

# Operations Management Portal for Amazon Connect

## Overview

Streamline contact center operations, simplify agent processes and workflows, and provide a more personalized, dynamic experience to every customer with a simplified, dynamic interface for your Amazon Connect-powered contact center operations. Whether you are responsible for contact center operations, customer service outcomes, or business revenue – Operations Management Portal will help to simplify your job and meet your performance goals.

**80% of U.S. consumers identify speed, convenience, knowledgeable help, and friendly service as the most important elements of a positive customer experience\***

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

## Streamline Amazon Connect Operations to Amplify Customer Interaction Outcomes

VoiceFoundry's Operations Management Portal provides a simplified, streamlined solution for managing and customizing your Amazon Connect contact center operations. Whether you are looking to improve your existing configuration or are implementing Amazon Connect for the first time, this tool will help you improve agent efficiency, amplify customer interactions, and grow your business.

### Empower Agents

Help agents to deliver an optimal customer experience by streamlining tools, processes, and data

### Optimize Operations

Reduce Amazon Connect configuration and management overhead and streamline resources by automating time-consuming manual processes

### Reduce Friction

Avoid unnecessary wait times and deliver a more fluid, frictionless customer service experience by seamlessly moving callers between channels

### Enhance Interaction Outcomes

More quickly and easily address customers' needs with simplified access to comprehensive, real-time interaction data

### Increase Personalization

Deliver more personalized interactions with automated messaging customized to fit customers' identified attributes and preferences

### Uncover New Business

Uncover new sales and cross-sales opportunities in every customer engagement with strengthened interaction data and insights

# Unlock the Power of Amazon Connect

Tap into the full potential of your Amazon Connect operations with improved management, customization, and control of contact center processes, operations, and data.

## Simplified Calendar Management

Automated, streamlined management of all contact center calendar features and functions, including pre-programming of holiday hours, hours of operation, and emergency closures or disruptions

## Custom Messaging Configurations

Auto-configuration of customized messaging sets, including main greetings, hold messages, promotional messages, and geographically specific messages

## Custom Call Flow Configurations

Streamlined user interface enables inputting custom attribute key/value pairs as well as multi-language prompts, accessible in call flows, to drive custom business logic

## Dynamic Flow Management

Simple tools for configuring and applying dynamic entry flows, menus and queue flows for multiple contact center environments

## Environment Syncing

Automated syncing and mapping of contact center configuration and processes across Amazon Connect environments, such as testing, regional or disaster recovery, throughout the enterprise

## Role-Based Access Control

Segregate Lines of Business or customers on a single instance. Customize permissions to individual features and resources (contact search, metrics, queues, etc) by role. Manually set or automate using agent hierarchy, security profiles, or routing profiles

## Contact Search

Dashboard that enables fast and easy contact and call search to view call details and recordings, with specified user-by-user access

## Unified Data Dashboard

Access to real time metrics for queues, routing profiles and agents including information on wait times, abandonment rates, routing details, and individual agent performance

## Request a Free Demo

Visit [voicefoundry.com/contact-us/](https://voicefoundry.com/contact-us/) to request a free demo of the Operations Management Portal for Amazon Connect

## About VoiceFoundry

VoiceFoundry, A TTEC Digital company, is relentlessly committed to crafting better, smarter, more meaningful experiences throughout the entire customer journey. We combine the world-class adaptability and flexibility of Amazon with our CX expertise and purpose-fit customer engagement services, to deliver comprehensive contact center innovations that solve the unique needs of any organization. As a TTEC Digital company and globally-recognized partner of Amazon, VoiceFoundry is uniquely positioned to quickly and easily resolve even the most complex customer experience challenges.

Visit [voicefoundry.com](https://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.