



iceAgent

The Ultimate Agent Desktop

Agents often work with several different programs open on their computer. The last thing they need is to scramble through all of the programs when taking calls.

iceAgent connects agents to phone, email, and Web chat tools - all on one simple desktop window - with an elegant graphical user interface. Putting contact control on the PC gives agents more visibility and simplifies data collection

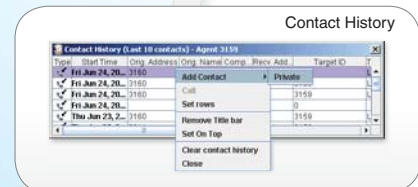
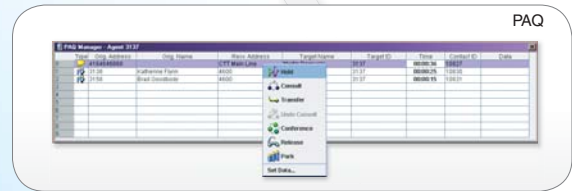
Personal agent queues (PAQ)

Access to queue stats

Quick text

Speed dial

Elite management of contact details and history



iceAgent is the key for Agents to work more effectively and with fewer headaches.

Agent-Oriented Design

Extensive research with input from customer service specialists and supervisors helped us create the ultimate agent desktop

- Reposition iceAgent within windows-based applications
- Installation doesn't monopolize valuable desktop real estate
- Fully customizable preferences
- Detailed views of agent performance statistics
- Perform multiple interactions simultaneously for smooth service
- Access contact information quickly and easily
- Manage contacts with icon-based designs

iceAgent fully integrates with ice³

iceAgent integrates completely with ComputerTalk's blended, all-in-one ice³ platform for full-suite contact center functionality.

iceAgent supports

ComputerTalk's outbound contact solution, iceCampaign

Switch specific configurations and multiple lines

Advanced intelligent routing based on customizable rules

Screen Pop and CRM integration with leading vendors, such as SAP, Remedy, Heat and proprietary back office systems

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 or call 1 800 410 1051.

Slim Client

- Deploying and accessing iceAgent is simplified by its java-based design
- Integrates easily with existing enterprise systems
- Automatic updates delivered seamlessly, no disruption to customer service
- Lightens agents' desktops

Interface



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www.computer-talk.com
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