

Extended Softphone for Amazon Connect

Overview

VoiceFoundry's Extended Softphone is a web application that builds upon Amazon Connect's native Contact Control Panel (CCP). Agents receive a unified view of their contacts and interactions with features like a customizable Screen Pop, contact attributes display, phone directory, customizable caller ID for outbound dialing, agent transfer capabilities, queue metrics insight, and call history data.

Empower your agents with the tools they need to deliver a human touch: only 3% of US consumers want their experience to be as automated as possible. *

*Source: PwC, Experience is everything. Get it right

Streamline the Agent Experience

Adding VoiceFoundry's Extended Softphone to Amazon Connect's out-of-the-box Contact Control Panel (CCP) improves your agent experience by providing additional features, enhancing capabilities, and adding customization options for a more unified system.

Improve Agent Visibility

Collapsible menu displays Amazon Connect CCP and Extended Softphone information, giving agents more visibility into call and contact data.

Improve Agent Efficiency

Click-to-transfer options and embedded screen pop provides a unified view and reduced clicking.

Easier Reporting

Searchable call dispositions enables call categorization, giving greater insights into call center interactions.

Personalize the Customer Experience

Personalizes customer experience with customizable outbound caller ID for BPO organizations with multiple clients.

Easy Setup

VoiceFoundry assists with implementation, integrates with your systems, and trains your agents.



Improve Agent Experience with a Unified System

Provide agents with a unified view of their contacts and interactions, streamlining their experience and empowering them with the data they need to personalize their customer interactions.

Screen Pop and Collapsible Menu

Multi-tab enabled screen pop displays the page of your choice, such as CRM, Chime, or Amazon Connect Customer Profile.

Customizable Call Details

Configurable display features custom information like customer name, queue name, call flow, or last payment date.

Phone Directory

Features easy look-up, click-to-call functionality, configurable and contextual based on queue.

Manual Outbound Calls

Customize your outbound caller ID on a call-by-call basis for increased personalization.

Agent Transfer

Displays agent status and availability, so agents can easily click to transfer to any other agent in their working hierarchy group.

Request a Free Demo

Visit voicefoundry.com/contact-us/ to request a free demo of the VoiceFoundry Extended Softphone for Amazon Connect.

Queue Metrics

Displays metrics for all queues the agent is a member of, including number of contacts waiting in each queue, wait time, agent availability, and more.

Call History

Displays the agent's personal call history with redial functionality.

Disposition

Add a disposition post-call to note what interaction was had, which is stored on the contact attribute and searchable in the database.

Call Recording

Pause/resume recording functionality on live calls for easier PII/PCI compliance.

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.