



Intelligent Web Communications

Ever wonder what your website visitors are up to? What are they looking for? Are they finding it? Wouldn't it be great if agents could contact them?

iceChat connect agents in real-time to your website visitors. So if customers have a question while browsing your site, they can ask and get an immediate answer.



When someone visits your web site, iceChat gives agents a heads-up and lets them track the visitor's navigation. If the visitor has a question about the site or a product, she can request a chat, which gets queued for the next available agent.

You can also give site visitors the chance to talk to a specific agent. If that agent is available, he can start chatting immediately; if he isn't, the visitor is notified of a wait time or be re-routed into queue.

Put a face to the name with iceChat's personalized features, like displaying agents' photos, or providing agent's with a visitor's profile including username, language preference, purchase history and user preferences.

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.



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www.computer-talk.com
1.800.410.1051

Features

- Push product information like maps, pdfs, URLs and other documents to the visitor's desktop
- Knowledge Library contains scripted answers to FAQs and reference URLs
- Conference in other agents or transfer a chat to another agent if help is needed
- Chat transcripts are archived, time-stamped, and easily retrievable
- Search archives by session IDs, customer aliases and e-mail addresses

