

Voicemail for Amazon Connect

Overview

Voicemail for Amazon Connect provides a one-stop-shop voicemail solution for cloud-based call centers built on Amazon Connect. With this tool, businesses can easily turn off and on custom recordings, listen to messages, and delete, forward, or even return calls — all within one easy-to-use web interface.

Consumer reliance on phone-based customer support has increased by 17% since 2018

Source: Omnicus

Increase Customer Convenience for Better Customer Satisfaction

VoiceFoundry's Voicemail for Amazon Connect enables businesses to increase customer satisfaction by making it easier and more convenient to call your contact center outside of business hours or during peak wait times. Improve your customer communication and save employee time with this valuable, rapid-deployment solution.

Increase Customer Satisfaction

Remove long customer wait times, even during off times and peak hours, to decrease friction and attrition, leading to increased customer satisfaction.

Improve Customer Communication

Offer customers an additional channel for communicating with your brand, adding another layer of flexibility and choice within their support experience .

Save Employees Time and Protect Privacy

Whether it's a transcription or recording, agents can choose their preferred mode of accessing voicemail messages.

Minimize Disruption

Rapidly deploys with no development and minimal IT support.



Improve Customer Communication with Amazon Connect

Improve customer satisfaction by making communication with your business more convenient, while also empowering agents to deliver a great experience.

Easy Access to Voicemail

Agents and supervisors can access voicemail recordings from an easy-to-use web application or agent desktop.

Custom Greetings

Greet your customers with a custom or pre-built audio recording.

Flexible Formatting

The application uses speech-to-text technology to transcribe recorded messages so agents have the option to receive the text of the voicemail via email, webpage, or alongside the audio file.

Message and Notification Management

A simple web interface provides easy message management so users can delete, forward, and even initiate a call-back from the email message.

Rapid Deployment

The application can be deployed within your native environments in just hours.

Dedicated Support

VoiceFoundry's dedicated development team works behind the scenes to ensure this application is functioning properly and powered-up with the latest AWS technologies.

Request a Free Demo

Visit voicefoundry.com/contact-us/ to request a free demo of VoiceFoundry's Voicemail 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 AWS' 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 AWS Advanced Partner status 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.