



Improve your contact center's efficiency using Amazon Connect asynchronous chat

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Agenda

- Amazon Connect overview
- Amazon Connect chat
- Demo
- Q&A



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



Voice & chat recording



Real-time and historical analytics



High-quality voice capability

Amazon Connect differentiators



Pay only for the value delivered to your customers



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

Demo

Resources

- Blog to use AWS Pinpoint to send SMS: <https://aws.amazon.com/blogs/contact-center/redirecting-voice-customers-to-chat-on-amazon-connect/>
- Blog on chat best practices: <https://aws.amazon.com/blogs/contact-center/reaching-more-customers-with-web-and-mobile-chat-on-amazon-connect/>
- Amazon Connect Streams API: <https://github.com/amazon-connect/amazon-connect-streams>
- Chat UX Implementation examples: <https://github.com/amazon-connect/amazon-connect-chat-ui-examples>

Q&A

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Thank you!

