

ICE Voice & ICE Chat

When markets move, communication is everything.

Built for the demands of financial markets, ICE Voice, embedded directly within ICE Chat, delivers a purpose-built communications platform – combining instant messaging, direct calls, persistent group lines, and rapid group communication in a controlled environment. Powered by IPC’s voice infrastructure, ICE Voice is designed to help teams reach colleagues and market participants quickly, connect entire groups with a single action and manage long-running conversations in a single environment.

The result: enablement of faster decision-making, stronger operational control and reduced operational complexity without replacing existing systems.

Live communication & coordination

ICE Chat and ICE Voice help support a range of communication that trading teams rely on, from one-to-one conversations to firm-wide coordination.



Direct calling

offers traders call controls using their existing system connections.



Established group calls

provide persistent lines that users can join or leave at any time, with continuous audio and designated speakers – well-suited for market opens, daily stand-ups, and ongoing desk coordination.



Instant group calling

enables press-to-speak communication for teams that need immediate coordination without setup time.

On-Demand and Click-to-Talk functionality supports persistent open lines between user groups, voice blasts to reach multiple open lines simultaneously and one-click escalation from any chat tab, chatroom or contact entry - with no need for parallel networks or cross-referencing IDs.

ICE Voice is designed to work across mobile, desktop and IPC turret, supporting fast, high-quality audio communication across the environments traders work in.

Market data & workflow integration

ICE Chat and ICE Voice is designed to support market data and workflow integration. Market participants can benefit from integrated workflows combining broker quotes and ICE exchange prices in a single view, an aggregated market view covering futures and options and advanced analytics with charting of broker markets, all via ICE Connect, Excel integration for pushing information directly into analysis workflows and a Futures Viewer to organize information by market inside ICE Connect.¹

Compliance & record-keeping

ICE Chat and ICE Voice logs are brought together into a single unified archive, accessible via the Admin Compliance Portal. ICE Chat and ICE Voice are designed to integrate with firms' existing compliance and archiving infrastructure – including leading providers such as Global Relay – enabling capture, search and audit across both channels, through whichever provider your firm already uses. Compliance teams can connect their preferred platform to support structured archiving audit workflows.

Provisioning & integration

ICE Chat and ICE Voice are designed to work with your current voice infrastructure and ICE interfaces, using shared integration tools to simplify set-up and day-to-day management – without requiring firms to overhaul what they have already in place.



¹ ICE Connect is a data and analytics interface, not a trading platform.

Who it's for

Traders, voice brokers & sales

Reach anyone – a single contact or an entire desk – without switching screens or tools. ICE Chat and ICE Voice provide one-click reach, push-to-talk group communication and escalation from chat to voice. Fast performance across desktop and mobile devices, with a minimal learning curve.

Heads of trading & desk leads

Communication friction costs time. A single platform for voice and chat communication is designed to help reduce the tools your team has to manage and help improve speed of communication – with reliable, consistent access during periods of market activity.

COOs & heads of market operations

Standardize persistent lines and forums across desks and regions. Continuity and speaker control are maintained regardless of where your teams are located. Centralized setup and management help support uniform communication practices and reduced operational risk.

Risk & compliance directors

ICE Chat and ICE Voice are designed to bring voice and chat records together into a unified, structured archive across voice and chat – helping to eliminate fragmented logs, preserving full context across channels and integrating with your firm's preferred compliance and archiving platform. Firms can connect their preferred compliance and archiving platform to support structured archiving, surveillance and audit workflows. One archive, designed to support your firm's compliance workflows.

CIOs & voice engineering teams

Integration should not mean disruption. ICE Chat and ICE Voice are designed to connect with the systems your firm already uses – through open integration capabilities, shared provisioning tools and IPC infrastructure – helping to keep costs and complexity down, with phased rollout options that match your readiness.

Why ICE Chat & ICE Voice

- **Complete communication range.** One integrated solution covering direct calls, persistent group lines, instant group communication and chat – designed around the real demands of trading floors, not adapted from general-purpose collaboration tools.
- **Move at market speed.** Click-to-talk, press-to-speak group communication, voice escalation from chat and consistent performance across desktop and mobile devices.
- **Designed to support compliance workflows.** ICE Voice and ICE Chat records are brought together unified and structured, with integration support for leading compliance and archiving platforms – designed to help reduce fragmented records and support recordkeeping workflows across both channels.
- **Built for the trading floor.** Fast actions, reliable controls, and clear speaker management across desktops, trading floors and mobile setups. Infrastructure built for speed and resilience, not repurposed from consumer-grade tools.
- **Strong operational control.** Centralized setup, speaker permissions, role-based access, and uniform practices across all communication channels.
- **Integrate without disruption.** Works with existing IPC connections, open integration frameworks and current technology investments – without the need for major changes. Phased rollout options are available to match partner readiness.
- **A platform built for the long term.** ICE Chat and ICE Voice are designed to deliver value from day one, with a roadmap toward expanded capabilities as those are developed and made available.

The ICE Chat & ICE Voice network

ICE Chat is used by over 120,000 market participants worldwide, across banks, brokers, asset managers and trading desks. ICE Voice is delivered through ICE Chat and serves the same user community – market participants across commodities, fixed income and energy markets. Together with IPC's global network of over 7,000 financial institutions and 200,000+ users, ICE Chat and ICE Voice connect firms to one of the largest communication networks used by market participants, in the world.

Getting started

To learn how ICE Chat and ICE Voice can help consolidate your communications, simplify your compliance workflows and connect your teams to one of the world's largest networks, speak with an ICE specialist today.



Request a demo: ice.com/voice

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