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ServiceNow and Amazon Connect contact center Consulting offer

Powerful, seamless CTI integration

Advanced call control panel providing a virtually frictionless link between ServiceNow's Open Frame API and Amazon Connect. VoiceFoundry delivers a powerful, advanced, yet simple to use Computer Telephony Integration (CTI) that allows contact center agents to connect systems, and departments easily, improving customer service, and call center efficiency

Benefits

- Call center agents have the ability to hold/resume/transfer calls, eliminating "swivel chairing" between systems and easily connecting departments.
- End users are provided click-to-dial ability for assistance and an integrated interface to interact with support staff.
- Users with appropriate permission levels can view post-call history details and transcripts in the ServiceNow repository.

Customer contribution

- Organizations must have supported versions of ServiceNow.
- Organizations must have an active instance of Amazon Connect.
- Organizations must have security and data management permissions as outlined within the provided setup materials.

Key activities



Inbound screen-pop call content capabilities set up a service bot to collect key customer data. If an end user chooses to speak with an agent, the record is passed automatically.



Consolidated call control allows for a single interface for customer and call management.



Automated case mapping provides important details like duration, timestamp, and a URL to access the complete call recording.



Outbound click-to-dial allows agents to quickly leverage contact details and generate an outbound call that is routed through Amazon Connect.

Solution Space

Discover scalable and secure solutions that will empower you to achieve your business needs with Amazon Web Services (AWS) and AWS Partner Network (APN) Partners that have attained AWS Competency designations. Customer ready solutions are based on architectures validated by AWS, include a combination of AWS services and APN Partner technologies, can be deployed quickly with solution accelerators like AWS Quick Starts, and feature optional consulting offerings provided by APN Partners, to accelerate your cloud transformation. [Visit here for more information](#)

servicenow



VoiceFoundry

ServiceNow is an Advanced Technology Partner

VoiceFoundry is a Standard Consulting Partner