

Omni-channel contact center

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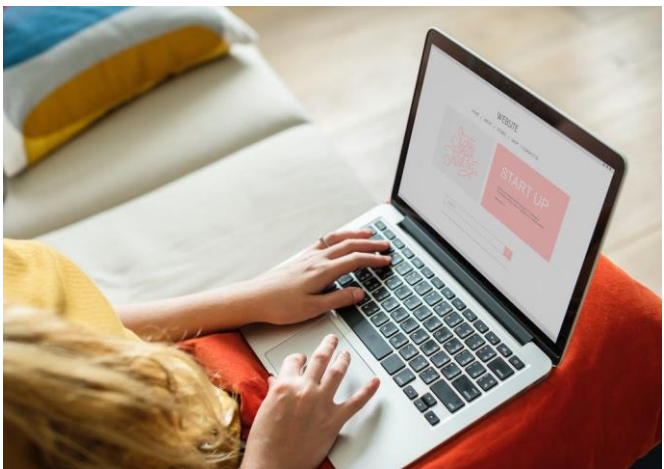
Omni-channel experience for contact center



In store



Phone



Web



Mobile



Consumer



Social

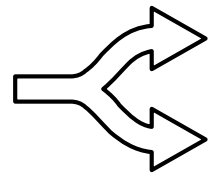
Images from pexels.com



Amazon Connect



Easy to use, cloud-based contact center solution



Skills-based routing
[Automatic Call Distribution (ACD)]



**Call
recording**

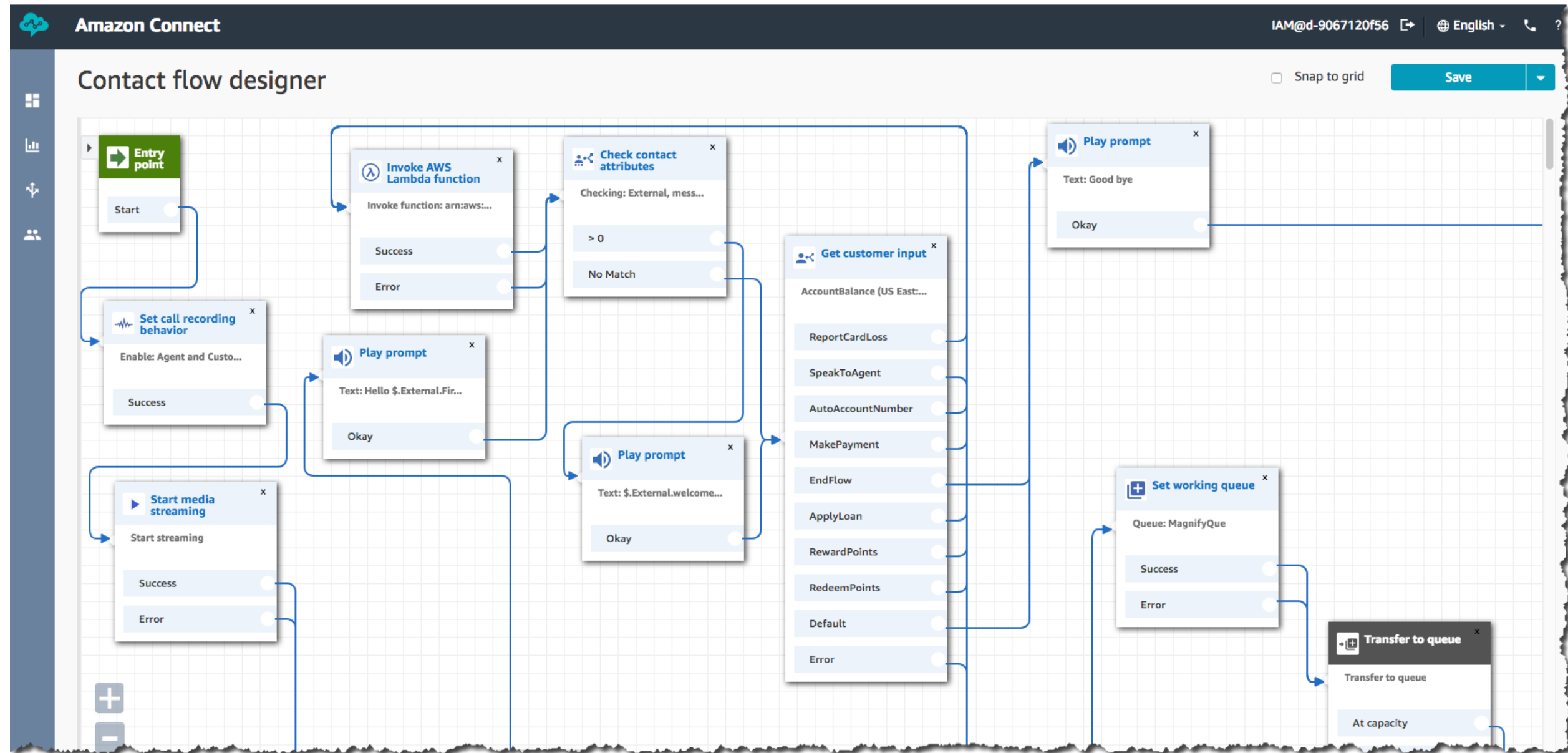


**Real time and
historical analytics**



**High-quality
voice capability**

Amazon Connect



Amazon Lex



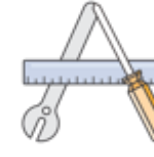
Voice and text
“chatbots”



Powers
Alexa



Voice interactions
on mobile, web,
and devices

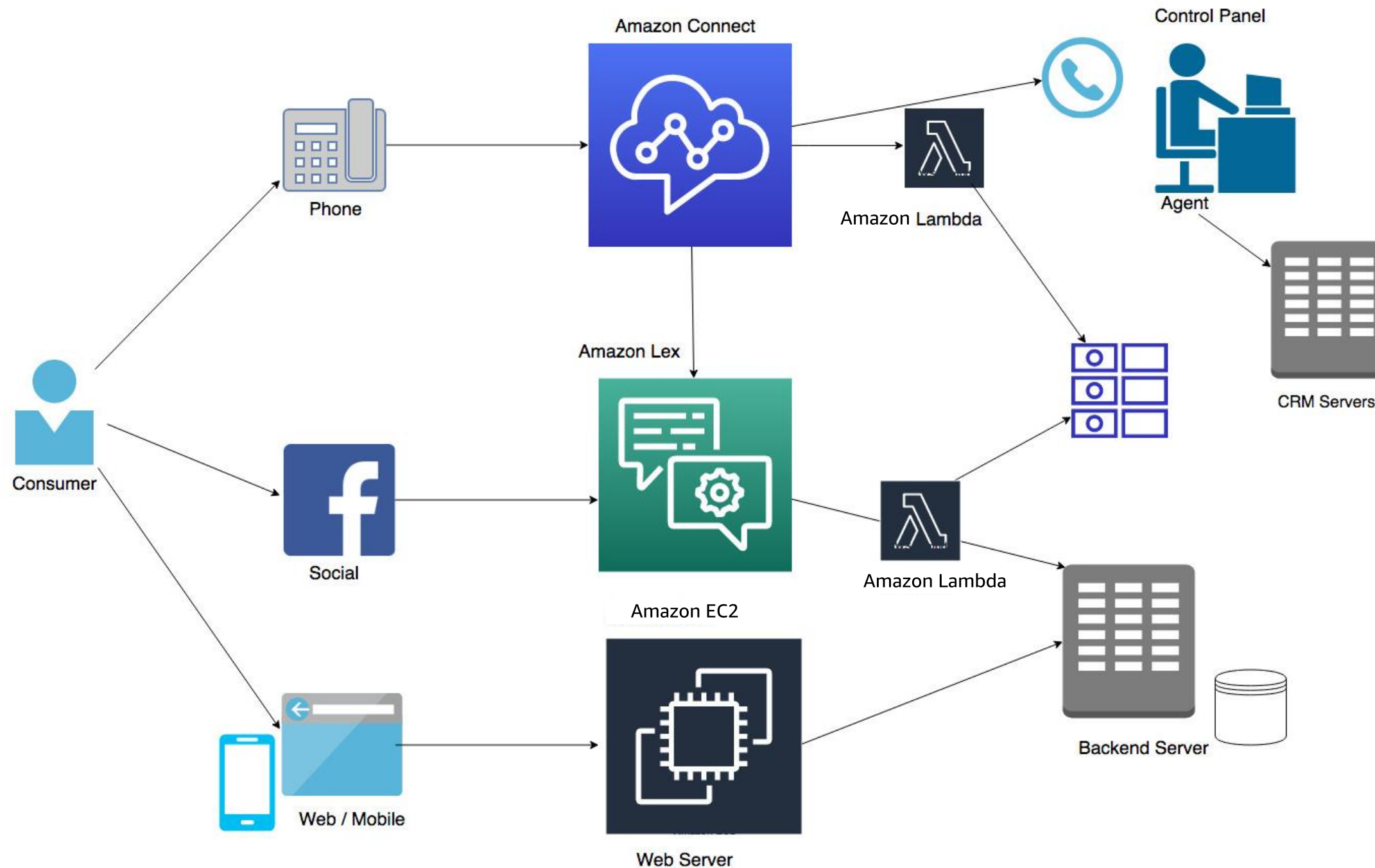


Text interaction
with Slack, Twilio SMS, and
Facebook Messenger



Enterprise
connectors

Solution architecture



✓ Personalization

✓ Natural Language

✓ Extensible

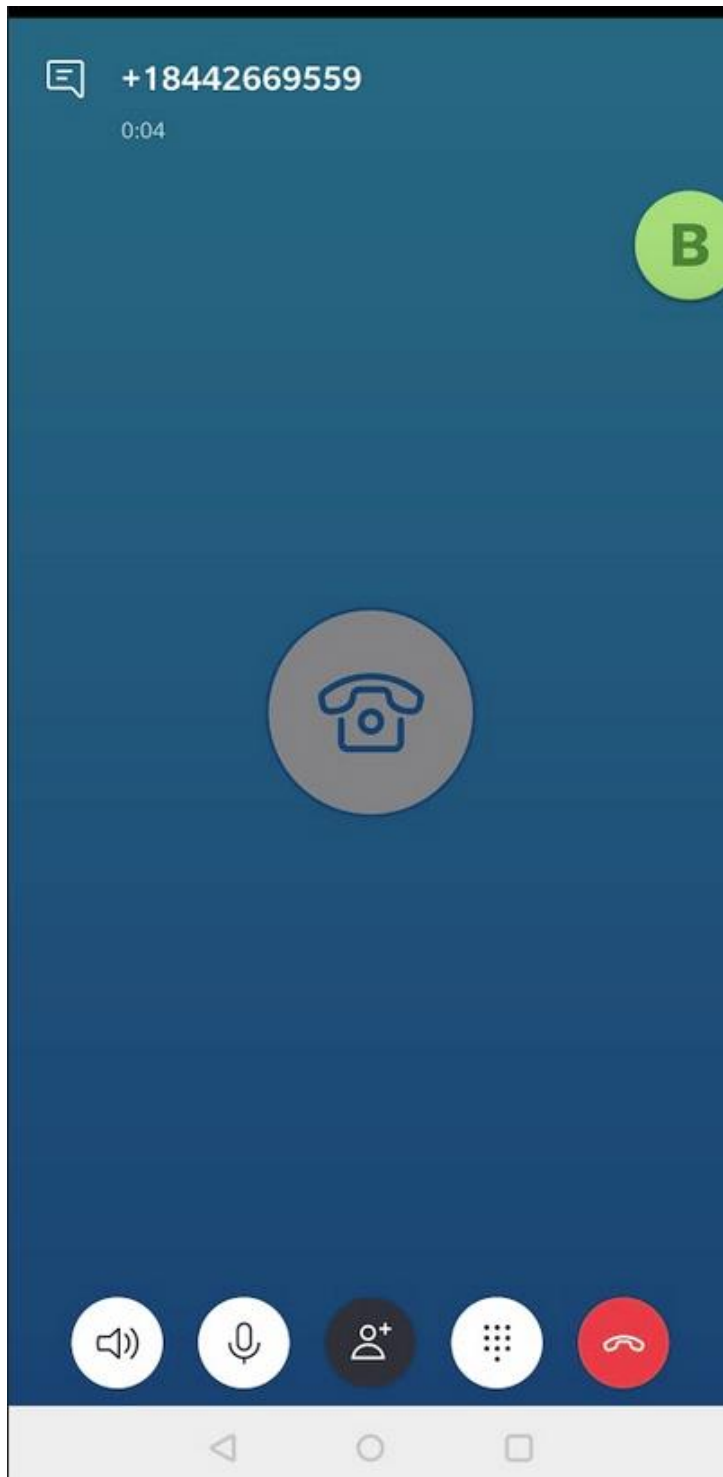
Demo



SCENARIO

Voice Call

Account Balance



SCENARIO

Voice call

Making payment

Agent routing

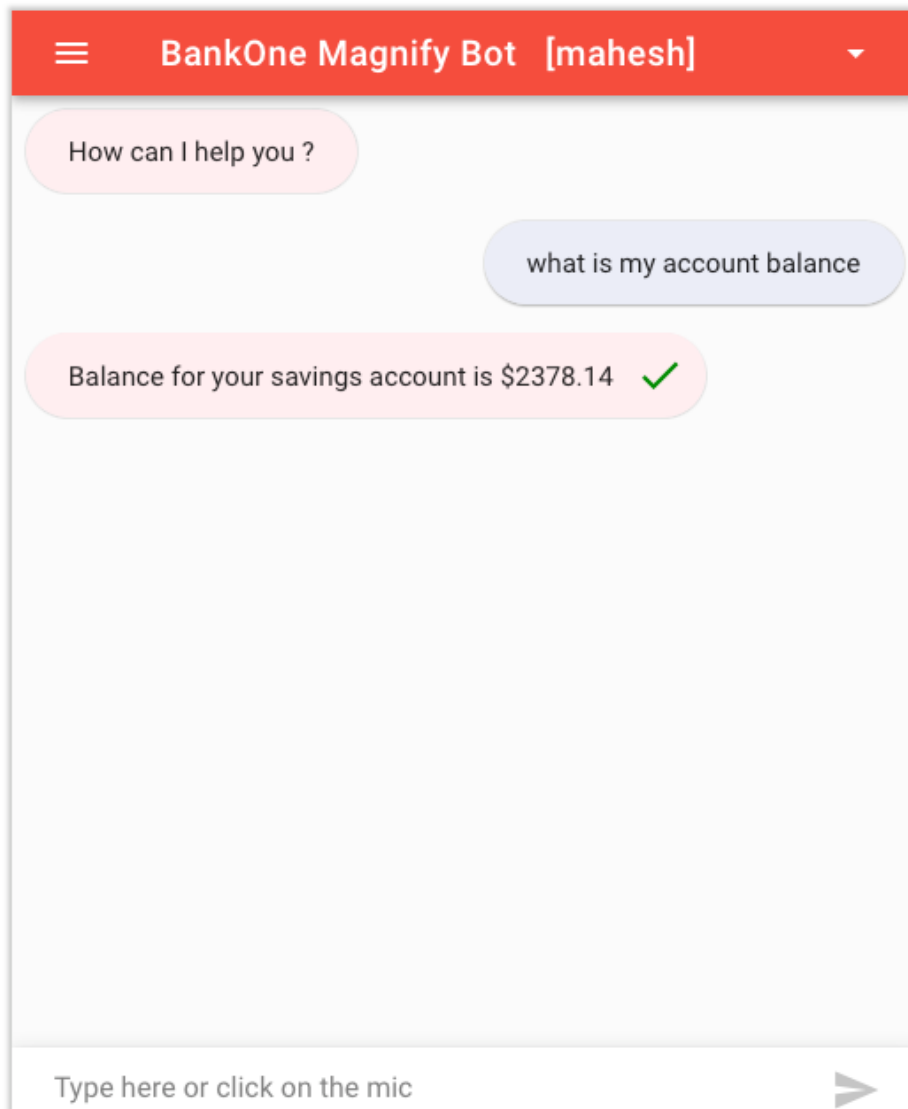


SCENARIO

Facebook chat

Rewards balance

Redeem action



SCENARIO

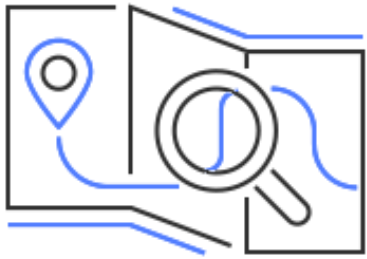
Integrated web chat

Block credit card

PIN validation

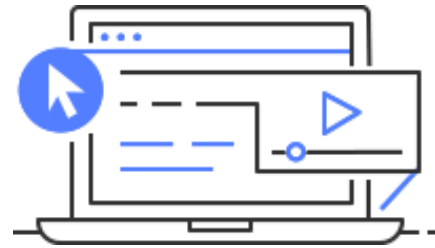
Account balance

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Thank you!

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