

Agent Desktop for Amazon Connect

Overview

VoiceFoundry's Agent Desktop for Amazon Connect provides contact center agents with a unified view of Amazon Connect omnichannel interactions, empowering better agent performance and fueling exceptional customer experiences. This easy-to-use interface can help business teams increase their operational performance, by providing access to reporting data and reducing agent onboarding time.

80% of customers say that the experience a company provides is as important as its products or services.

Source: Salesforce State of the Connected Customer

Agent Desktop Helps Your Agents Focus on Customer Experience

VoiceFoundry's Agent Desktop for Amazon Connect enables contact center agents to provide frictionless and personalized customer experiences by delivering a holistic view of every customer interaction in one centralized platform. The omnichannel agent desktop provides a unified view of Amazon Connect interactions across channels, including voice, email, chat, SMS, social and tasks, and includes a comprehensive administration portal with a wide range of configuration options.

Empower Agents

Faster interface navigation and automated routines save time and effort, empowering your agents to focus on delivering an optimal customer experience.

Increase Quality of Interactions

Streamlined operations and processes will free up time and energy for your agents, enabling them to deliver more seamless, human-centric interactions with customers.

Drive Key Metrics

Optimized agent operations are likely to improve customer service and impact ratings like AHT, FCR, CSAT, ASAT and OPEX.

Optimize Operations

Easy access to reporting helps management make data-driven decisions, while an easy interface streamlines agent onboarding.

Seamless Customer Experience

Engagement optimization capabilities, like seamless bot to agent transitions and improved email functionality, reduce friction and time in the interaction experience for agents and customers.

Save Time and Optimize Operations for Better Business Results

Deliver better business results with Agent Desktop for Amazon Connect by saving agents time, increasing interaction quality, and optimizing operations performance.

Complete Omnichannel Support

Presents customer information and interaction history into a simple agent dashboard in real-time -- including voice, email, chat, social, and SMS.

Comprehensive Email Functionality

Compatible with Microsoft Office 365, this software gives agents the ability to automatically route, cherry-pick, assign, re-assign, and escalate emails.

Easy Integration with 3rd Party Applications

Agent Desktop provides fully embedded integration with 3rd party CRMs and other agent applications using iFrame.

Interaction Controls

Includes a variety of controls such as accept/reject interaction, mute, hold, conference, toggle, transfer, initiate outbound call, end call, and disconnect.

Real Time Queue Statistics

Provides agents with real time queue statistics such as number of customers in queue and longest wait time for each channel.

Customer Profiles, Contact History, and Attributes

Includes Amazon Connect Customer Profiles functionality which provides interaction history for each customer, as well as contact history of omnichannel interactions for various time intervals or by custom timeframe. Displays contact attributes such as CLID, queue, and dialed number.

Administration Portal

Includes a comprehensive administration facility that provides a single user interface to manage a wide range of configuration options for voice, chat, email, and outbound dialer channels.

Advanced Reporting

Advanced reporting options extract the data from the Contact Trace Record (CTR) and merge data from voice, email, and chat channels into a comprehensive data set.

Request a Free Demo

Visit voicefoundry.com/contact-us/ to request a free demo of the Agent Desktop for Amazon Connect.

About VoiceFoundry

VoiceFoundry, A TTEC Digital Company, is relentlessly committed to crafting better, smarter, more dynamic experiences throughout the entire customer journey. We combine the agility and flexibility of Amazon's world-class cloud contact center solutions with our purpose-fit customer engagement services, to deliver comprehensive contact center innovations that solve the unique needs of any organization. Our globally-recognized partnership with Amazon Connect uniquely positions us to quickly and easily resolve even the most complex challenges within the contact center, at scale.

Visit voicefoundry.com to learn more about how we build intelligent, agile contact centers that adapt to the needs of your business, agents, and customers so you are empowered to deliver a differentiated, high-value experience across every channel, in every interaction.