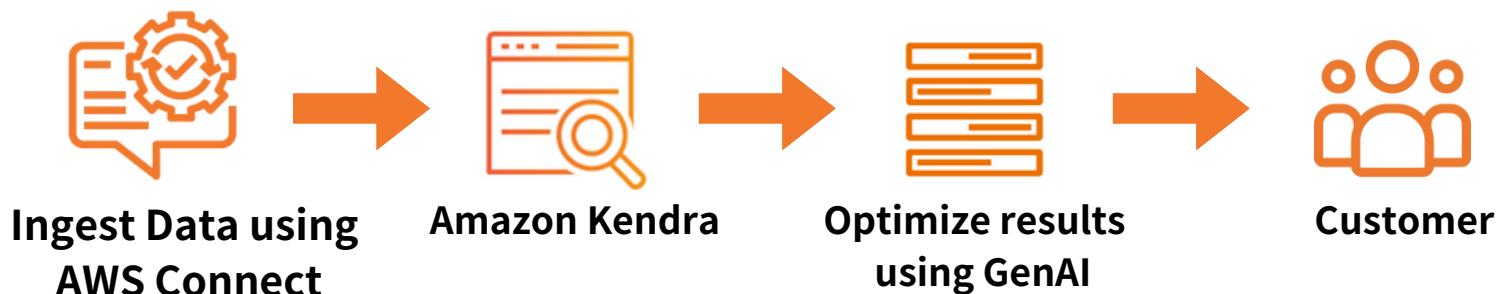


Enhancing Customer and Agent Experience Using Gen AI Enabled AWS Connect

Best Assistant For Customer & Agent

Team 3



Business Value

1 Cutting operational costs

Implementing Gen AI can be a cost-effective solution for companies, eliminating the need to invest time and money in training customer service agents

2 Integrating Scalability

Allow handle high volume of simultaneous customer

3 Post-contact Processing

Automate preprocessing post-call to improve efficiencies

Compatible With



OpenAI

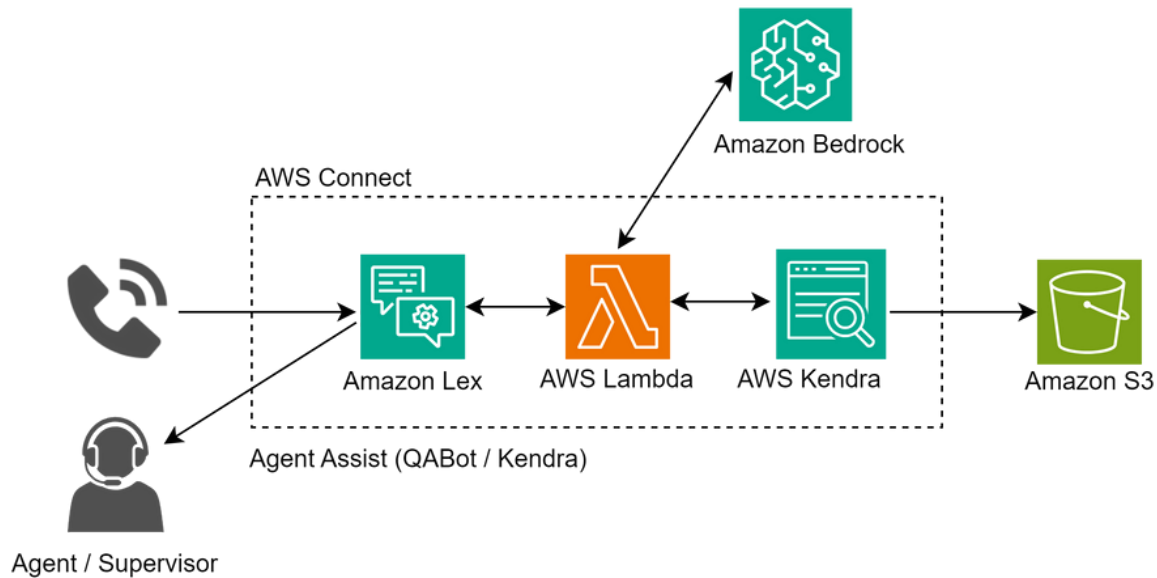


LangChain



Boto 3

Workflow



Future Directions

1

Enabling advanced analytics and personalized customer experiences

2

LLM directly give responses to the Human Agent on the call

3

AI-driven analytics and cloud-based communication solutions benefit future technical development

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