amazon

We strive to be the earth's most customer-centric company

Over 28 years of customer service and support

Over 100,000 Customer Service Associates

Millions of customers

Dozens of languages

32 countries

Contact volumes have surged, creating new challenges for contact centers

+1,000%

Increase of traffic for some customer service and support functions

aws

Finding and retaining skilled agents is harder than ever

30–45%

Average annual agent attrition

aws

Customer expectations for service have only increased

Almost 90% of leaders reported that customer expectations have increased to an all-time high

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75%
of customers expect to receive good service

...

49%
actually receive it

Executive Leadership: Customer Experience Strategies Primer for 2022 - Published 4 February 2022 - ID G00758937
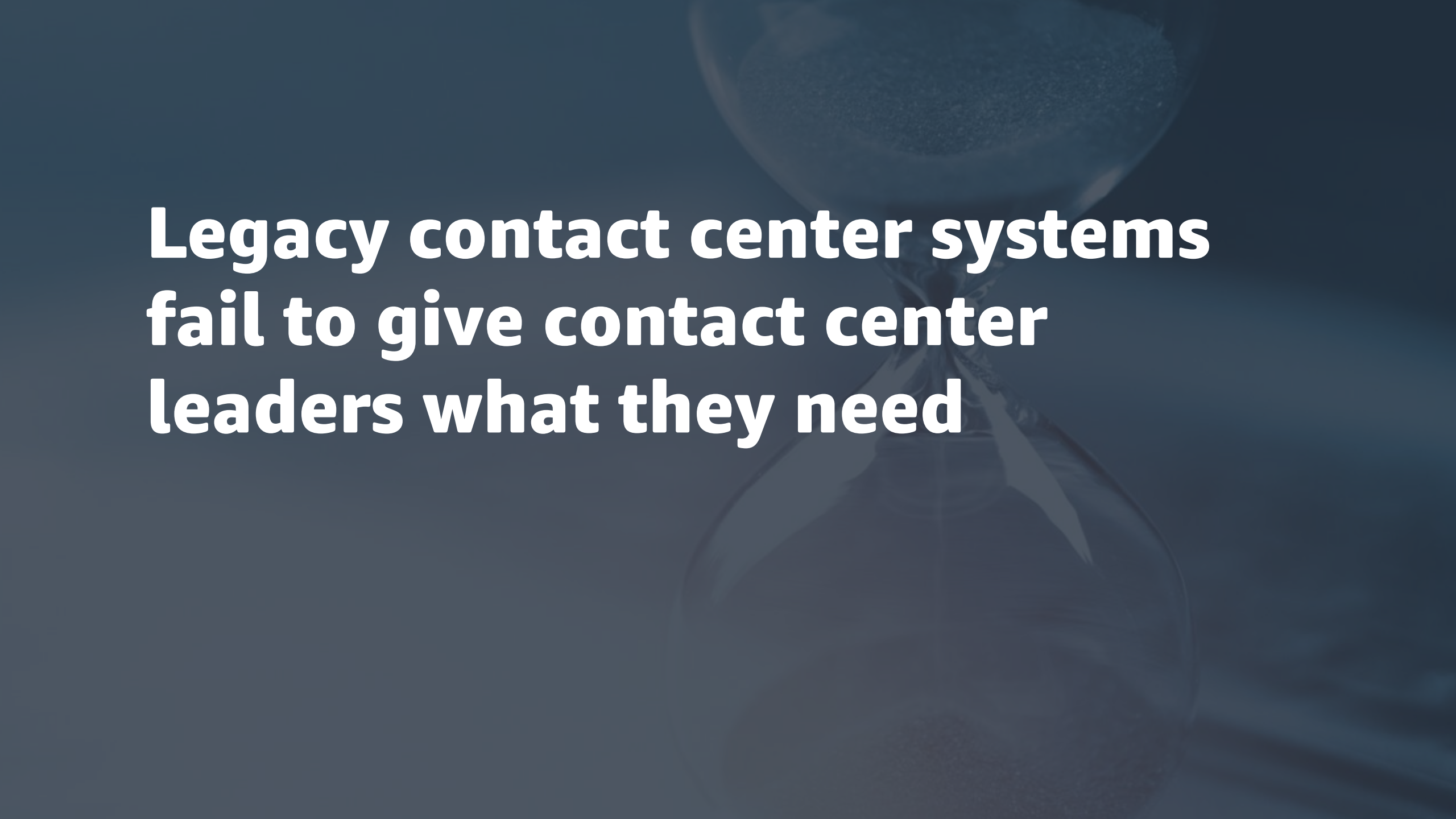GARTNER is a registered trademark and service mark of Gartner, Inc. and/or its affiliates in the U.S. and internationally and is used herein with permission. All rights reserved.;
HubSpot Annual State of Service in 2022

The way the contact center industry delivers innovation isn't keeping up

Legacy contact center systems fail to give contact center leaders what they need

Amazon Connect

Easily delight customers while saving them time and effort
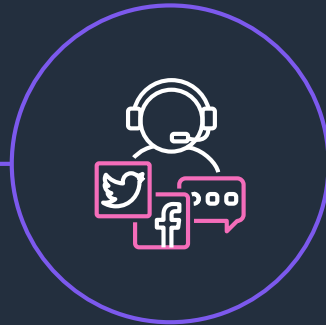
Empower agents to deliver great customer experiences and effective outcomes

Turn your data into action and continuously improve the contact center

Amazon Connect has tens of thousands of AWS customers supporting more than 10 million contact center interactions a day

Amazon Connect

EASY-TO-USE CLOUD CONTACT CENTER

Built from the ground up
as a single solution

Deliver dynamic, personal, and
natural customer experiences
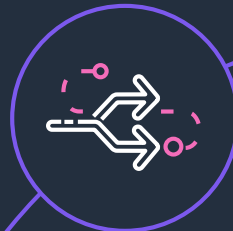
Improve productivity with AI/ML
at the heart of every interaction

Complete control with
the simple, self-service UI

Scale to
tens of thousands
of agents

Drive continuous optimization
with analytics and insights

Pay only for what you use

OMNICHANNEL CUSTOMER EXPERIENCE

High quality voice and global telephony network

Outbound campaigns

Web/mobile chat and messaging
Amazon Connect Chat

Conversational IVR and chatbots
Amazon Connect and Amazon Lex

Voice biometric-based real-time authentication
Amazon Connect Voice ID

AGENT EMPOWERMENT AND PRODUCTIVITY

Unified agent experience

Real-time agent assist
Amazon Connect Wisdom

Unified customer view
Amazon Connect Customer Profiles

Task management
Amazon Connect Tasks

Case management
Amazon Connect Cases

Amazon Connect

ANALYTICS, INSIGHTS AND OPTIMIZATION

Real-time speech analytics
Contact Lens for Amazon Connect

Forecasting, capacity planning, and scheduling (preview)

Real-time monitoring, historical metrics, and contact quality

SELF-SERVE CONFIGURATION AND MANAGEMENT

Simple, self-service UI: make changes in minutes, not months

Secure, reliable, and scalable

Modern API and SDKs for those who want to build

Amazon Connect Cases

TRACK, COLLABORATE ON, AND RESOLVE CUSTOMER ISSUES QUICKLY

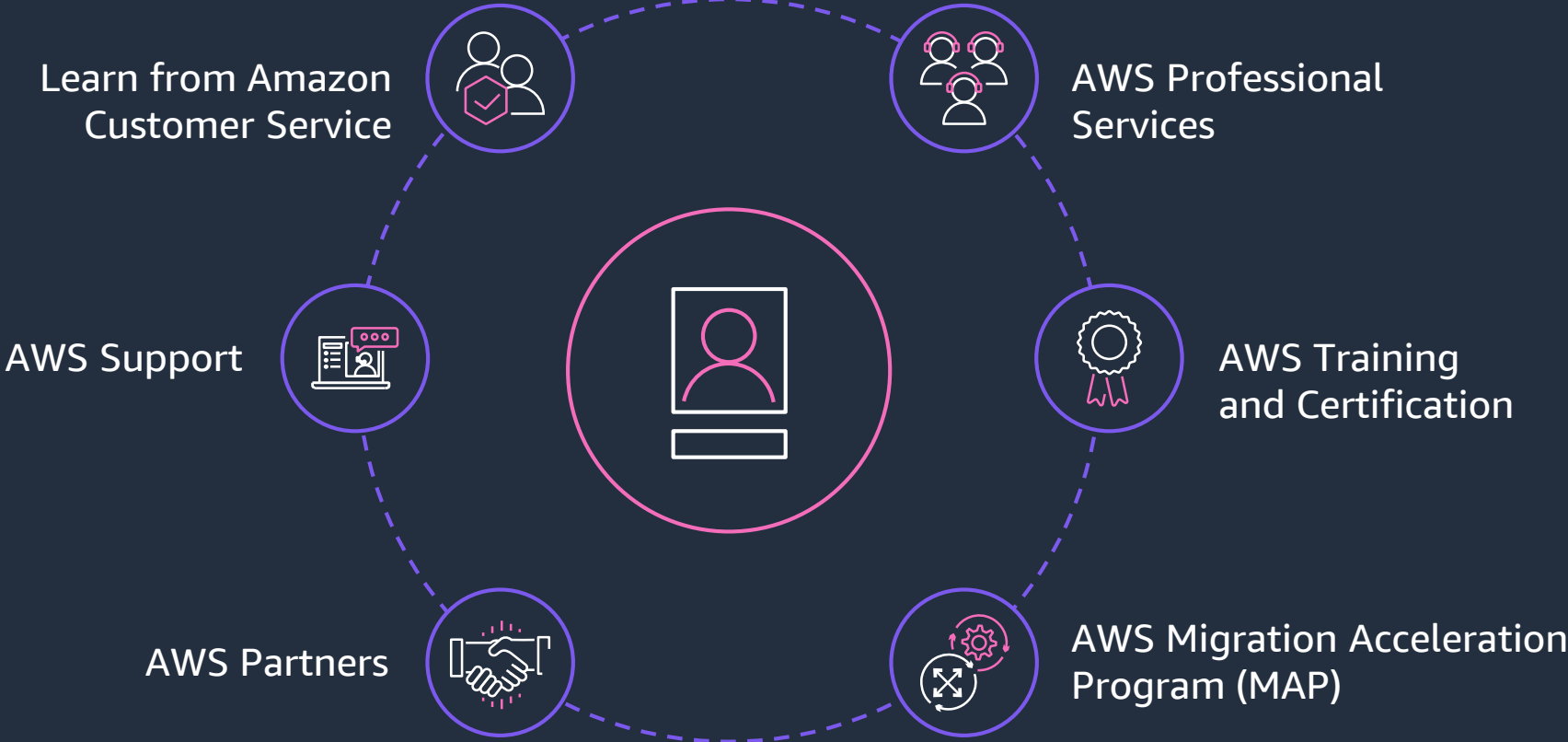- Simple self-service onboarding, setup, and configuration in just a few clicks

- Automatically capture case data from your IVR and chatbots

- View case history and activity in one place in the unified agent application

- Take action with integrated task management

- Leverage Cases Public APIs and Streams for further automation with your applications

Revolutionize your customer experience by mastering change

We're here to help!

Learn from Amazon Customer Service

AWS Professional Services

AWS Support

AWS Training and Certification

AWS Partners

AWS Migration Acceleration Program (MAP)

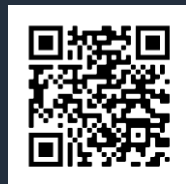* Subject to qualification criteria

Resources to learn more

Learn more about AWS and our contact center offerings

Hear from Amazon Connect customers

Read our latest thought leadership and technical blogs

Day 1 schedule: AWS Contact Center Days

Time (PST)	Session	Speakers	Speaker companies
9:00–9:05a	Welcome and introduction	Victoria Webster	AWS
9:05–9:30a	Deliver superior customer experience by accelerating innovation (Level 100)	Pasquale DeMaio Hannah Bloking	AWS
9:30–10:00a	Analyst insights: reinventing the future of the contact center (Level 100)	Annie Weinberger Sheila McGee-Smith David Myron	AWS McGee-Smith Analytics Omdia
10:00–10:10a	Break		
10:10–10:40a	A day in the life with cloud contact center visionaries (Level 100)	Chris Hennesey Kent Lemon	AWS US Bank
10:40–11:10a	Growth is a Thinking Game: The Experience Advantage (Level 100)	Tiffani Bova	Salesforce
11:10–11:20a	Break		
11:20–11:50a	Operational excellence: service from the heart (Level 200)	Alice Pope	Amazon
11:50a–12:20p	Amazon Connect in the real world: How we built this (Level 200)	Jason Colwell Bruce Mitchell	Manulife

Day 2 schedule: AWS Contact Center Days

Time (PST)	Session	Speakers	Speaker companies
9:00–9:05a	Welcome and introduction	Victoria Webster	AWS
9:05–9:35a	Optimize workforce engagement and performance with data and Machine Learning (ML) in Amazon Connect (Level 100)	Clarence Choi (clarchoi) Jonathan Ansell (awsjona) Mo Miah (mmiahaws)	AWS
9:35–10:35a	Seamless conversations and personalized omnichannel/cross-channel experiences (Level 100)	Chad Hendren (chadaws)	AWS
10:35–10:45a	Break		
10:45–11:45a	Build a resilient, scalable contact center on Amazon Connect (Level 100)	Eric Emerson (eremerso) Prashant Desai (desipra) (pto-8/19) Mehul Patel (mehulz) Ash Seshadri (ashsesa) Hannah Bloking	AWS
11:45a–12:00p	Closing remarks and next steps		

aws

Thank you!

Pasquale DeMaio (he/him)
Vice President and GM, Amazon Connect
AWS

Hannah Bloking (she/her)
Sr. GTM Manager, Amazon Connect
AWS