ServiceNow integration with Amazon Connect

Advanced CTI integration from VoiceFoundry, designed to transform agent and customer interactions.

servicenow.

VoiceFoundry

ServiceNow is an Advanced Technology Partner, and VoiceFoundry is a Standard Consulting Partner

Industry trends & challenges

In the digital age, customers-both internal and external-not only want the right answers, but they want them fast. They expect service agents to be able to identify them, recognize their issue, and solve it quickly and efficiently. For that to happen, agents must be equipped with systems utilizing advanced feature sets that are integrated and communicate with each other in real time. Agents using antiquated, disconnected systems and tools often find themselves struggling to efficiently navigate through multiple applications and screens, searching for information and filling in gaps with the added pressure of a frustrated customer on the line. This results in wasted time and money as well as a frustrated customer, distraught agent, and ultimately a poor reputation for the company. Nobody wins.

The ServiceNow integration

The next level of evolution for cloud-based contact centers, VoiceFoundry delivers an advanced Computer Telephony Integration (CTI) between Amazon Connect and ServiceNow. This integration solves many of the most common customer service and helpdesk agent challenges. The solution provides an advanced, integrated contact center system, allowing agents to quickly identify customers and access critical information including the customer profile, previous cases, and even what the potential issue could be, before the call is connected. This creates an effortless and proactive system, ultimately resulting in a positive experience for both customer and agent.

Benefits

Integrating ServiceNow with Amazon Connect delivers a virtually seamless experience, increasing system and agent efficiency, customer satisfaction, and giving organizations better visibility into the overall health and performance of their systems and service centers.

Cloud based
Enjoy the flexibility and scalability of this solution that expands as the needs of your business grow.

Centralized and integrated
Agents no longer have to "swivel chair" between multiple systems and applications.

Improved customer experience
Customer issues are quickly and efficiently diagnosed, routed, and solved.

Cost reduction
Agents are more efficient, productive and call centers experience less agent churn.

Solution Space

Solution Space is a collection of featured solutions for many different use cases, built by Amazon Web Services (AWS) and AWS Partner Network (APN) Partners that have attained AWS Competency designations and have been invited by AWS to participate in solution development opportunities. These solutions include architectures that have been validated by AWS, as well as a combination of AWS services and APN Partner technologies that can be deployed quickly through AWS Quick Starts or alternative deployment accelerators.

Click here to get started with this solution

Solution overview

ServiceNow

ServiceNow makes work, work better for people.

The CTI Connector for ServiceNow and Amazon Connect built by VoiceFoundry provides:

- Agents with the ability to hold/resume/transfer calls through a customer control panel.

- ServiceNow Screen pop-up and IVR integration, minimizing "swivel chair" conditions.

- End-users with the ability to click-to-dial for assistance and/or communicate with IT support staff.

AWS

Amazon Connect, a powerful cloud-based contact center, is simple to use and is based upon the technology employed every day by Amazon customer service associates around the world. By combining Amazon Connect with ServiceNow, VoiceFoundry delivers capable and integrated call center systems, while also being easy to navigate. This allows agents to quickly access the information they need and resolve customer issues.

How it works

VoiceFoundry integrates ServiceNow with Amazon Connect to provide a single, unified cloud-based contact center platform, allowing agents to identify and resolve issues faster and better connecting departments, increasing efficiency and reducing costs.
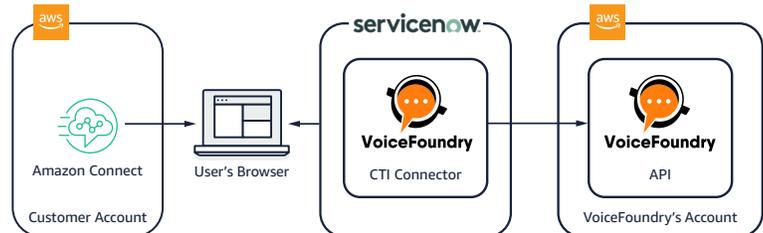
Getting started

VoiceFoundry's integration of ServiceNow with Amazon Connect integration can be requested for installation by the customer via the ServiceNow Store. Additional support and consulting services may also be requested directly from VoiceFoundry here:

Get started with VoiceFoundry's integration of ServiceNow with AWS
ServiceNow and VoiceFoundry offering on Solution Space
Read a Setup and Configuration Guide