



ice³ IP All-In-One VoIP Contact Center

ice³ IP is an all-in-one, VOIP contact center that delivers full contact center functionality to both VOIP agents and traditional TDM agents. VOIP agents are equipped with SIP phones, and can be located anywhere within a company's IP network.

ice³ IP contact center (CC) employs open standards, such as Session Initiated Protocol (SIP), VoiceXML, SALT, and Media Resource Control Protocol (MRCP), and it uses best-of-breed hardware. A standards-based, open web service CTI interface gives customers the flexibility to support 3rd party products, including legacy IVR system, and reader boards. Workforce management and scheduling are accomplished with software from IEX Corp., a partner of ComputerTalk.

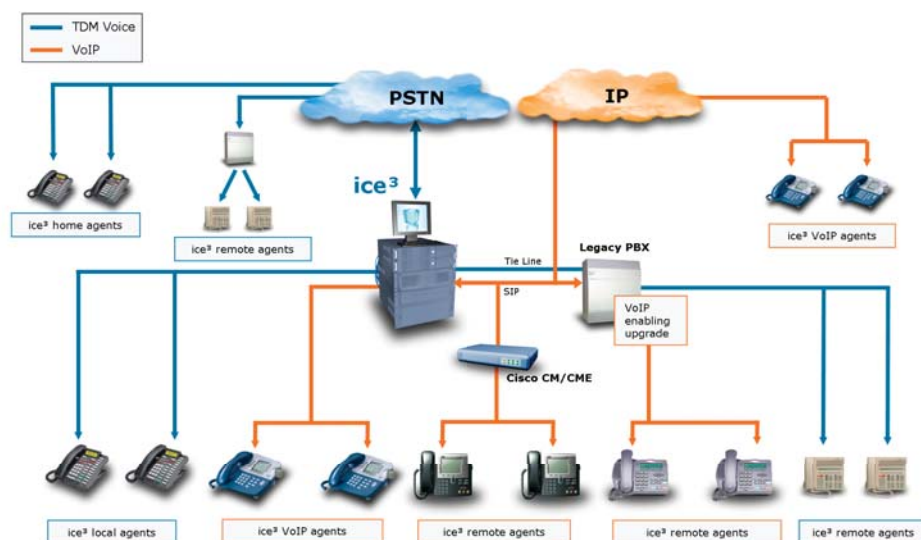
ice³ IP VOIP CC agents can be located anywhere without incurring long distance charges. New agents can be added within hours using the existing IP infrastructure – eliminating the cost and delay of installing traditional phone wiring.

The ice³ IP contact center is equipped with fully integrated SIP soft-switch, SIP proxy server, signaling gateway, media gateway and media server and it interoperates with many SIP-enabled third party products.

ice³ IP VOIP CC can service customers with hybrid requirements where both TDM and VOIP agents can be co-located or distributed over multiple locations (Enterprise Edition). It can also service customers with pure VOIP environments (IPCC Edition.)

The Enterprise Edition works with customer's existing PBX and phone sets, providing a convenient and inexpensive migration from TDM to VOIP.

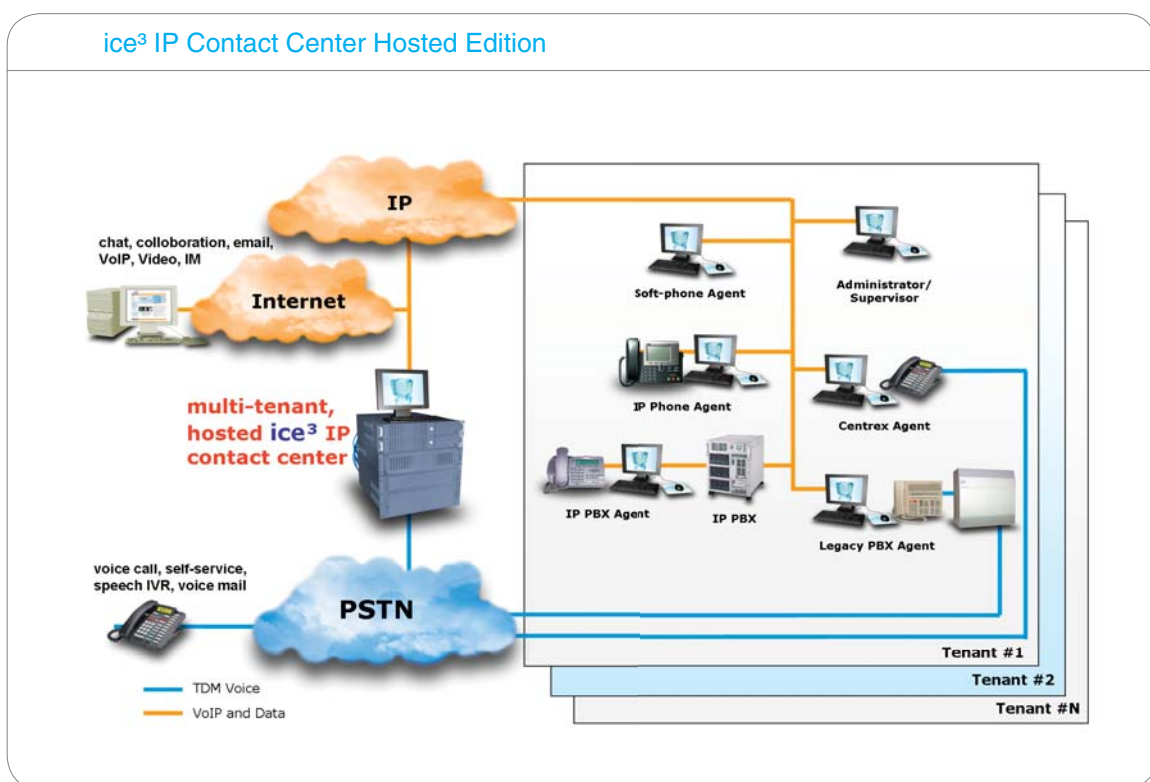
ice³ IP Contact Center Enterprise Edition



The IPCC Edition supports distributed VOIP agents over the customer's IP network and works with many IP-PBX systems, including Cisco Call Manager.

For customers who want total outsource of services with easy monthly payment, ComputerTalk offers carrier-grade hosted ice³ IP CC with unlimited scalability, N+1 fault tolerance, multi-tenant resource sharing, multi-level security and a flexible licensing model that is fully compatible with carrier's Next Generation Networks (NGN).

The Hosting Edition is packaged specifically to allow service providers to extend hosted CC services to their customers. These customers can be a mix of TDM agents that are connected over traditional PSTN, and VOIP agents that connect over an IP Virtual Private Network (VPN). TDM agents can convert to VOIP agents instantly on-demand.



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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ice³ IP's all-in-one contact center suite delivers ACD, multi-channel skills-based routing, conversation recording, universal queuing, speech-enabled self service, IVR, CTI and coordinate call/screen transfer, email management, web chat and collaboration. For more detailed information, please refer to data sheet for ice³ IP.