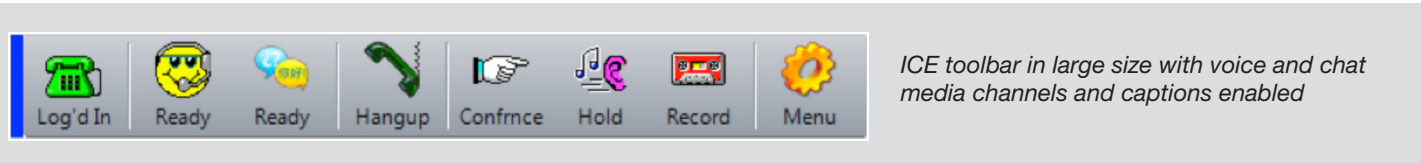# ICe

Integrated Communication Environment

ICE is the 'hub' that delivers the powerful functionality Genesys provides to your contact centre and back office users. With its innovative Plug-in technology an ICE solution can be quickly customised to ensure 100% of your requirements are met.

ICE toolbar in large size with voice and chat media channels and captions enabled

OVERVIEW

ICE is the desktop component that enables you to realise your investment in your Genesys solution. As it sits between your Genesys environment and business systems ICE exchanges the knowledge captured during the handling of a phone, chat, e-mail or task interaction with the other systems within your business to shorten interaction handling times, avoid double-entry of data, provide full customer transaction records and minimise clicks and keystrokes.

In addition to handling all media types and outbound calling ICE can also be integrated with Genesys Workforce Manager to drive increased levels of agent adherence and allow intraday schedule changes. Agents can display their schedule at any time and are alerted to an imminent schedule change.

KEY FEATURES

Single intelligent and highly adaptable desktop solution

Adaptability is ICE's key strength. Now you can have a single client application which can be deployed to all users within your organisation who are handling one or more of the Genesys interaction types, ie; phone calls, chat requests, e-mails and tasks sourced from iWD. ICE can be configured for each user role so that users are presented with the information and functions they need when they need them.

It's no longer necessary to administer multiple desktop solutions within your organisation.

Plug-in Architecture

ICE employs a unique Plug-in architecture which allows an ICE solution to be deployed quickly and cost effectively while still meeting all of your requirements. ICE is in two parts:

1. A Plug-in contains any customer specific functionality required. A Plug-in contains the conversation screens displayed when a new phone call, task, chat request or e-mail is presented to a user. It may also contain functionality that integrates ICE with your CRM or business applications.

2. The Core of the ICE solution delivers the functionality common to all customers, ie; login/logout control, basic dialling functions, user preferences, etc.

ICE's Plug-in architecture ensures only the things that need to be customised have to be customised and this keeps the cost down and the implementation time short.

Workforce Manager Integration

A key challenge for most organisations today is the efficient scheduling of their work force to meet forecasted customer demand. Genesys Workforce Manager helps with that but only solves part of the problem. When a staffing schedule has been built, how do you ensure your staff comply with that schedule? ICE allows you to complete the workforce scheduling circle by making it easy for users to adhere to your published schedule.

ICE provides users with complete visibility of their immediate work schedule from within the application. It's now no longer necessary for users to remember to consult their schedule and clutter their desktop with the Genesys WFM client application. User schedules are available for viewing from within ICE and are refreshed regularly.

To drive greater schedule adherence ICE will also alert users when a schedule change is imminent.

Now you can make intraday changes to your workforce schedules to meet unforecasted demand or changes in staff availability and be confident that users will see those changes and be alerted to them.

High user acceptance

Users are able to customise ICE to meet their individual needs. The orientation and size of the toolbar can be altered and button captions can be removed to ensure ICE does not unnecessarily intrude on user's desktop area.

"Hot desk" support is provided by ICE so that expensive desk space, phones and PCs are used efficiently. Multiple users can share the same PC and ICE will recognise and load their individual user preferences.

ICE is installed on over 5,000 Contact Centre and back office seats today. Users love the bright colourful way it keeps them aware of their status and the minimal intrusion it has on their Windows work space.

ICE toolbar in small size with voice and task media channels enabled and with captions disabled.

HERE'S 32 OTHER VALUABLE FEATURES IN THE COMPREHENSIVE ICE DESKTOP SOLUTION

Tight Genesys integration: ICE is tested and certified for use with Genesys version 7.6, 8.0 and 8.1 applications.

Outbound Contact Server integration: To take advantage of your Genesys outbound contact solution ICE supports Preview, Progressive and Predictive dialling in both ASM and "normal" modes.

Genesys iWD task handling: ICE can be fully integrated with your Genesys iWD solution to ensure tasks are handled correctly. Using ICE tasks may be completed, moved to another workbin or queue and rescheduled.

Enterprise directory search: To gain ready access to knowledge experts ICE can be integrated with your enterprise directory to allow calls to be made or transferred to other personnel with a single click.

Compliance call recording integration: ICE can be integrated with your call recording solution. Recordings can be started, stopped and tagged with data. Verint, Nice and Higher Ground recorders are supported.

Centralised configuration management: To ensure ease of configuration and support all ICE settings are administered using Genesys Configuration Manager.

Call reason codes: To ensure information is available about the reasons your customers contact you, inherent in the design of the ICE solution is the ability for call reason codes to be captured and stored for reporting.

Uniform user interface irrespective of media type: User training time is minimised by ICE's presentation of a consistent "look and feel" regardless of whether a user is handling a voice, chat, e-mail or task interaction.

Dynamic loading of conversation screens: To simplify configuration, which conversation screen is displayed by ICE when an interaction is presented can be controlled from within a Genesys routing strategy.

Interaction source differentiation: To allow rapid differentiation of interaction types ICE uses background colours to quickly convey an interaction's source or type without requiring the user to read anything.

Flexible business data: To meet often changing business requirements, ICE employs an innovative way of handling call data. Data elements and their labels displayed by ICE can be controlled from your routing strategies.

Linked or independent control of ready state for all media: To simplify usage, ICE allows a user's ready state to be controlled individually or to be linked so that all media channels go ready or not ready at the same time.

Global speed dials: To ensure calls are made or transferred to the right agencies, individuals or queues day and time sensitive global speed dials can be centrally configured for use by all ICE users.

Personal speed dials: To shorten call handling times ICE users may add their own speed dials to a personal speed dial store.

Transferring and conferencing calls: To enforce your customer service standards ICE can be configured to allow users to transfer or conference calls (or both) and allow or prevent blind transfers.

Call toggling: To enable callers to be informed of progress toward resolving an enquiry ICE allows the toggling between calls.

Multi-tenant support: To ensure the requirements of differing business groups within your organisation are met an ICE solution can be configured to allow each group to have different speed dials, reason codes, etc.

Genesys password administration: To simplify user administration in your Genesys environment and adhere to the concept of "single sign-on", ICE allows users to change their Genesys password.

Blended media and concurrent interaction handling: To provide optimum flexibility ICE conforms to Genesys agent capacity rules and allows a single user to handle multiple media types individually or concurrently.

Chat initial greeting: To reduce chat interaction handling time ICE users can configure their own personal greeting which is sent to customers when a chat interaction is presented.

PCI compliance: If you handle credit card payments, you'll be aware of your PCI compliance requirements. ICE supports PCI compliance by allowing calls to be transferred into an IVR for the collection of credit card data.

Load balanced T-Server support: ICE incorporates rules that allow an individual T-Server to be selected when an enterprise has employed multiple load balanced T-Servers to serve a large number of users.

Flexible after call work mode: Providing users with time to perform wrap-up work after a call has completed and before the next is presented is important. ICE provides a range of After Call Work mode options.

Multiple switch support: ICE is certified for use with Genesys SIP Server, Cisco CallManager, Avaya Definity and Nortel DMS100 switches.

High availability: ICE fully supports hot and warm standby modes for Genesys server applications to ensure users are not unnecessarily interrupted if a key Genesys component fails.

Call duration tracking: ICE tracks the duration of each interaction independently of the Genesys reporting layer and can provide interaction duration information to your other business systems.

Walk away support: To ensure interactions are not presented to a user that has left their desk, ICE supports Genesys walk away and can also log a user out or make them not ready if their screen saver starts.
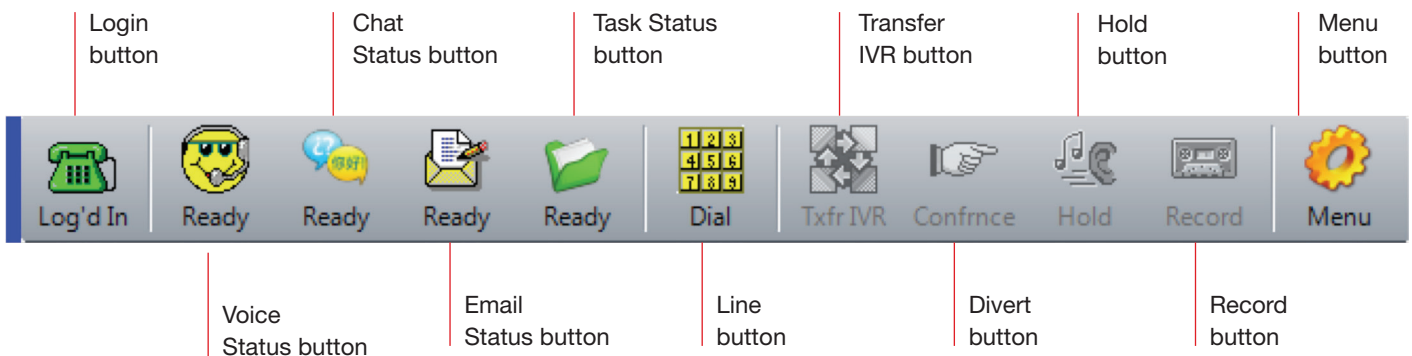
Audible prompts: ICE is not intrusive and does not take the focus away from your business applications. Soft audible prompts may be configured to alert users to a state change when their eyes are elsewhere.

Keyboard support: All ICE functions can be accessed using accelerator keys so users do not have to reach for the mouse when their hands are already on the keyboard.

Supervisor detection: Using the Genesys configuration layer, ICE is able to detect if a user is a supervisor and configure itself with supervisor-only functions.

Diagnostic features: ICE has a number of diagnostic features to aid support personnel. Detailed self-maintaining log files are available and can be readily understood by those familiar with a Genesys environment.

ICE Toolbar with all features enabled

Login button · Chat Status button · Task Status button · Transfer IVR button · Hold button · Menu button

Voice Status button · Email Status button · Line button · Divert button · Record button