



Amazon Connect

The Amazon Connect icon is a blue speech bubble containing a white network diagram with three nodes and connecting lines.

Omnichannel Contact Center: Unifying Voice and Chat

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Agenda

- Amazon Connect (Chat) Overview
- Amazon Connect integration points (Chat/Voice)
- Simple no-code build scenario
- End-to-end chat example demonstration



Amazon Connect

Easy to use, omnichannel cloud-based contact center service that scales to support businesses of any size

The fastest path to customer service innovation.



Skills-based contact routing



Call recording



Real-time and historical analytics



High-quality voice capability



Amazon Connect Chat



Build once,
enable
everywhere



Asynchronous &
Synchronous



Secure,
Encrypted
End-to-end



No-Code
Chatbots



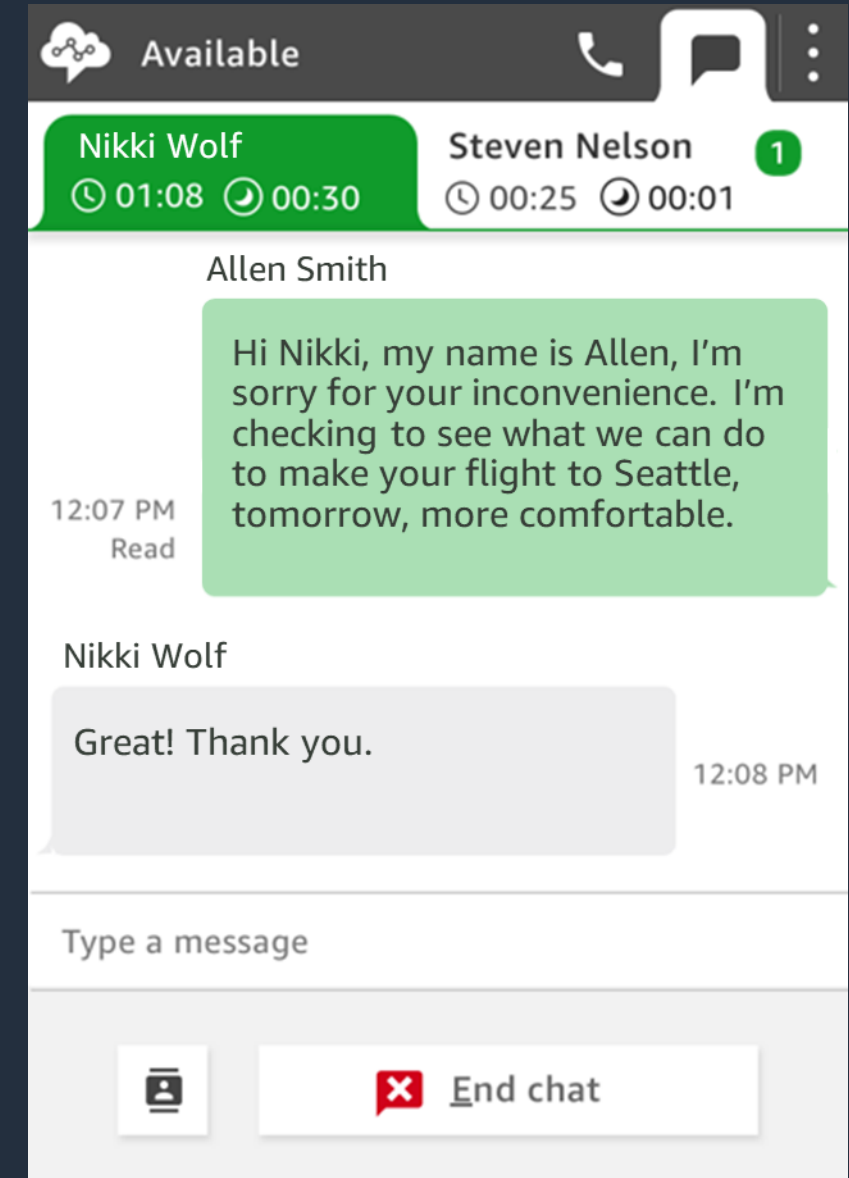
Pay per
message

Personal, Dynamic and Natural Experiences across Voice and Chat

Creating customer experiences with Contact Flows

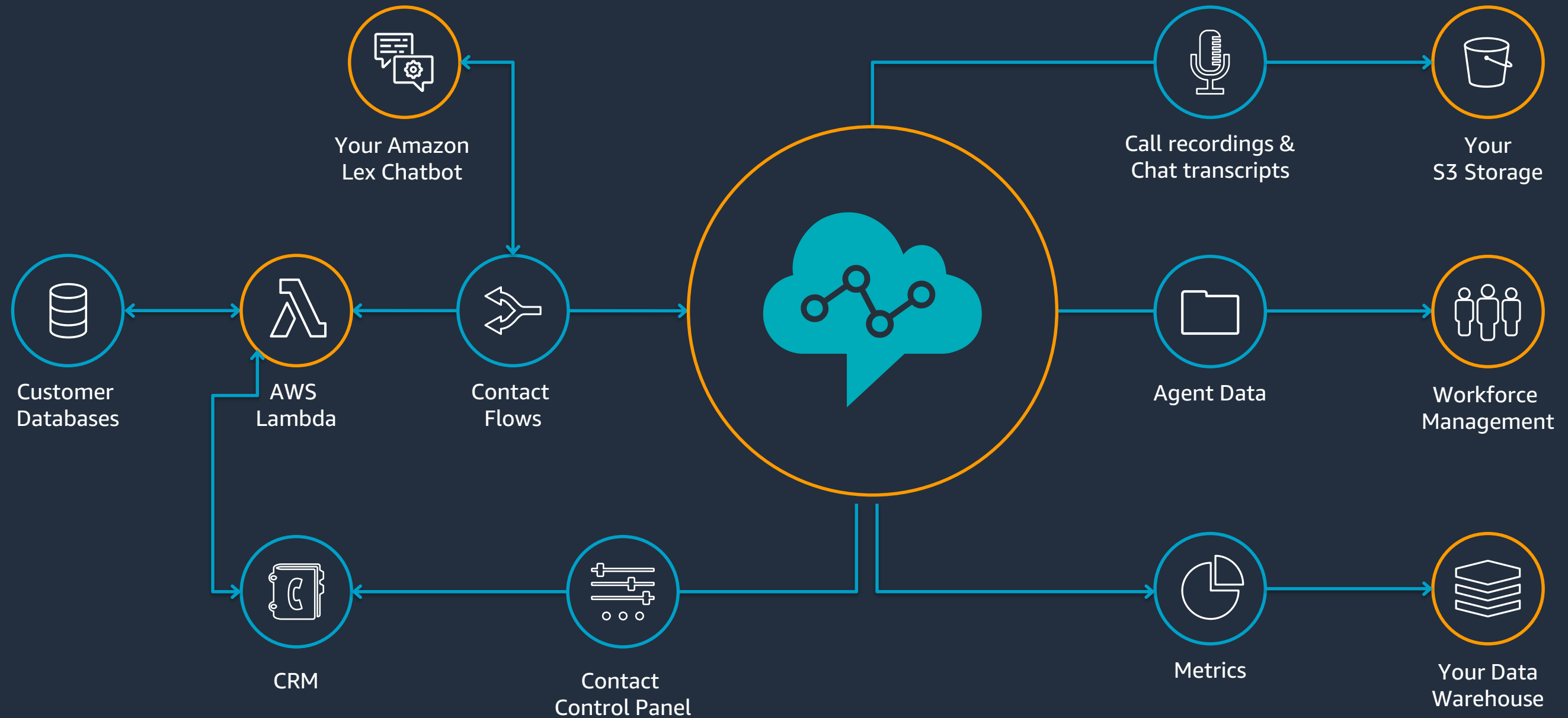


Creating agent experiences with Contact Control Panel



<https://github.com/aws/amazon-connect-streams>

Open platform/easy integrations



Chat Demonstration

Q & A

