

iceIMQ

Make your Office Communications Server work as hard as you do, with iceIMQ.

Adding iceIMQ to your Office Communications Server empowers your business with new modes of real-time communication that benefit your customers, enterprise, and contact center.



Real-Time Communication

What is iceIMQ?

IM Queuing

IM sessions can be routed using queues or skills.

Your workers use the familiar Office Communicator application to handle IM sessions.

Internal help desks become more efficient with first in, first out handling of IMs.

Shield the identity of your staff, ensuring privacy and compliance with business processes.

IM Self Service

Create powerful, self-service instant messaging applications on the fly using the intuitive drag-and-drop WorkFlow Designer.

Make information accessible to anyone, anywhere: internal staff, employees operating outside the corporate firewall, and visitors to your website.

Triage and correctly route IM requests to the person or people qualified and incented to help.

IM Web Portal

Reach out to customers through a portal on your website.

Offer web visitors access to self service applications, or route them to queue or to a specific subject matter expert (SME).

Add a private web portal for your Teleworkers and road warriors to access information and communicate with SMEs

Why do I need iceIMQ?



- Give clients the option to chat: the fastest growing mode of communication.
- Increase first-contact resolution.
- Increase productivity and disseminate knowledge.
- Connect clients and staff quickly and easily with the experts they need to reach.
- Customize your own automated IM bots to provide self service and routing.
- Track your experts' queued IM activity through real-time monitoring and historical reporting.

Imagine the power of being able to use a drag and drop tool to build your own IM bots. That's the power of WorkFlow Designer. This easy to use tool enables you to change your self service and routing rules on the fly, with no down time.

Contact Center add-on or Standalone Solution

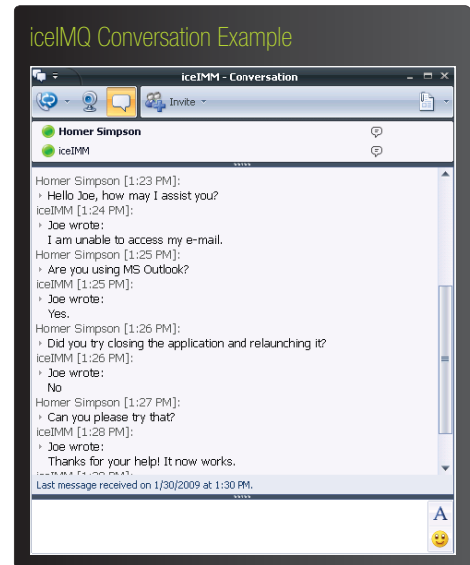
If you have a contact center solution already in place, iceIMQ will seamlessly integrate with it, protecting and leveraging your investment. If your contact center platform is ComputerTalk's Center ice, your iceManager suite provides unified monitoring and reporting of phone calls, emails, and IMs. If you have no requirement for contact center, iceIMQ functions as your standalone automated real-time chat solution.

What does iceIMQ do for my customers?

More and more people are choosing instant messaging as their preferred method of communication. Customers scour the web for the answers they seek, expecting immediate gratification. With iceIMQ, they can reach out on your corporate website to get the answers they seek through self service "bots" or through intelligent routing of a chat request to a qualified individual. In fact, chat customers receive all the sophisticated treatment that they would expect to receive as a caller to a Center ice call center. IM agents can handle multiple sessions simultaneously, servicing more customers in a shorter period of time.

What does iceIMQ do for my staff?

Whether your employees are regular office workers, call center agents or subject matter experts, iceIMQ increases their access to knowledge and accelerates their productivity. Using OCS presence, your staff save time by interacting only with the people who are available to assist them. With chat embedded into the applications they use every day like Microsoft Outlook, SharePoint and Dynamics CRM, collaboration across the enterprise is even easier.



What does iceIMQ do for my teleworkers and road warriors?



For any remote staff, it's quick and easy for them to engage a specialist located at the office through skills based routing, or access the information independently via IM self service. Remote access is provided through common portals that include: Yahoo! Messenger, AOL Instant Messenger, and MSN. In addition, with Communicator Web Access, remote users can become IM agents, servicing both internal and external chat requests.

ROI – What can I expect in return for my investment?



Seamless Information

Mobile and Remote workers spend less time searching for information or support resources and are able to resolve customer or project issues in much less time, with less travel time and fewer return visits.

Accelerated Collaboration

Dramatically increase the speed with which collaborative projects are completed with equal or better quality.

Enhanced Problem Resolution

With Presence, process completion is accelerated, removing delays associated with messaging, message queues, call backs, and other latency factors.

Improved Communications with External Parties

Use of federated IM and presence increases contact speed and rate, resulting in shortened sales, service, and supply process times.

About ComputerTalk

Established in 1987, Computer Talk Technology Inc. (ComputerTalk) is a leading provider of converged communication solutions combining IP telephony, unified communications, IVR and Speech with contact center capabilities.

ComputerTalk's ice platform is a complete enterprise IP telephony platform with built-in speech attendant and unified messenger (voice mail by e-mail). Integration with Microsoft

Office Communication Server (OCS) and Live Communication Server (LCS) adds instant messaging (IM) queuing, rich presence and collaboration tools to deliver IP PBX capabilities. Our strength is in our IVR and Speech applications that may leverage our ice platform or simply integrate with any contact center or voice manufacturer. Outsourcing over 2,000,000 calls each month in hosted services, our secure multi-mode voice and data applications keep callers connected while on

the go. Whether hosted contact center agent and/or IVR, or managed customer premise solutions, ComputerTalk delivers leading edge products and services. In recognition of the long and fruitful collaboration between the two companies, Microsoft recently named ComputerTalk a 2008 finalist for the prestigious Microsoft Canada IMPACT Awards.