

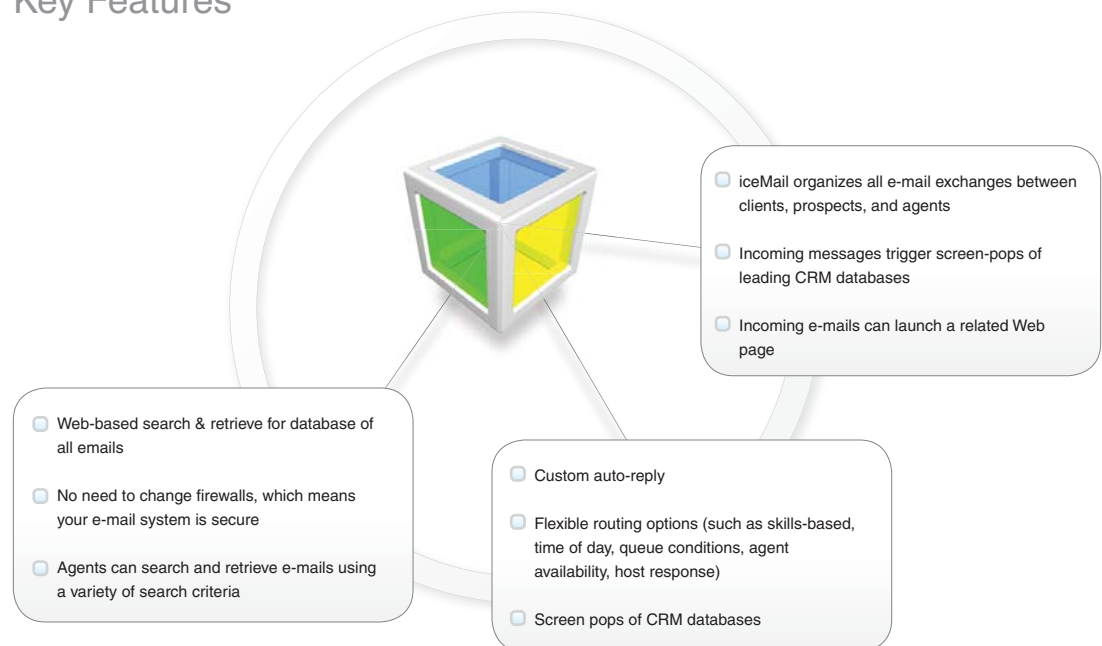


## Intelligent Email Management

E-mail is so common these days that most of us can't remember what we once did without it. But in high traffic environments, thousands of messages can come and go in just one day in your contact center. Without a proper management, email quickly spirals out of control.

ComputerTalk's inbound e-mail management - iceMail - helps agents stay on top of email. Life is easier and responses quicker with predefined automatic replies, and messages requiring personal attention are routed to the best agent to help. Messages can be routed based on time of day, queue conditions, agent availability, host response, or any other criteria.

## Key Features



iceMail even issues emails to your website visitors; you can send different messages for different pages being viewed. When visitors fill in Web forms, specific key words invoke appropriate e-mail responses.

iceMail captures and organizes all e-mails for easy reference. Recall messages with tracking number, agent ID, timestamp, or customer information like e-mail address.

When paired with iceManager, iceMail provides detailed views across all interaction types, allowing you to measure agent performance and productivity. It also provides access to real-time data on contacts waiting in queues and agent status. You can view daily historical information such as number of contacts handled by an agent or number of contacts handled in a queue.



## Reports

Reports are available over the Internet via a standard Web browser.

### 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.

The screenshot shows the 'iceMail Email Viewer' interface. It includes several filter sections: 'Quick Search Filters' with fields for Tracking Number, Customer's email, Target email, and Agent ID; 'Email Status Filters' with a dropdown menu; 'Date Filter' with radio buttons for 'Last 2 days', 'Last 7 days', 'All', and 'Custom'; and 'Preferences' with checkboxes for 'Open in same window' and 'Open in new window', and a 'Number of rows' field. Below the filters is a table of email records.

Status	Date/Time	Tracking Number	Sender	Recipient	Agent ID	Subject
Open	Thu Oct 23 00:10:08 EDT 2003	8510	Loraine Stone [lstone@enter.tlv.us]	[info@icescape.com]	3134	Re:Skidmore Citrate can help many men who have ED.
Open	Thu Oct 23 00:11:51 EDT 2003	8511	Carolee [carolee@enter.tlv.us]	[info@icescape.com]	3134	Purchase Woodin Online Easy Today
Open	Wed Oct 22 17:15:22 EDT 2003	8512	ICM [info@icdemo.com]	[info@icescape.com]	3134	ICM Membership - A World Class Offer
Open	Wed Oct 22 17:30:47 EDT 2003	8513	ICM [info@icdemo.com]	[info@icescape.com]	3134	ICM Membership - A World Class Offer
Open	Wed Oct 22 11:41:02 EDT 2003	8514	Allred Miers [allred@icdemo.com]	[info@icescape.com]	3134	Bumper to Bumper Coverage - up to 70,000 miles
Open	Wed Oct 22 19:24:58 EDT 2003	8516	Ernie [ernie@icdemo.com]	[info@icescape.com]	3134	The Wonder of You and Me... [info@icdemo.com]
Open	Wed Oct 22 17:11:28 EDT 2003	8516	Quinn [quinn@icdemo.com]	[info@icescape.com]	3134	End the weig.Ht to ss right mare i cbeln



P-ICM-508-101EN

[www.computer-talk.com](http://www.computer-talk.com)  
1.800.410.1051