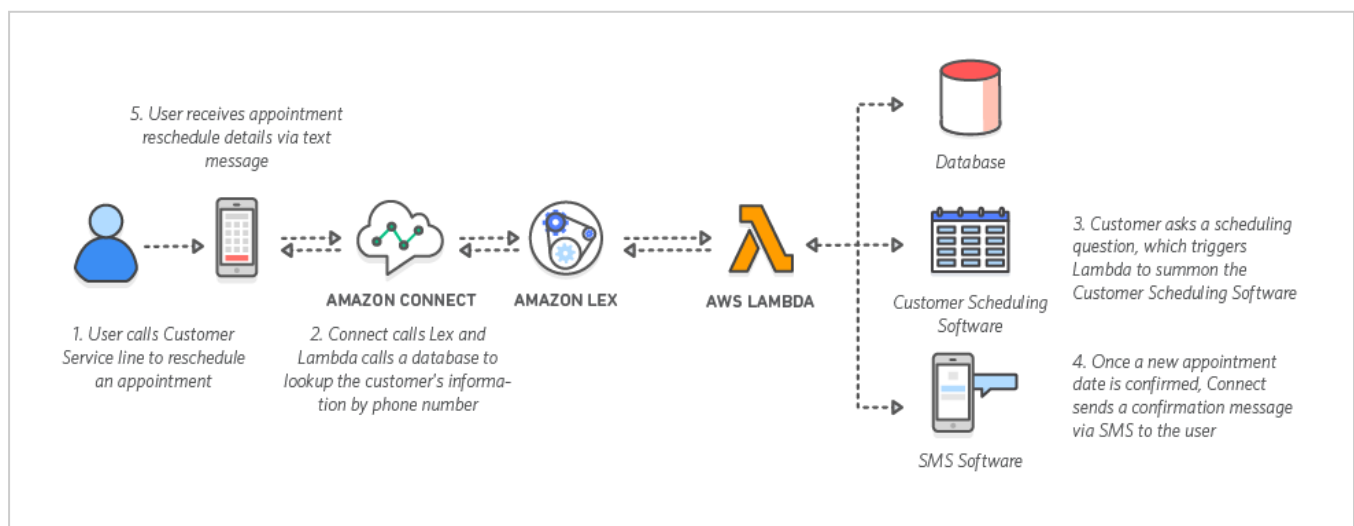


# Customer Engagement & Business Productivity Services

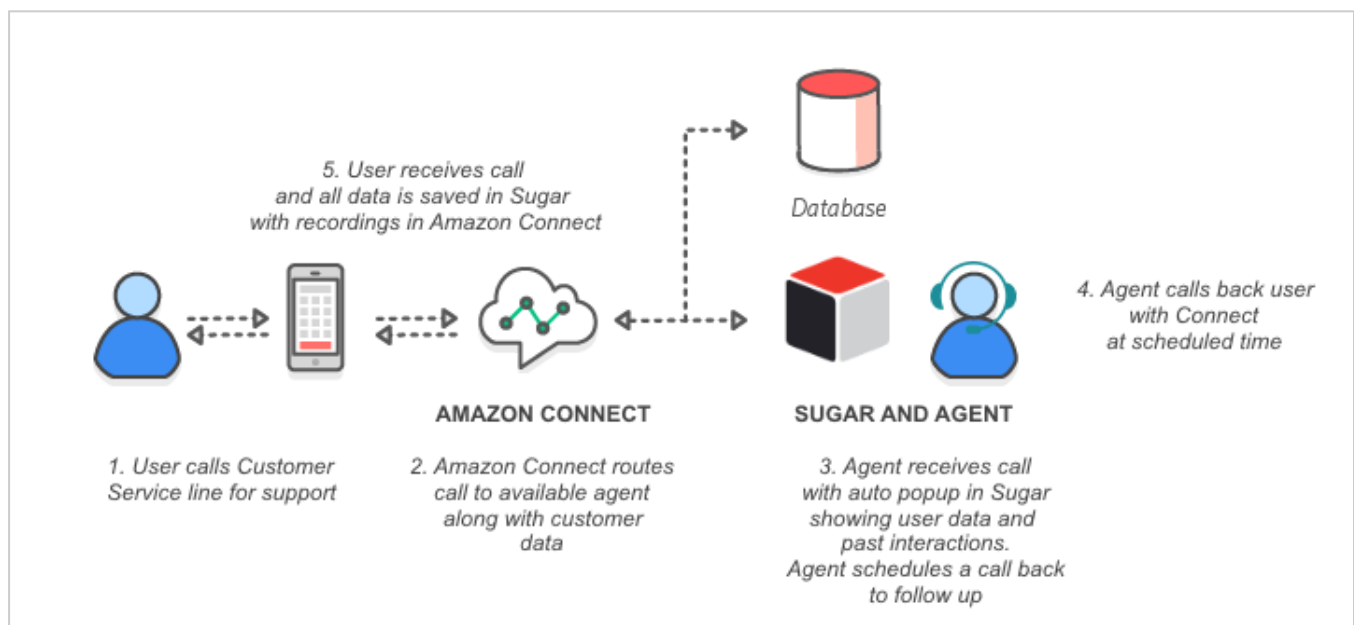
Discuss the various AWS Customer Engagement & Business Productivity Services offered for you as an AWS customer. These tools and services offered by AWS are uniquely suited for organizations looking to use AWS to enhance their customer interaction.

## Customer Engagement

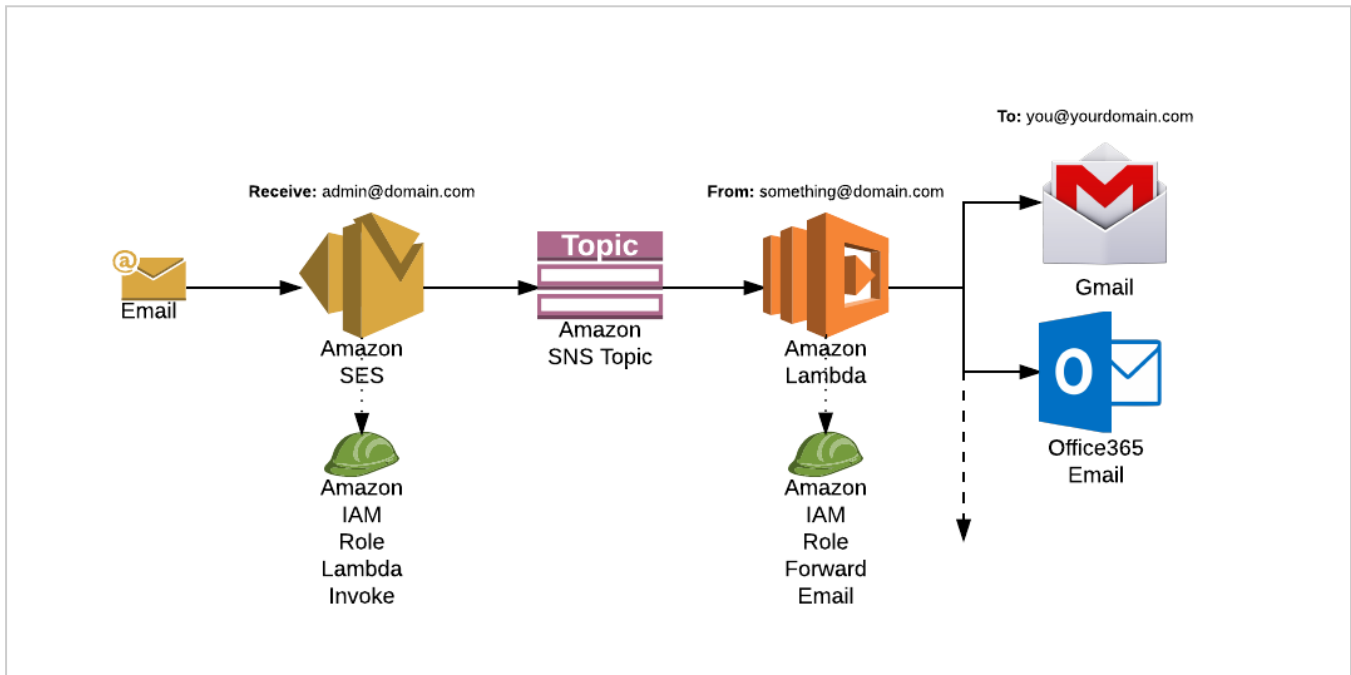
**Connect:** is a cloud-based contact center as a service. Think about it like having your own call center that is managed by AWS.



AWS Connect in Action



**Simple Email Service:** is a SMTP based e-mail service. Think of this as a way to send all your transactional e-mails.



Forwarding Emails to your Inbox Using Amazon SES

## Business Productivity

### Alexa for Business

Smart Alexa can be used for a whole lot of things. Alexa can be your very own executive assistant who could do a whole variety of skills that has been programmed.

You can use her to start your meetings, book your calendar, book meeting rooms, etc.

### Chime

This service is similar to Zoom, BlueJeans, Google Hangout. This is a cloud-enabled audio/video conference application. The main selling point is that it works with low bandwidth. This is used at Amazon by its employees

### WorkDocs

Think about it as a dropbox for AWS. It helps in safely and securely storing

your documents. You can then set permissions to share the documents with people.

**WorkMail** is a secure, managed business email and calendar service with support for existing desktop and mobile email client applications.

WorkMail + WorkDocs = Office 365

## Desktop and AppStream

### **AppStream 2.0**

Fully managed secure application streaming service that allows a user to stream a desktop application from AWS to any device running a web browser without re-writing them.

Eg: Think about a secure application that you would need to install at the end user's machine. With AppStream you would install the app on AWS and then stream the data on to any remote machine the user is on. This helps in centrally managing your applications and not having to install the app on end-user machines.

### **AWS Workspaces**

Is a fully managed, serve desktop as a service (D-a-aS) which runs on AWS. You can provision virtual, cloud-based Microsoft windows desktops for your users, providing them access to the documents, applications, and resources they need.

## IOT

### **IOT Device Management:**

Makes it easy to securely onboard, organize, monitor and remotely manage IoT devices at scale. You can also use this to categorize your devices into groups and monitor and troubleshoot them.

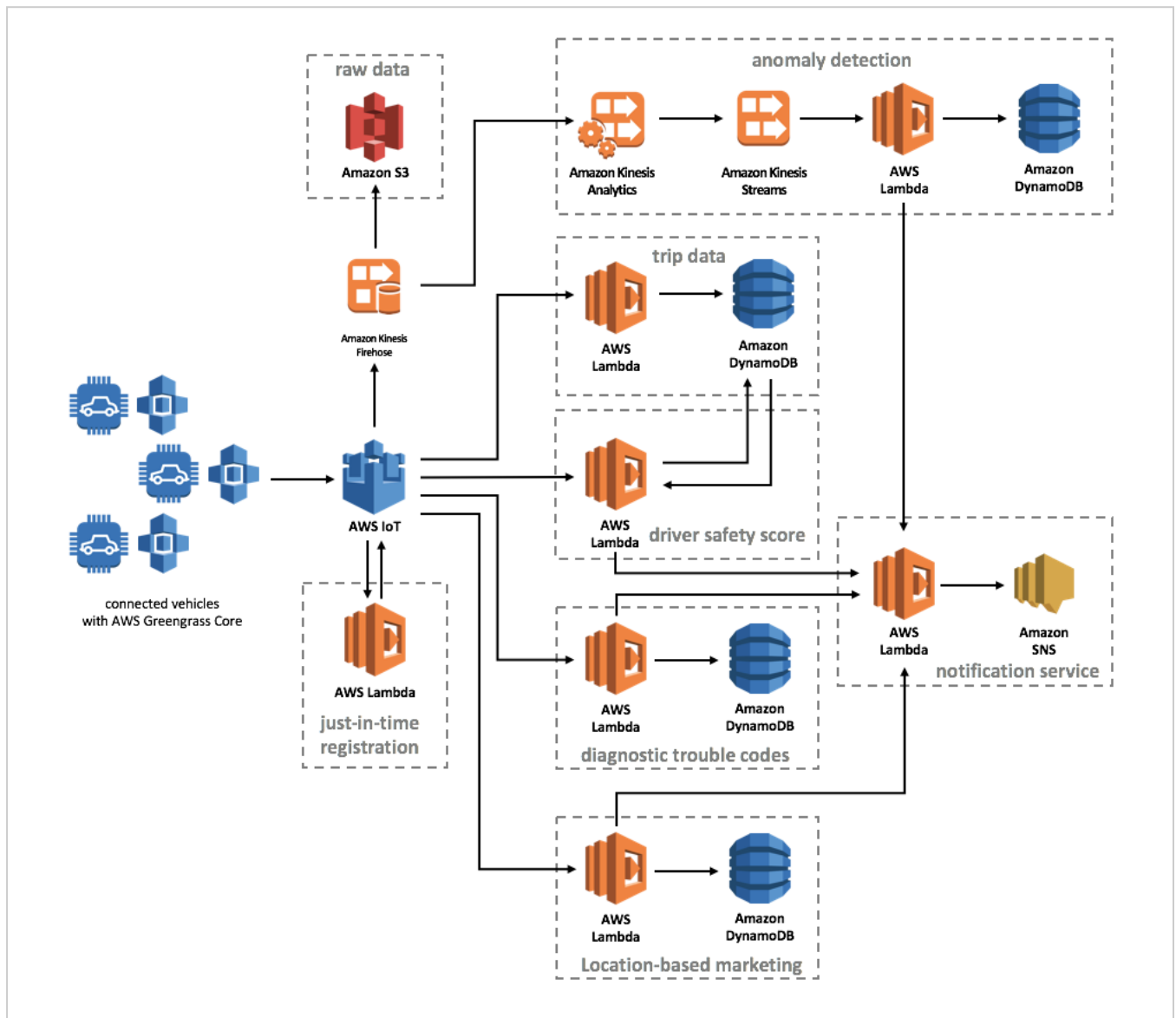
### **Amazon – RTOS:**

This is an operating system for microcontrollers that makes small, low power edge devices easy to program, deploy, secure connect and manage.

**Green grass** : Lets you run local compute, messaging, data catching sync for

connected devices.

**Game lift:** Is a service that provides a platform to build & develop games.



The connected Vehicle Solution Architecture