AWS Learning Days in Denver

Amazon Connect

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Common challenges we hear

Inconsistent and repetitive experience across channels

CUSTOMERS

Many disjointed applications requiring weeks of training

AGENTS

Disconnected, limited, & incomplete data

SUPERVISORS

Slow innovation with high cost and long implementation times

ADMINISTRATORS

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How happy are you with your customer experience?

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Amazon Connect

One application. One seamless experience.

TENS OF THOUSANDS OF CUSTOMERS

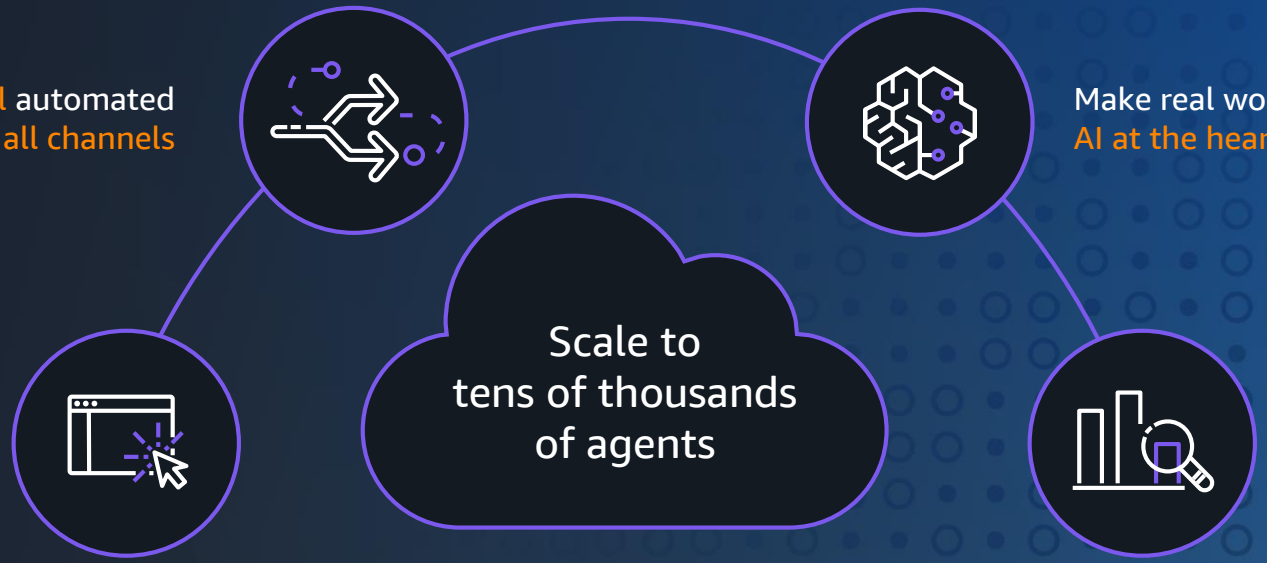
MORE THAN 10 MILLION CONTACT CENTER INTERACTIONS A DAY

USED BY +100,000 AMAZON CUSTOMER SERVICE ASSOCIATES

Amazon Connect differentiators

Deliver dynamic and personal automated customer experiences across all channels

Make real world impact with AI at the heart of every interaction



Accelerate your innovation using simple, self-service UI

Drive continuous optimization with native analytics and insights

Pay only for what you use

Globally redundant telephony +30 providers, +85 inbound, and +230 outbound countries

Instant access to **+200 fully featured AWS services**

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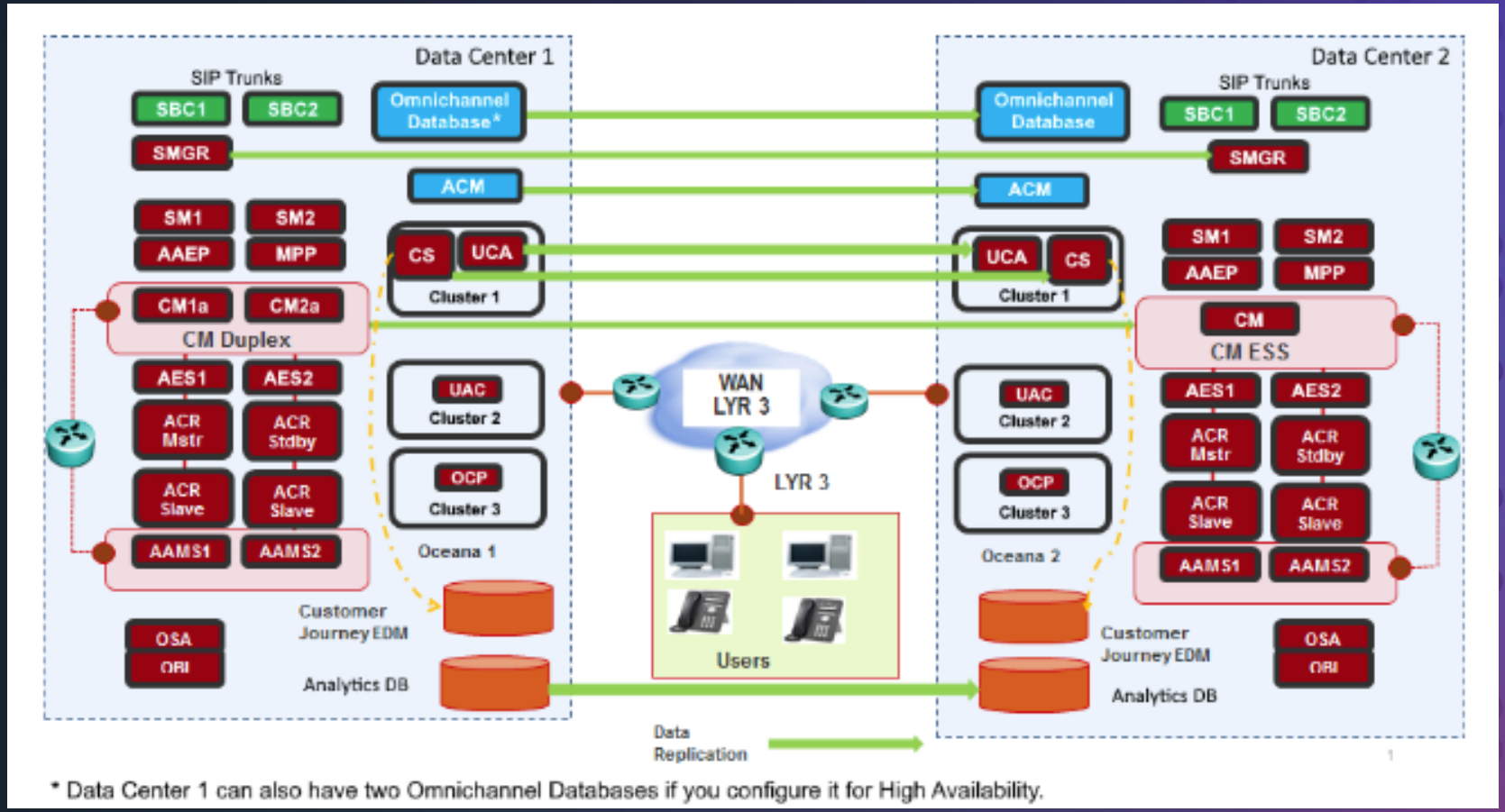
Look familiar?



* Data Center 1 can also have two Omnichannel Databases if you configure it for High Availability.

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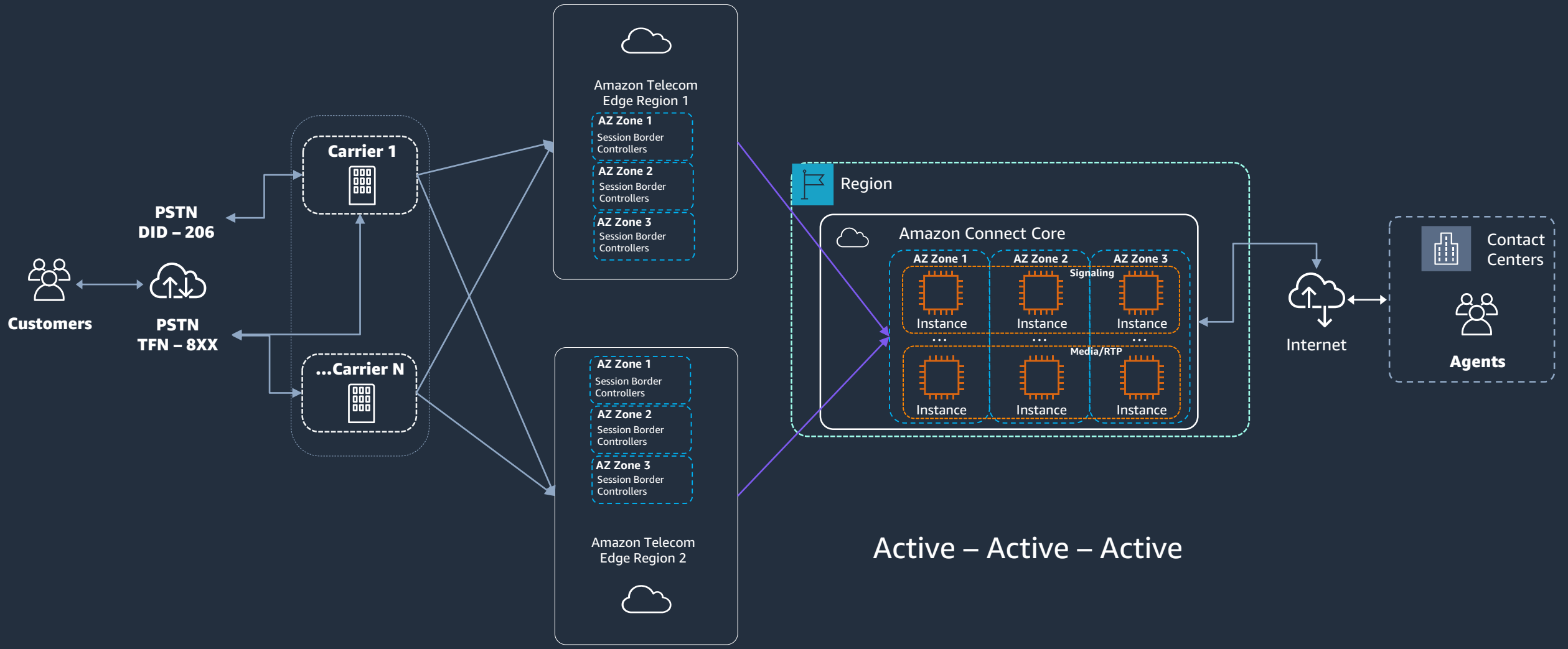
Single-Region Telephony and Softphone Architecture



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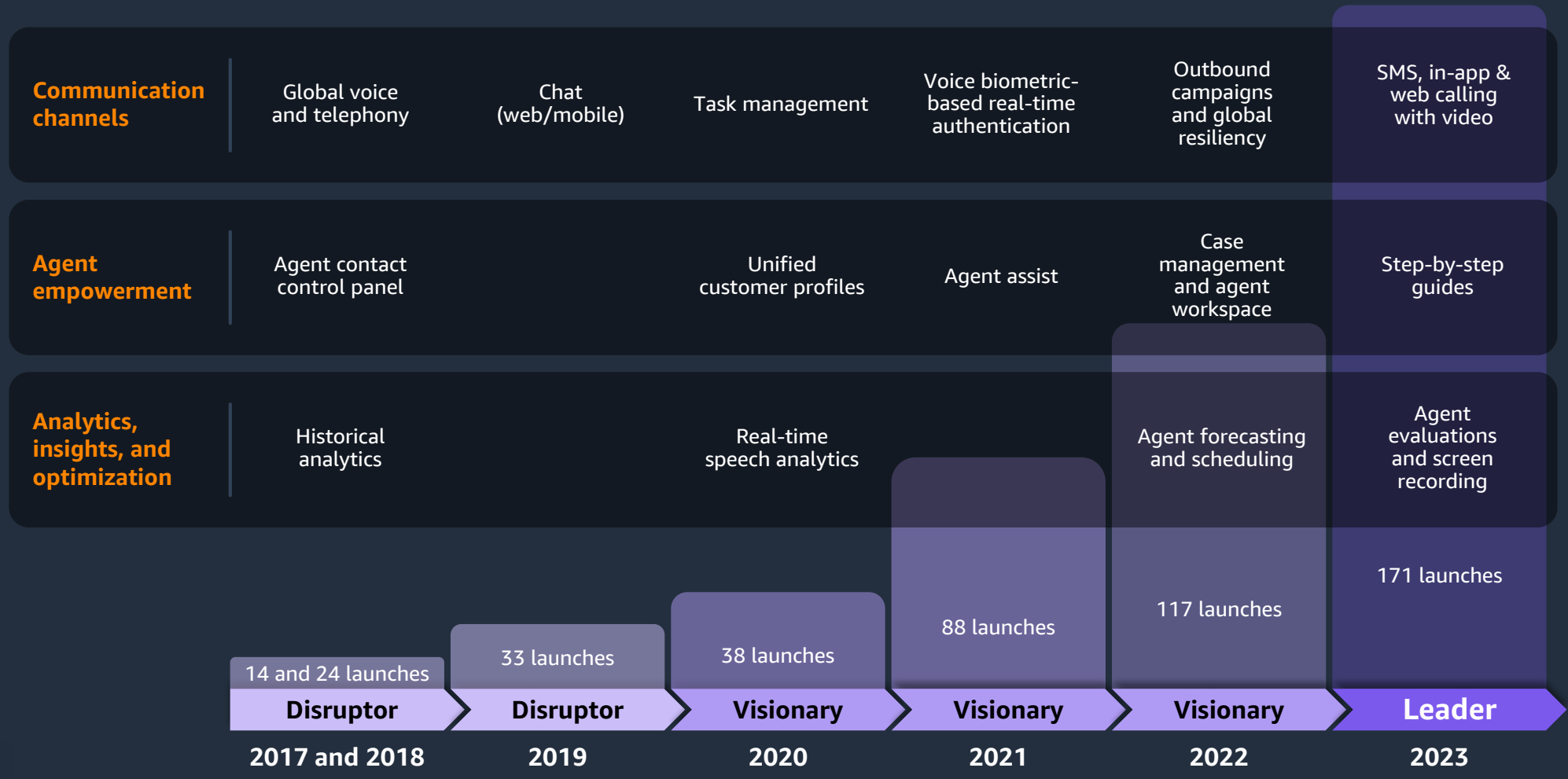
Our pace of innovation has accelerated, so yours can too…



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CUSTOMER

OMNICHANNEL CUSTOMER EXPERIENCE

- High quality voice
- Conversational IVR and chatbots
- Chat, SMS, and messaging
- In-app/web calling and video
- Outbound campaigns
- Voice authentication
- Task management

AGENT

AGENT EMPOWERMENT AND PRODUCTIVITY

- Agent workspace
- Knowledge and agent assist
- Unified customer view
- Case management
- Step-by-step guides

SUPERVISOR

ANALYTICS, INSIGHTS, AND OPTIMIZATION

- Real-time and historical reports and dashboards
- Real-time conversational analytics
- Quality and performance management
- Forecasting, capacity planning, and scheduling

ADMINISTRATOR

CONFIGURATION AND FLEXIBILITY

- Simple, self-service UI; make changes in minutes, not months
- Secure, reliable, and scalable
- Modern API and SDKs for those who want to build

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One application. One seamless experience.

Let’s Build!

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Take the session survey!

Thank you!

Chris Carter Grant Joslyn

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