

inContact inCloud Ecosystem (iCE)

Extend the power of inContact

The inContact inCloud Ecosystem (iCE) is a network of technology partners that extends the power of the inContact portfolio by providing a simple path to trusted, fully-integrated applications and technology

Maximize your investment

- Gain deeper insight from customized reporting and analytics
- Improve C-SAT and SLAs
- Empower agents--onsite and remote

Select from the largest network of ecosystem partners

- Compare solutions, view product demos, read reviews & ask questions--before contacting a partner
- Visit the iCE Marketplace at <https://ecosystem.incontact.com/home> for more information about iCE partners and solutions
- Save time in the technology selection process
- Decrease the time-to-implementation of new functionality

Gain a competitive edge

- Improve customer & agent satisfaction with integrated, industry-specific tools & technology
- Put new functionality to work before competitors even know it exists
- Eliminate the burden and risk of litigation for regulatory non-compliance



Categories Include:

- CRM & agent extensions
- Web/mobile applications
- Workflow
- Reporting & analytics
- Consulting services
- Complimentary software
- IVR applications

iCE is part of the Broadest Partner Ecosystem in the Industry



Trusted Innovation
Partners



iCE
Marketplace



Developer
Community