

VoiceFoundry Automated Chatbot for Amazon Connect - Implementation

Overview

VoiceFoundry's Automated Chatbot implementation reduces workforce overhead and saves agents time and effort. By replacing time-consuming manual chat processes with automated chatbots powered by Amazon Lex, you can provide a fast and easy means of communication for both your internal work groups and external customers.

Higher customer experience and employee experience create a positive feedback loop, resulting in faster revenue growth.

Source: Forbes Insights, The Experience Equation

Save Agents Time and Effort and Support Your Customer

Informed by over 400 client engagements, VoiceFoundry's Automated Chatbot implementation results in a fully customized bot that automates, streamlines, and improves the chat experience for your customers and agents. With an automated chatbot powered by Amazon Lex, you can:

Streamline Customer Chat Experience

Customers find answers in seconds, reducing wait time and improving customer access to information.

Improve Agent Satisfaction

Saves agents time and effort on customer questions. The chatbot can also be used internally to support access to internal data like payroll or HR questions.

Provide Easy Navigation

Third party integration allows content to be pulled from other sites and customers to click-to-move to another app or webpage.

Create Your Customized Bot Quickly

VoiceFoundry builds, implements, and integrates this AWS- powered chatbot based on your unique needs and requirements.



Fast and Easy Communication

Give customers easy and immediate access to frequently asked questions, saving both customers and employees time.

Push Button Navigation

Customers navigate through the automated chat experience by clicking on pre-programmed responses that have been tailored for your specific use case or by inputting text.

Retail Assistance

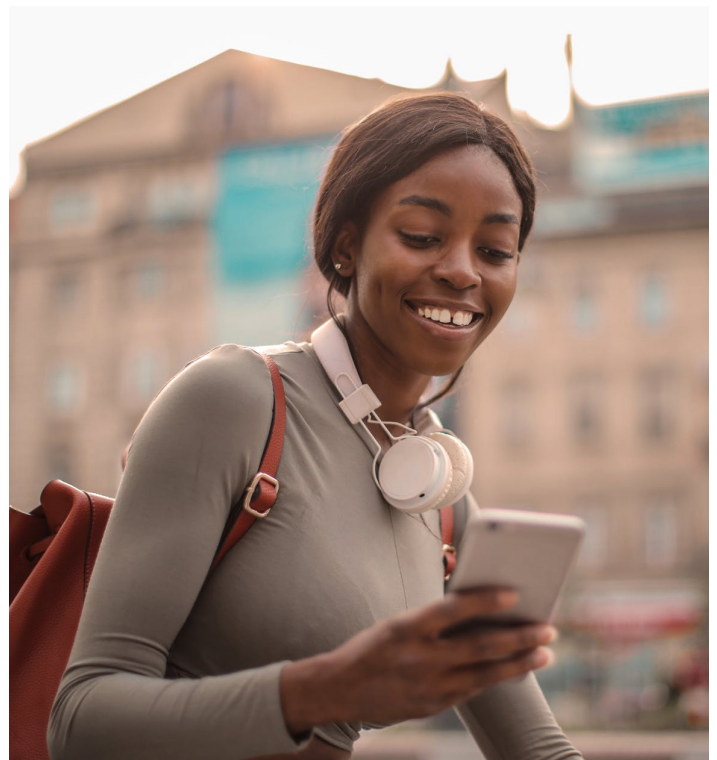
Integrate the bot with your website to suggest products based on browsing history, past purchases, current cart contents, and more.

Internal Support

Support employees seeking internal information such as schedules, payroll, new hire training, benefits, attendance, and more.

Powered by Amazon Lex

Runs on AWS and powered by Amazon Lex, which understands common spelling errors and can point customers in the right direction.



Request a Free Demo

Visit voicefoundry.com/contact-us/ to request a free demo of the Automated Chatbot.

About VoiceFoundry

VoiceFoundry, A TTEC Digital Company, is relentlessly committed to crafting smarter, more meaningful experiences throughout the entire customer journey. We combine the agility and flexibility of AWS' world-class cloud contact center solutions with our expertise and purpose-fit customer engagement services, to deliver comprehensive contact center innovations that solve the unique needs of any organization. Our AWS Advanced Partner status uniquely positions us to quickly and easily resolve even the most complex customer experience challenges.

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.