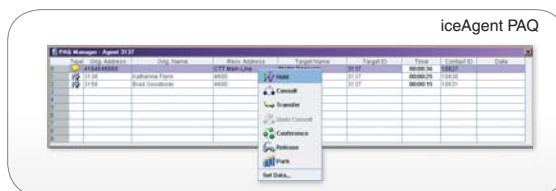
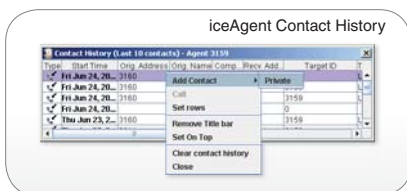
- iceManager Monitor – real-time access to agent, queue, and contact activity lets supervisors respond instantly to changes
- iceManager Administrator – lets users create and maintain queues, agents, skills, announcements, and prompts
- iceManager Reporting – comprehensive web-based historical reports that help supervisors achieve target service levels and administer staff



**iceAgent**

agent interaction tool

iceAgent lets agents process phone, email, and Web chat communications with a simple graphical user interface; putting contact control on the PC to give agents more visibility and simplifying data collection.





## iceChat

intelligent web communications

ice<sup>3</sup>'s intelligent web tool connects your agents in real-time to your website visitors. If customers have a question while browsing your site, they can ask and get an immediate answer.



## iceMail

intelligent email management

Inbound e-mail management tool helps agents stay on top of email and provide superior customer service to their web-based clients.



## iceVoiceMail

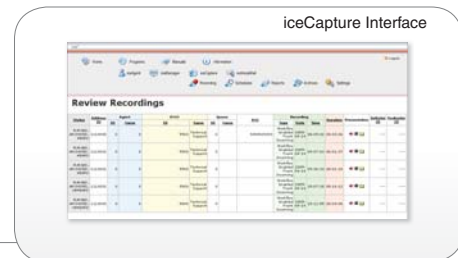
unified messaging

With iceVoiceMail, each contact center user gets a private voice mailbox that they can manage through a secure web portal or through a telephone call. Unified messaging allows users to manage their email, voice mail and optionally, fax mail through their current email client.

## iceCapture

conversation recording and quality monitoring

In this age of ever-growing security concerns, iceCapture is one of ice<sup>3</sup>'s most popular features. Web-administered conversation recording records and archives telephone conversations between agents and clients. Agents and supervisors can view the entire history of single or multiple conversations based on customer name, date, time, queue, DNIS or agent – from anywhere over the web

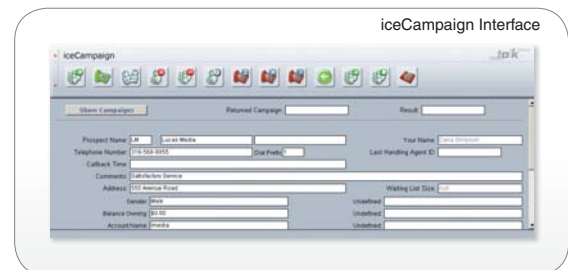


- Flexible recording options (scheduled, bulk, by agent, by port, every 10th call, parts of calls or entire call including self service portion, etc)
- Easy web administration
- Archiving to DVD or other media
- Simple search
- Performance evaluation and scoring
- Complete audit trail of recordings (name/ID of agent, queue, DNIS, ANI, date and time of call, who initiated recording, who evaluated the recording)

## iceCampaign

campaign management

Run lead generation, promotions, and customer service campaigns with the click of a button. Preview, Progressive, and Predictive dialing options let you choose the campaign best suited to your needs. Blending inbound/outbound minimizes idle time & boosts productivity.





## iceCTI flexible 3rd party integration

ice<sup>3</sup> is equipped with a public web service interface for computer telephony integration that extends powerful CTI functionality to a wide range of third party products, including IVR, workforce management, CRM, call recording and wall boards.



## ice<sup>3</sup> All-in-one vs Multiple-vendor

### ice<sup>3</sup> is a fully integrated all-in-one solution that:

- Unifies system management, reducing administration and associated costs
- Reduces end-to-end call-time and costs, maximizing every second in the contact center
- Unifies problem ownership, solution determination, and customer support – one stop shop for support
- Seamlessly blends Self-Service & Agent Assist
- Consolidates reporting for on-demand business intelligence
- Reduces points of failure
- Boosts single call resolution
- Integrates user-interfaces to increase agent productivity & reduce training costs
- Is easily modified, eliminating dependence on external development groups
- Simplifies compatibility & upgrade paths

### Multiple-vendor solutions entail:

- Fragmented reporting (assessing complete customer experience requires external custom reporting)
- Disjointed support from multiple organizations
- High integration costs in mixed environments
- Limited cross-vendor functions
- Components, interfaces, & skill sets required for development & maintenance
- Cumbersome, tedious, and costly – not to mention risky - upgrade paths

VS

#### About ComputerTalk

ComputerTalk is the voice solutions specialist, where one spoken command gets callers where they need to go. Founded in 1987, we provide integrated communication solutions for contact centers, enterprise, and Government agencies worldwide.

With hundreds of Microsoft-powered installations delivered on Intel hardware, our applications range from virtual networked CTI, to seamlessly blended agent-assist, to self-service. With 2,000,000 calls outsourced each month in hosted services, our secure multi-modal voice and data applications keep callers connected while on the go.

Built on VXML, SALT, next generation VoIP/SIP/TDM, or wireless technologies, our custom and pre-packaged voice solutions increase customer satisfaction and loyalty, generate higher revenues, reduce costs, and improve security. For more information visit [www.computer-talk.com](http://www.computer-talk.com) or call 1 800 410 1051.



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ice<sup>3</sup>'s blended, all-in-one platform delivers the ultimate customer experience while reducing administration and maintenance costs. Unparalleled flexibility provides the right solution for your business requirements. Cost-effective implementation, scalability, and ease of use make ice<sup>3</sup> the ideal solution for your current – and future – communications needs.

Integrated voice-enabled Self-Service uses multilingual speech recognition, text-to-speech, and caller authentication to provide advanced multimedia services.

Whether you deploy on-site, or have ComputerTalk host your system for you, ice<sup>3</sup> is the next generation of customer service.....