

VoiceFoundry Scheduled Callbacks for Amazon Connect

Overview

Instead of making your customers listen to hold music while waiting for the next available agent, give your customers the freedom to connect at their convenience and on their terms. VoiceFoundry's Scheduled Callbacks allows customers to schedule a call back from an agent at a specified date and time while using the Amazon Connect chat widget or on an automated voice call. Scheduled Callbacks can also be used by agents to pre-program automated outbound calls, improving agent efficiency.

According to Salesforce Research, 59% of customers say tailored engagement based on past interactions is very important to winning their business.

Put Control in Your Customers' Hands

VoiceFoundry's Scheduled Callbacks allows customers to schedule their call back for a specific date and time frame, giving customers more control over their own schedule, reducing wait times, and increasing convenience.

Improve Customer Experience

Reduce wait time and give your customers control by allowing them to schedule a callback at their convenience.

Increase Agent Efficiency

Allows agents to pre-program callbacks to occur during a time frame specified by the customer.

Simplify Workflows

Amazon Connect automates the process by placing the customer in a queue during the scheduled callback time and connecting them with the first available agent.

Personalize Customer Service

Personalize the messages your customers receive when scheduling their callback.



Increase Customer Convenience, on their Schedule

VoiceFoundry's Scheduled Callbacks streamlines processes for your agents and customers, adding convenience and improving satisfaction on both sides of the interaction experience.

Customizable Date

Customize the length of the call back window and the number of callbacks within a specific time frame to fit your agents' needs.

Personalized Time Zone

Correct time zone automatically applied to each customer interaction.

Broad Time Slot Options

Offer up to 20 date and time slot options for customers to choose from.

Call Recognition

Auto-identify callbacks that have already been scheduled to avoid duplicating requests.

Confirmation Messages

Auto-send confirmation texts and reminder texts when the customer's scheduled time frame occurs.



Request a Free Demo

Visit voicefoundry.com/contact-us/ to request a free demo of the VoiceFoundry Scheduled Callbacks.

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.