
AWS
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NOV. 28 – DEC. 2, 2022 | LAS VEGAS, NV

BIZ305-R

How to use Amazon Connect to optimize agent productivity

Nawaz Varda (he/him)

Senior Solutions Architect, Amazon Connect
AWS

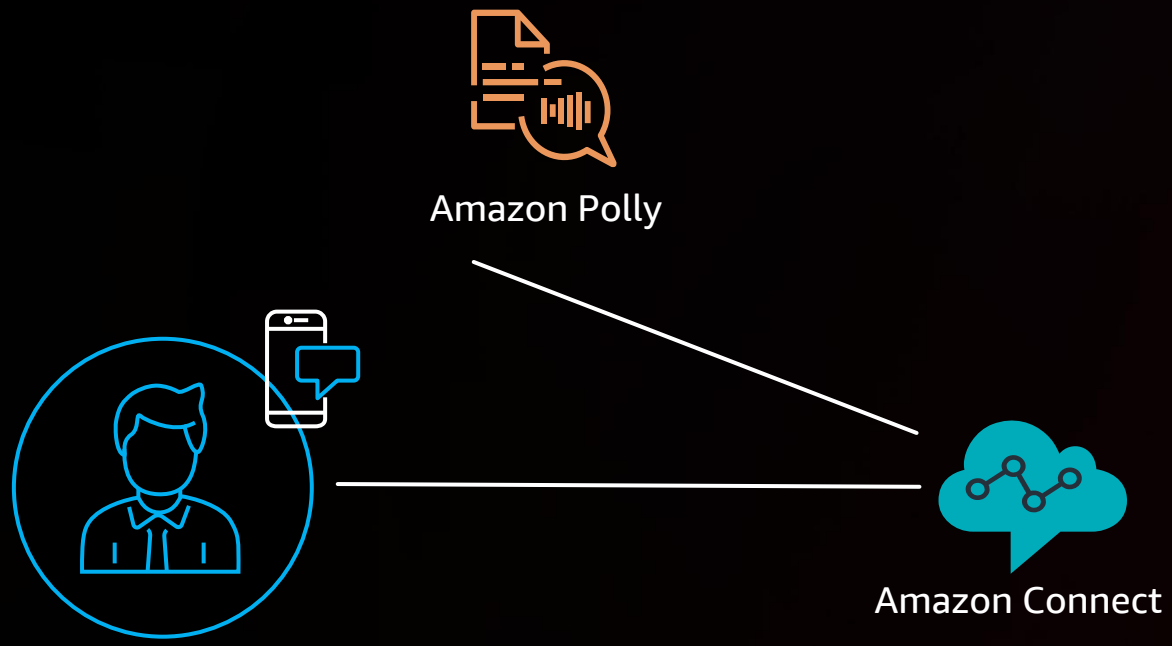
Pavan Dusanapudi (he/him)

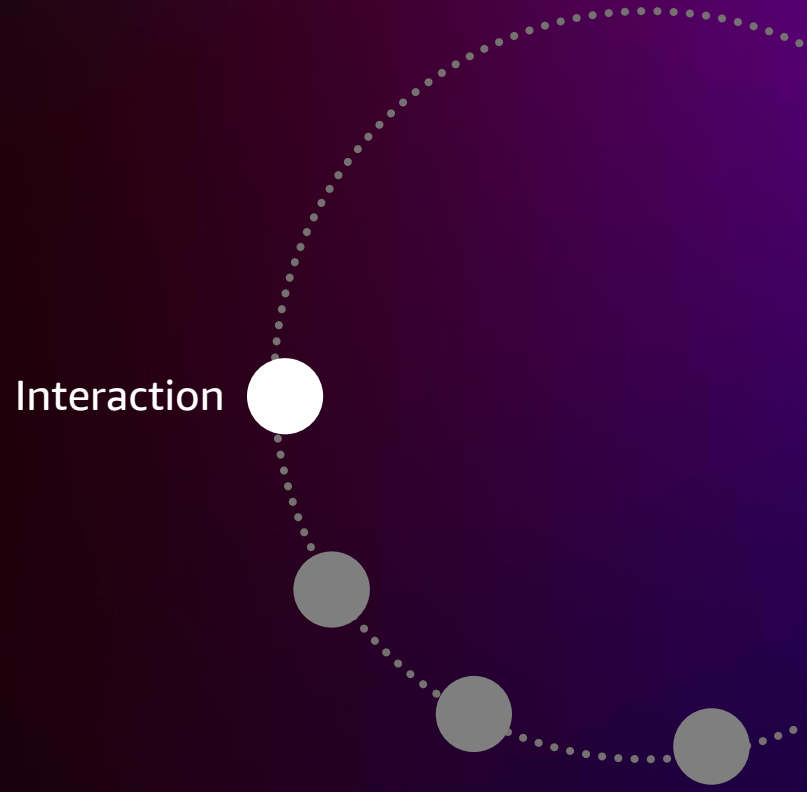
Senior Solutions Architect, Amazon Connect
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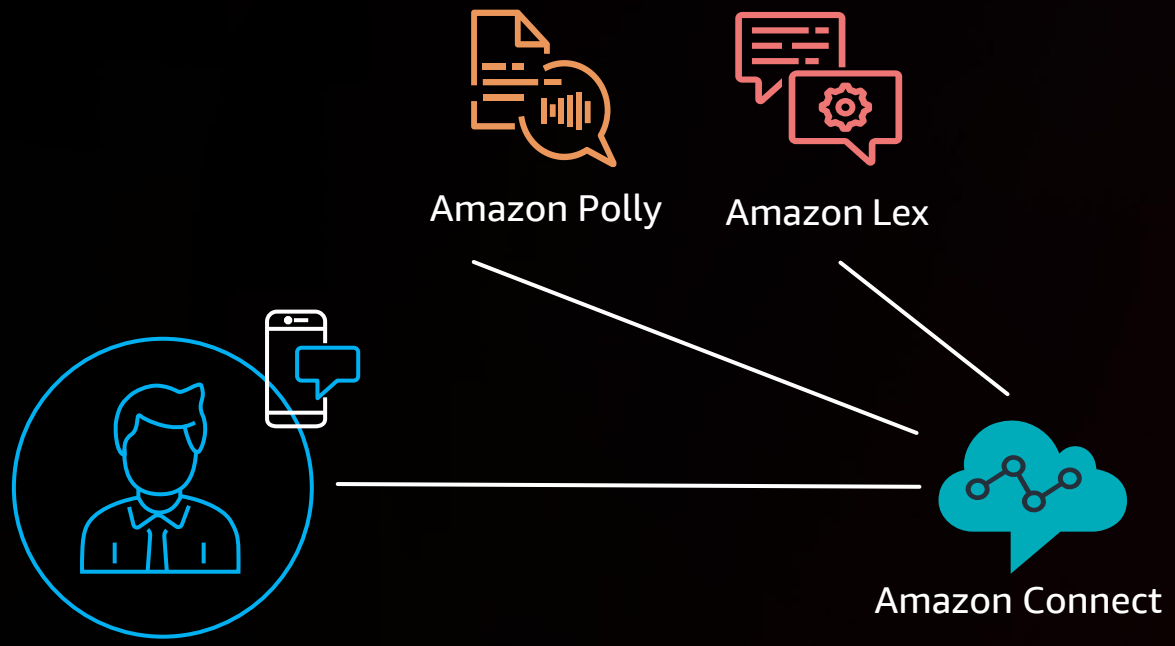
How do we optimize agent productivity?

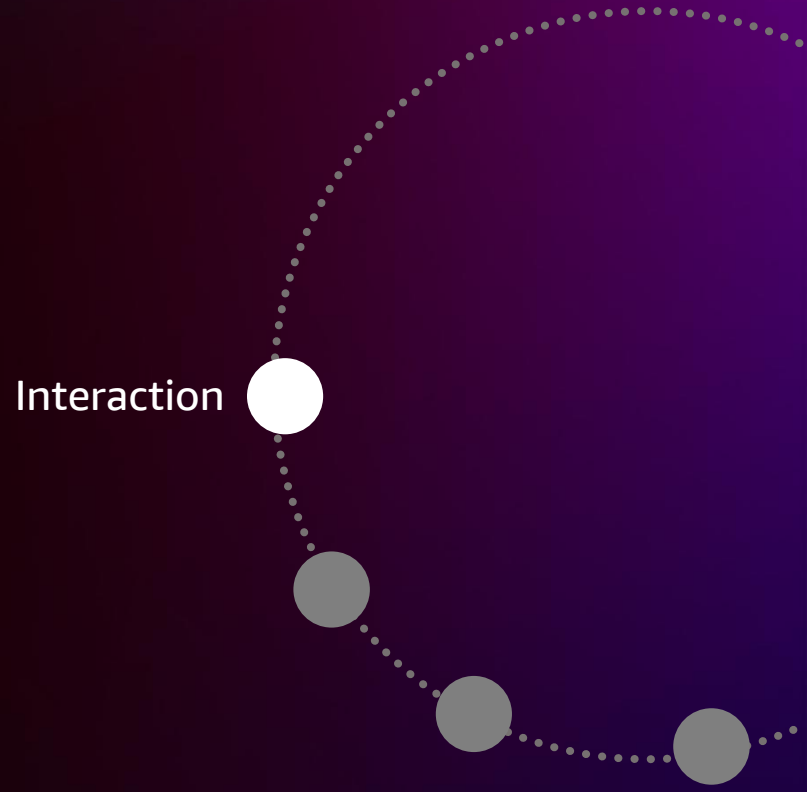
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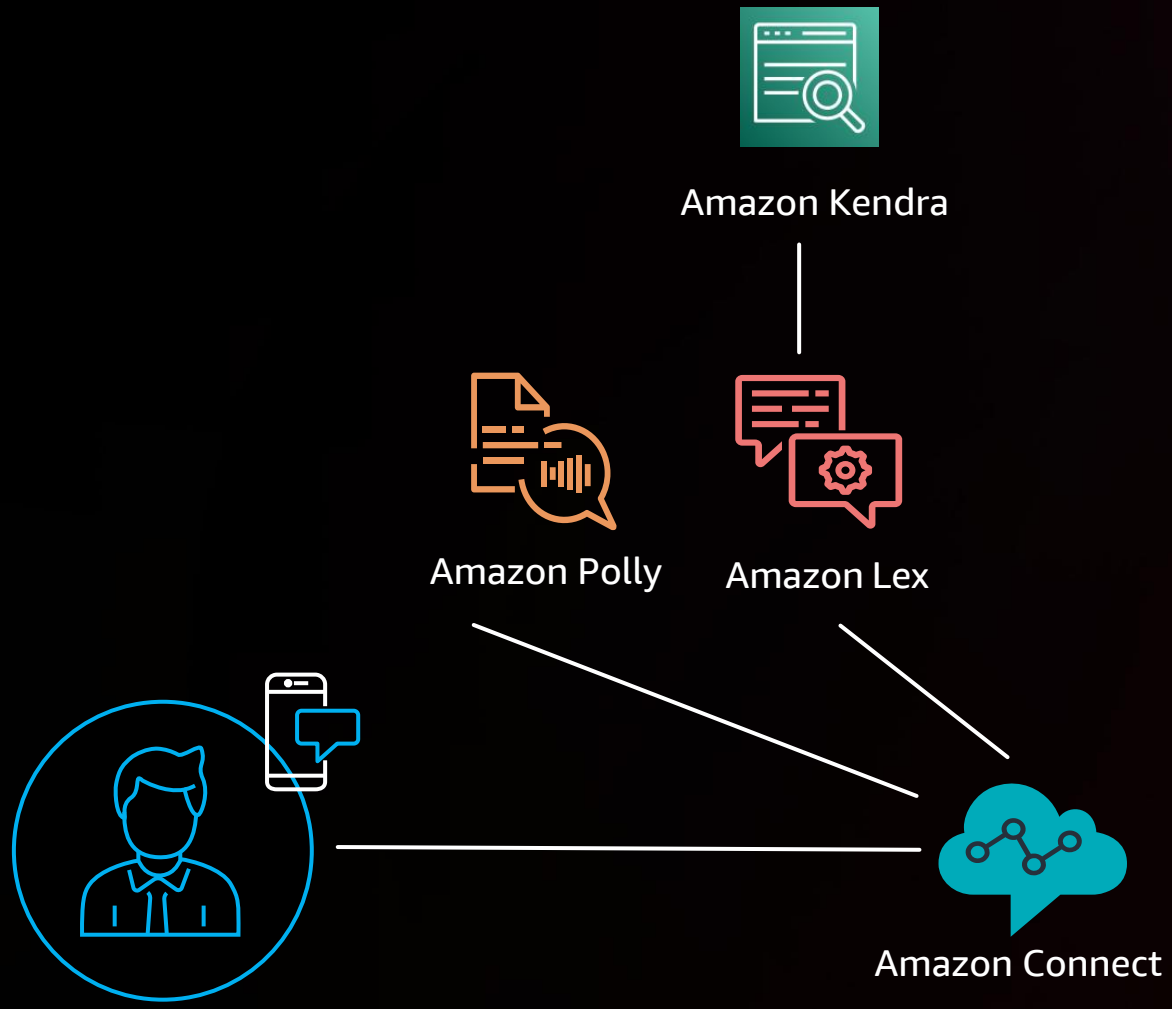


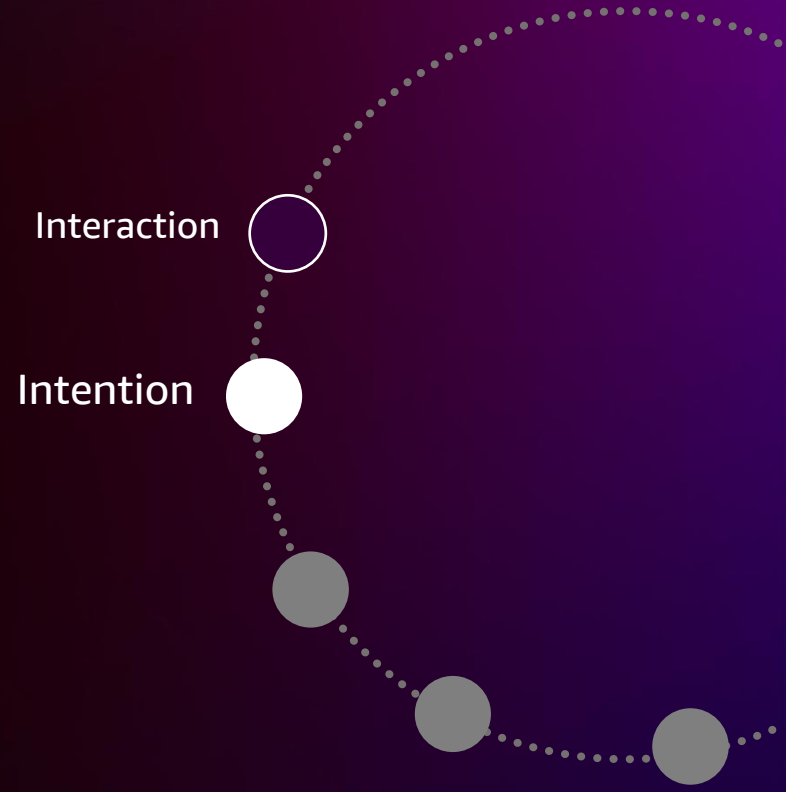
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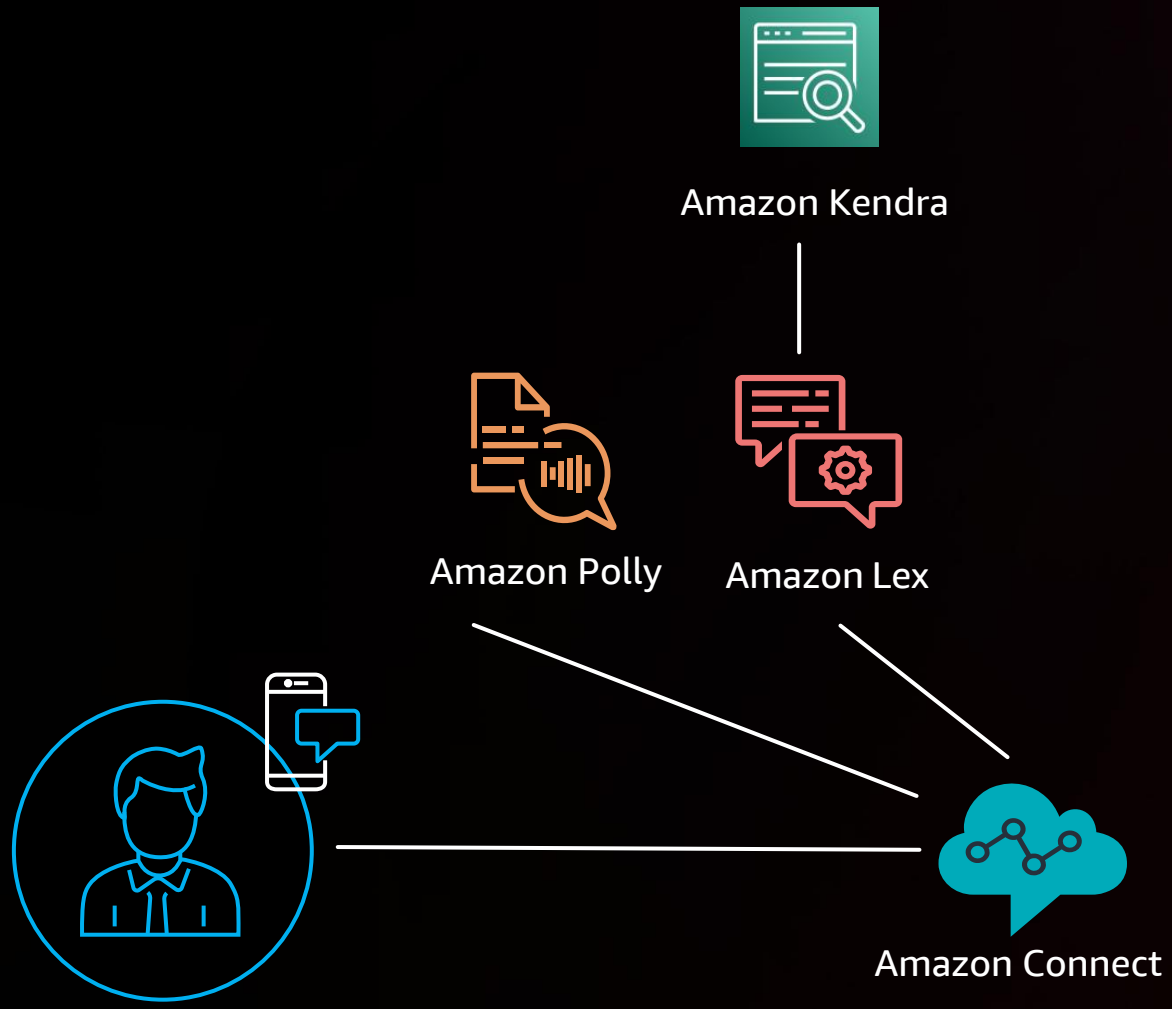


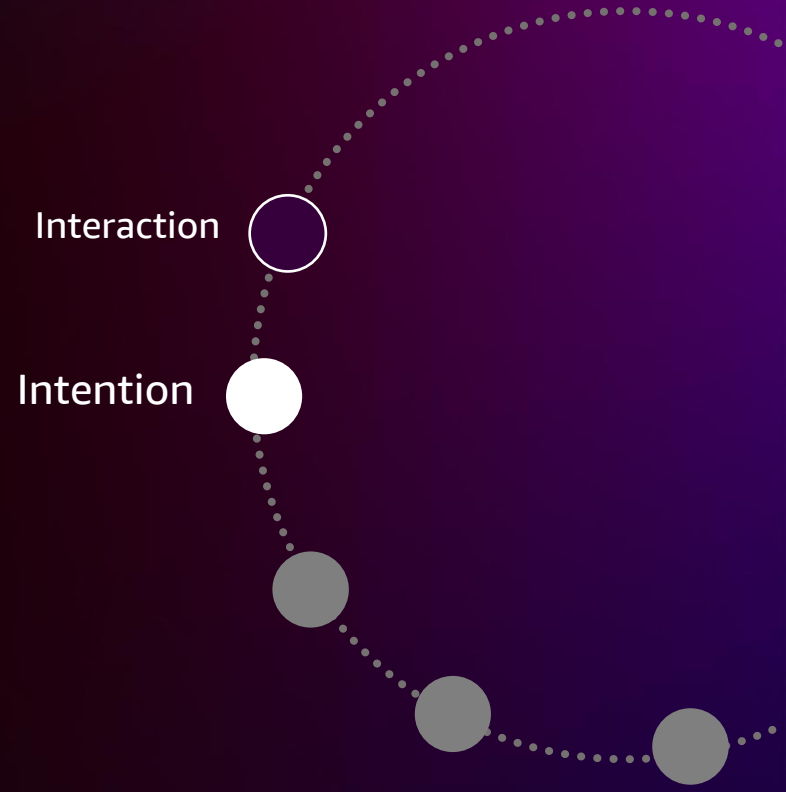
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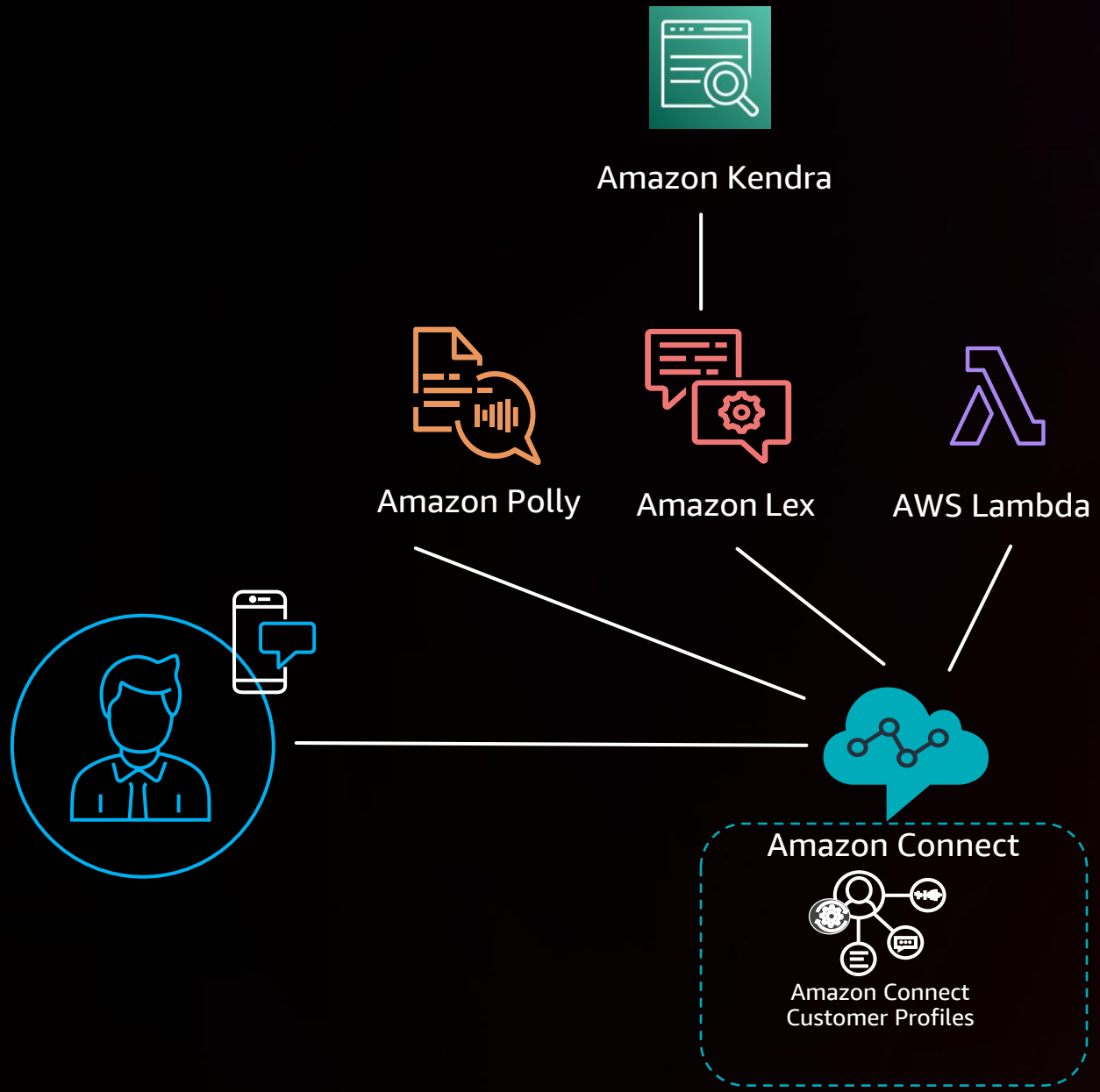


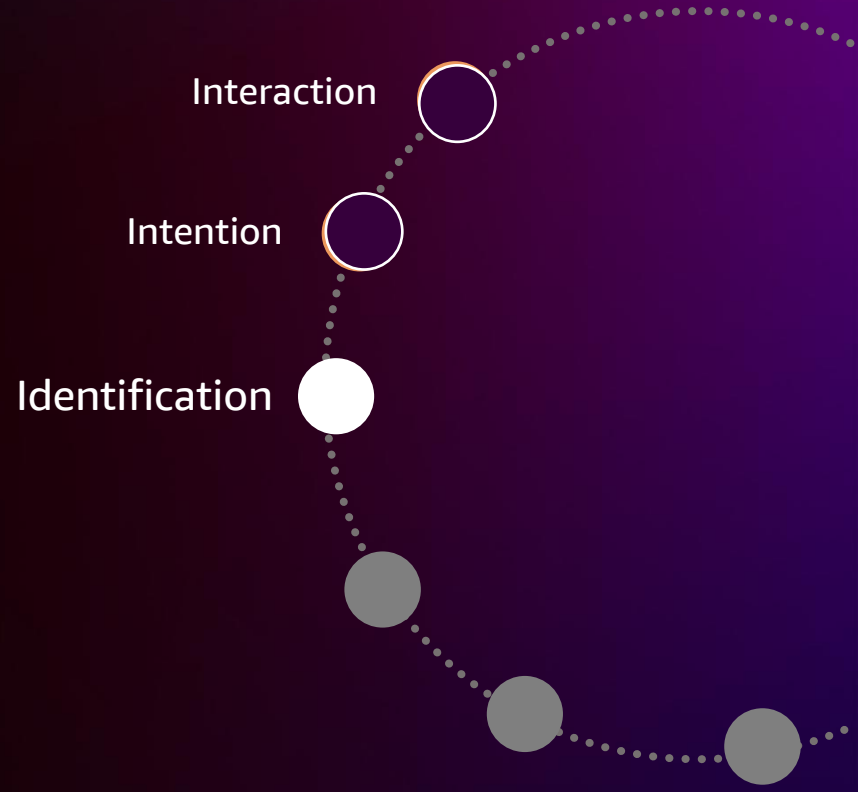
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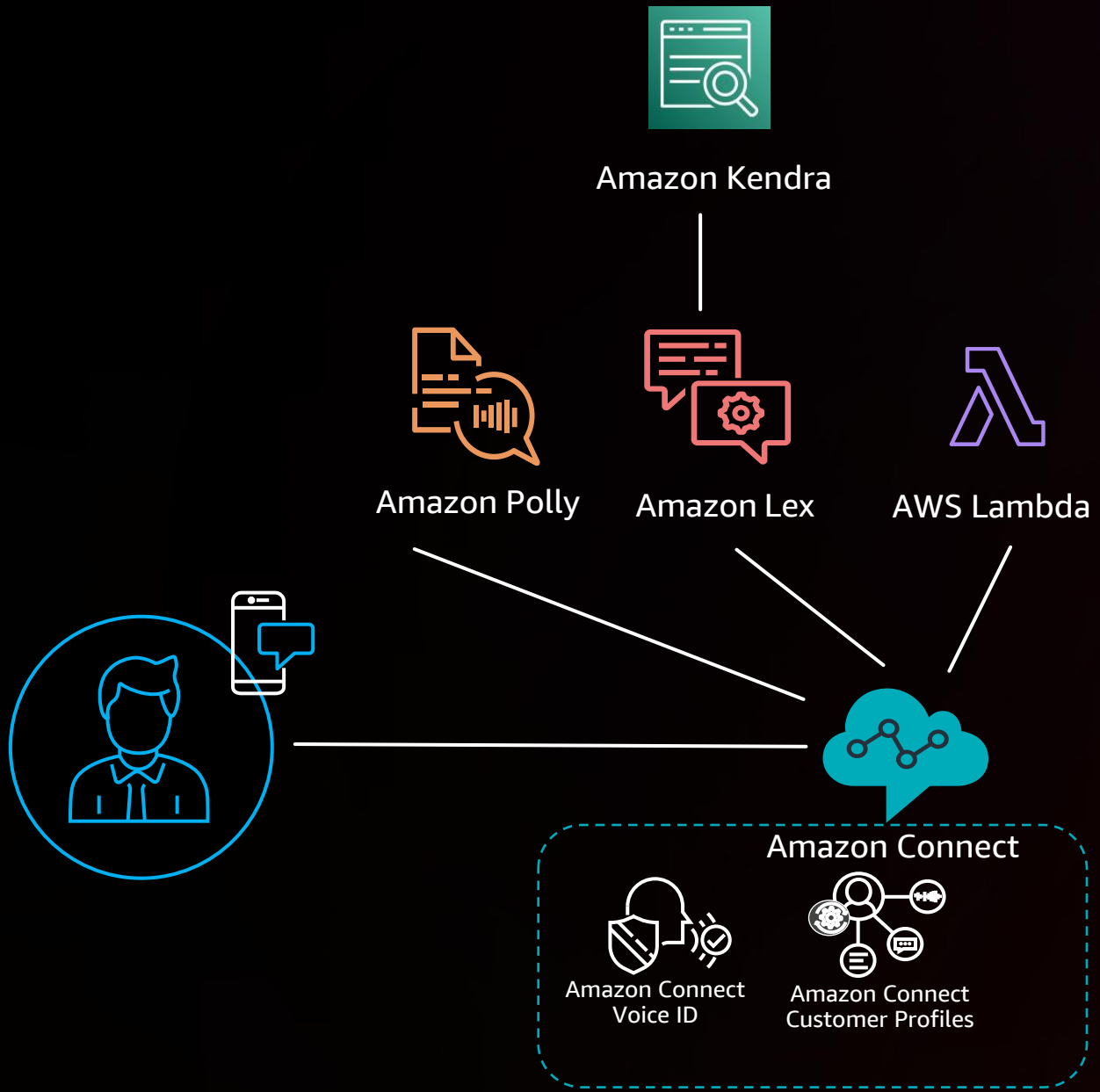


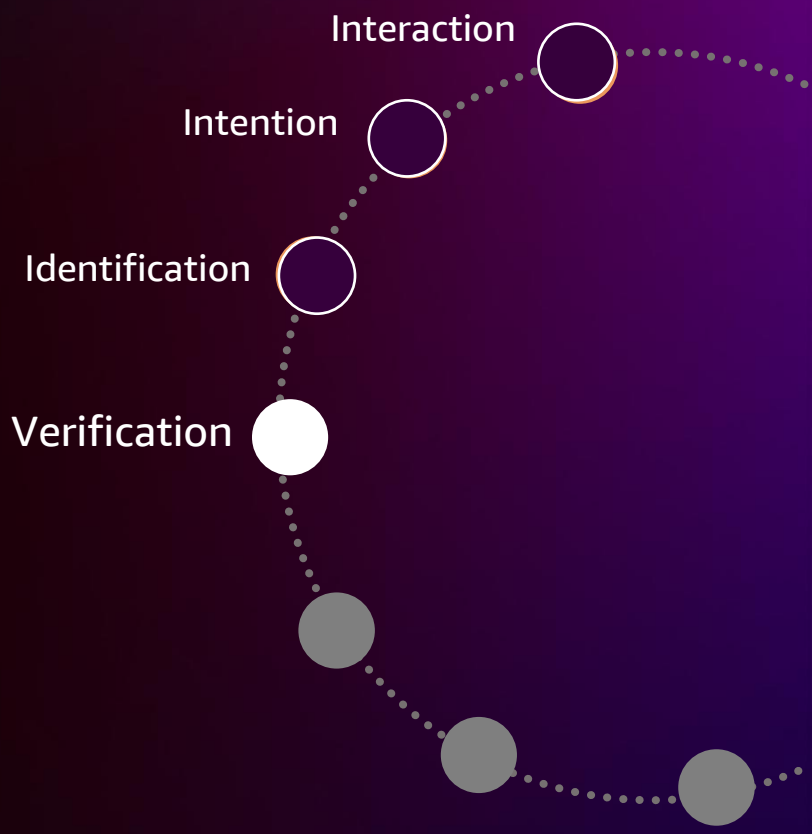
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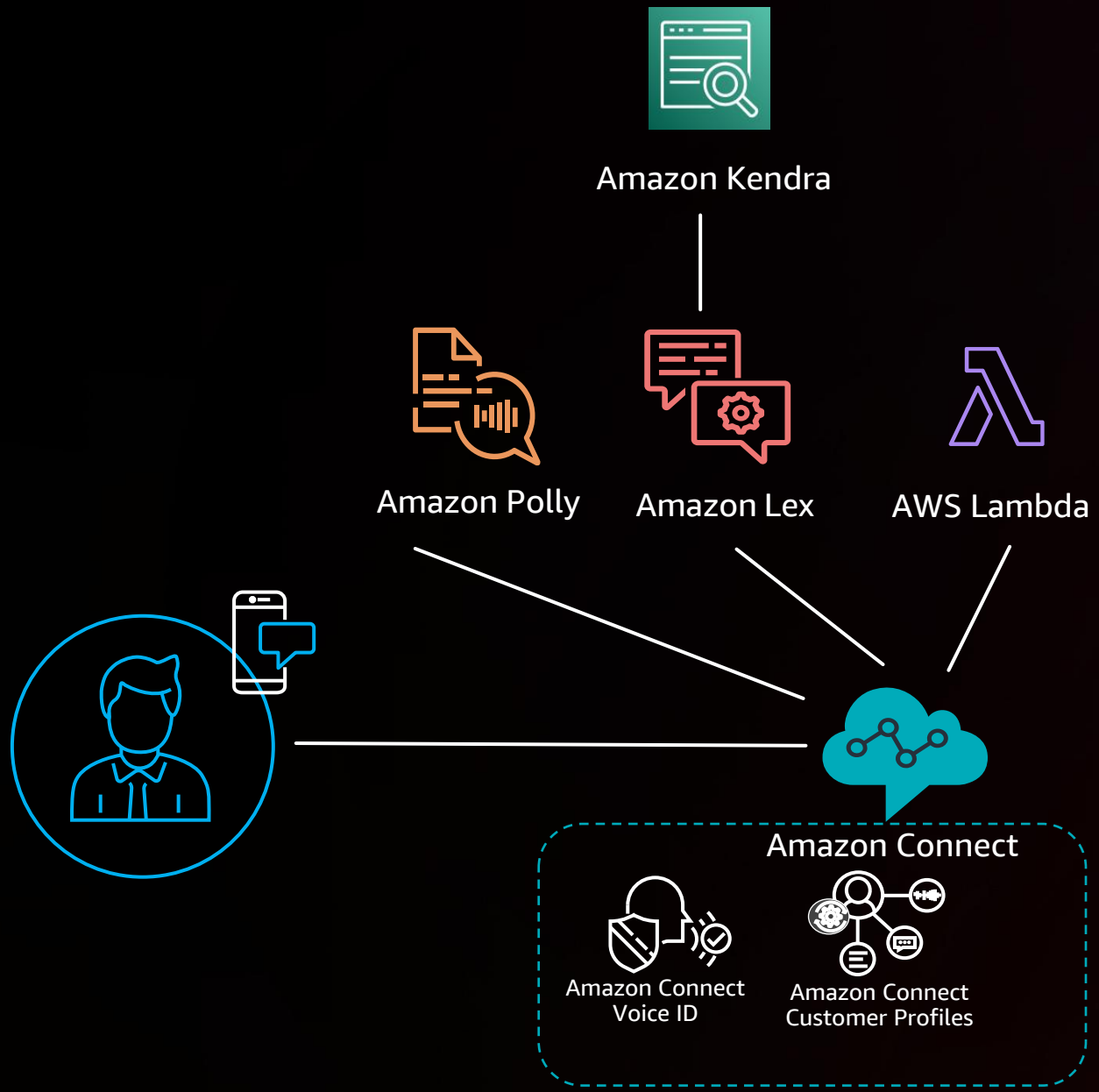


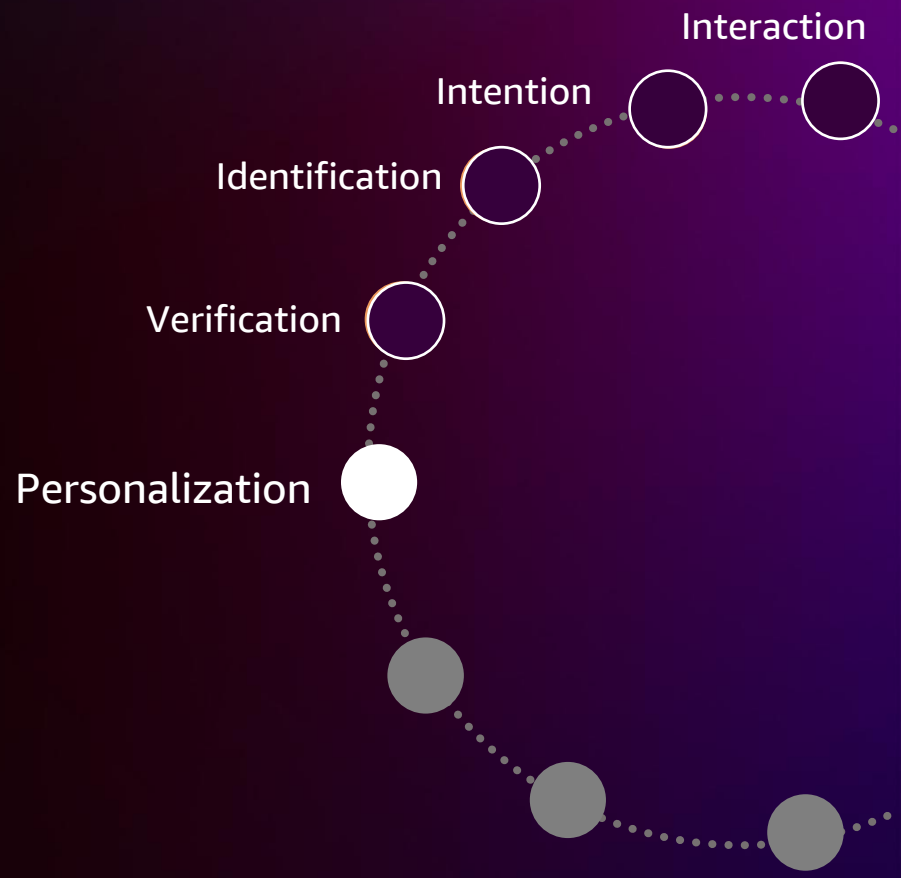
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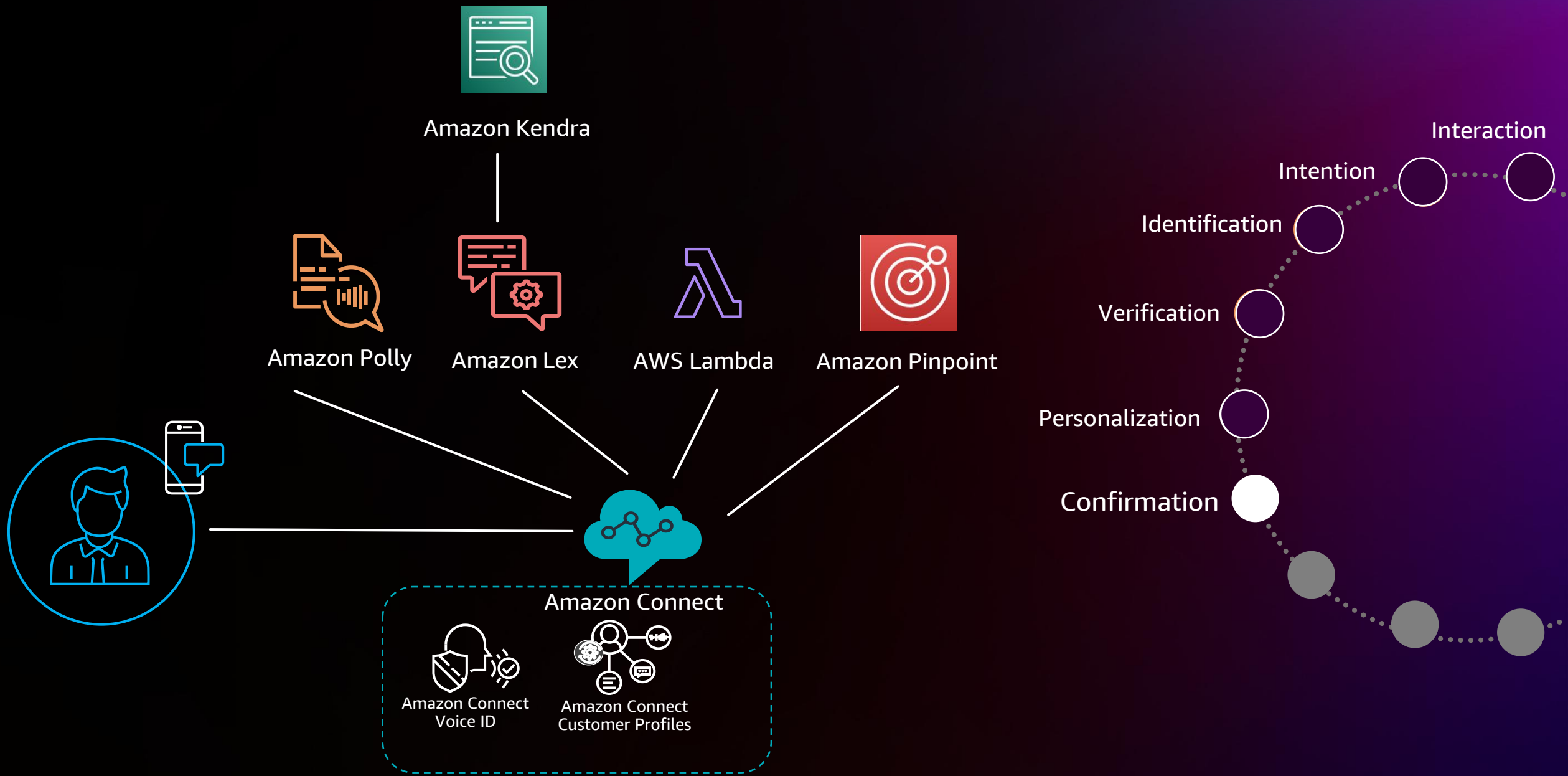


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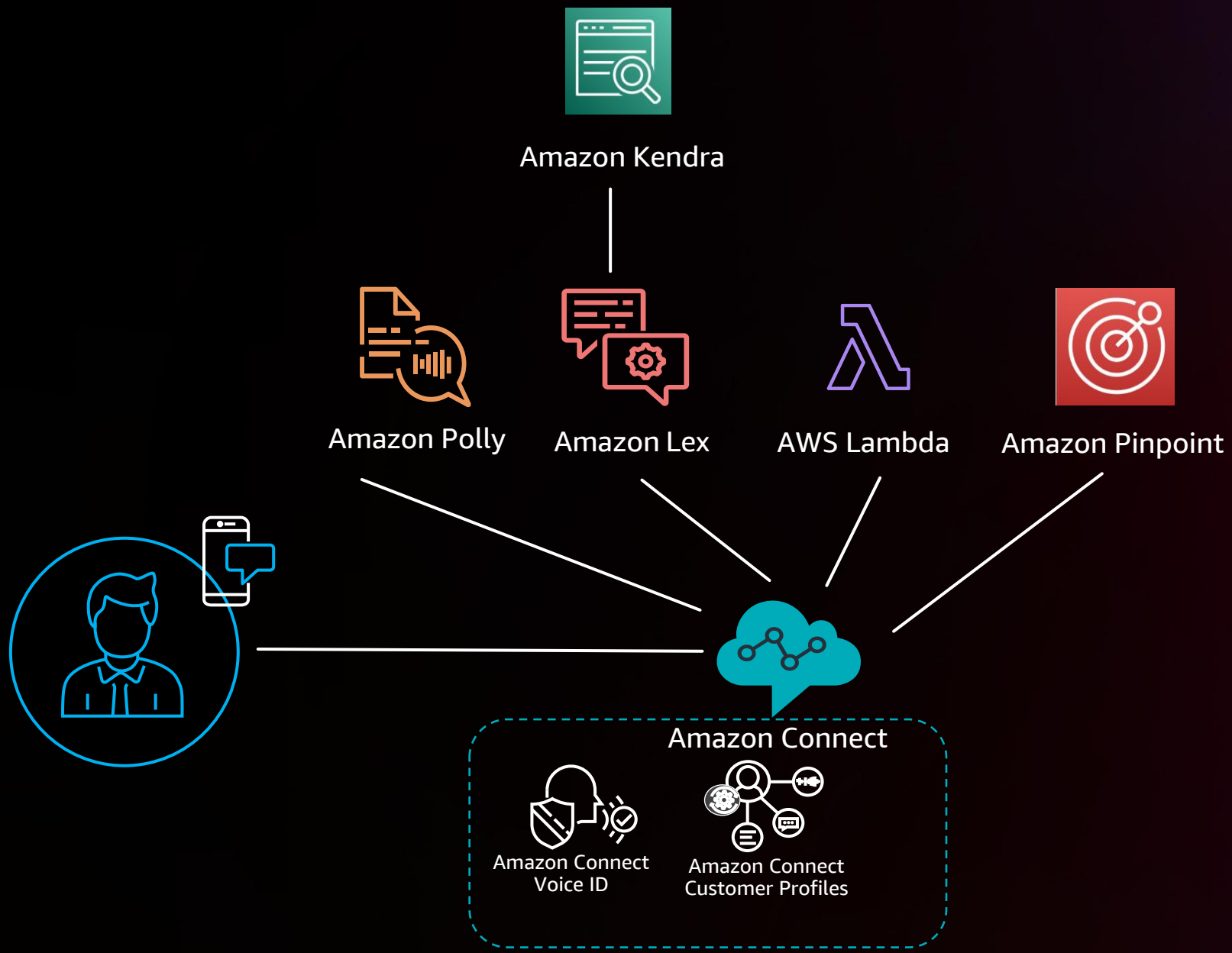


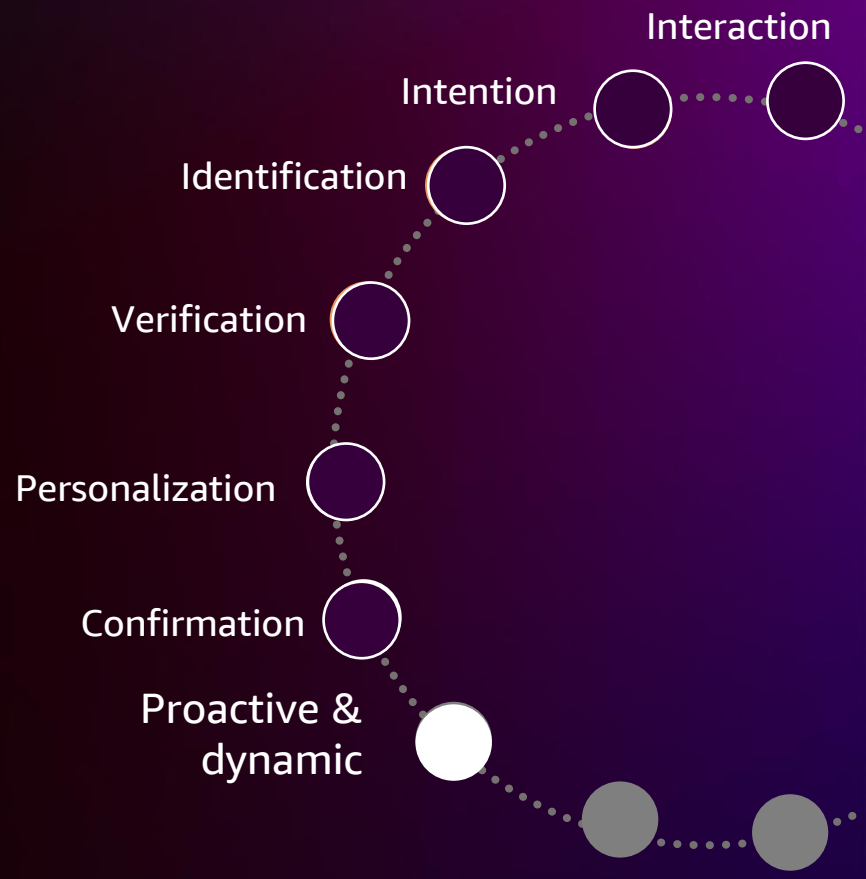


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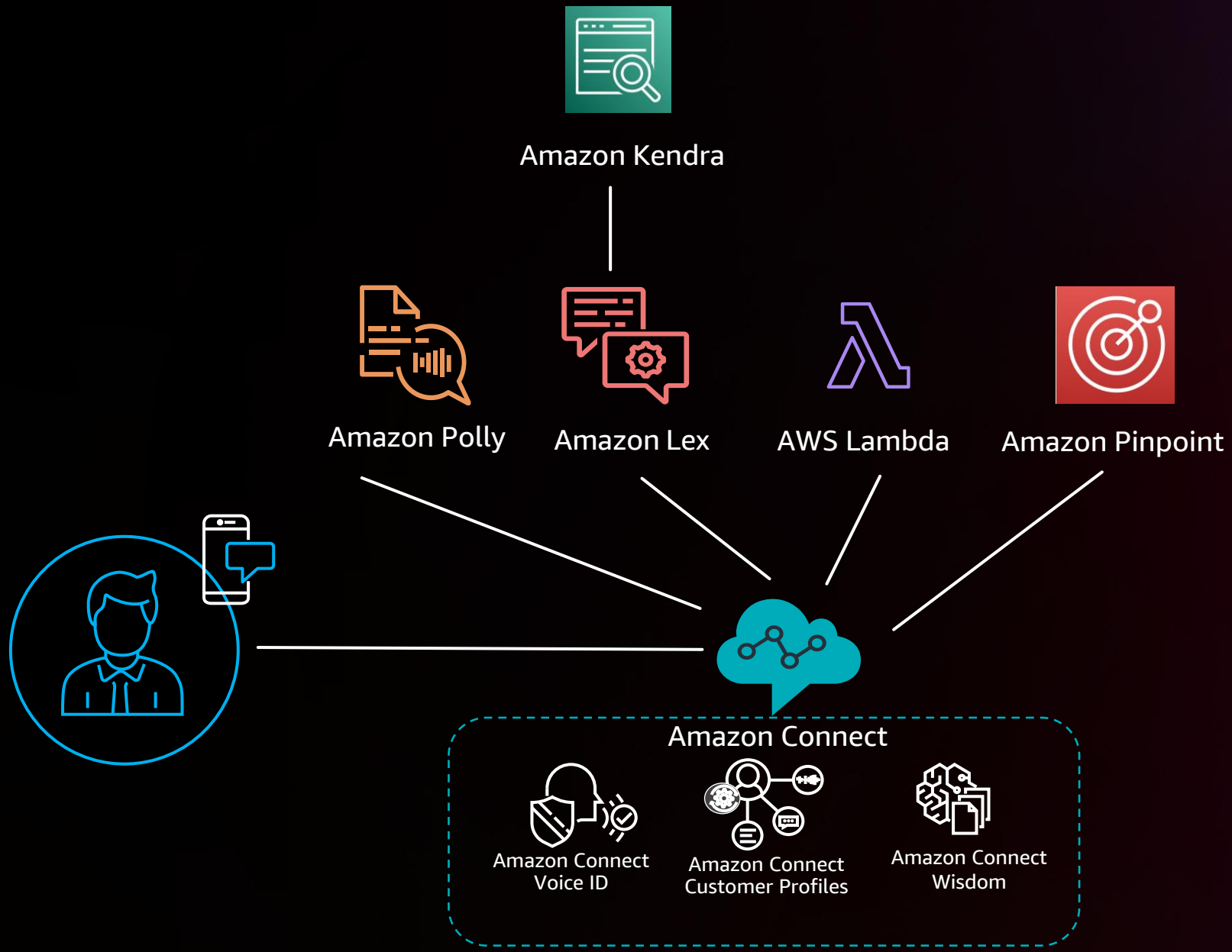


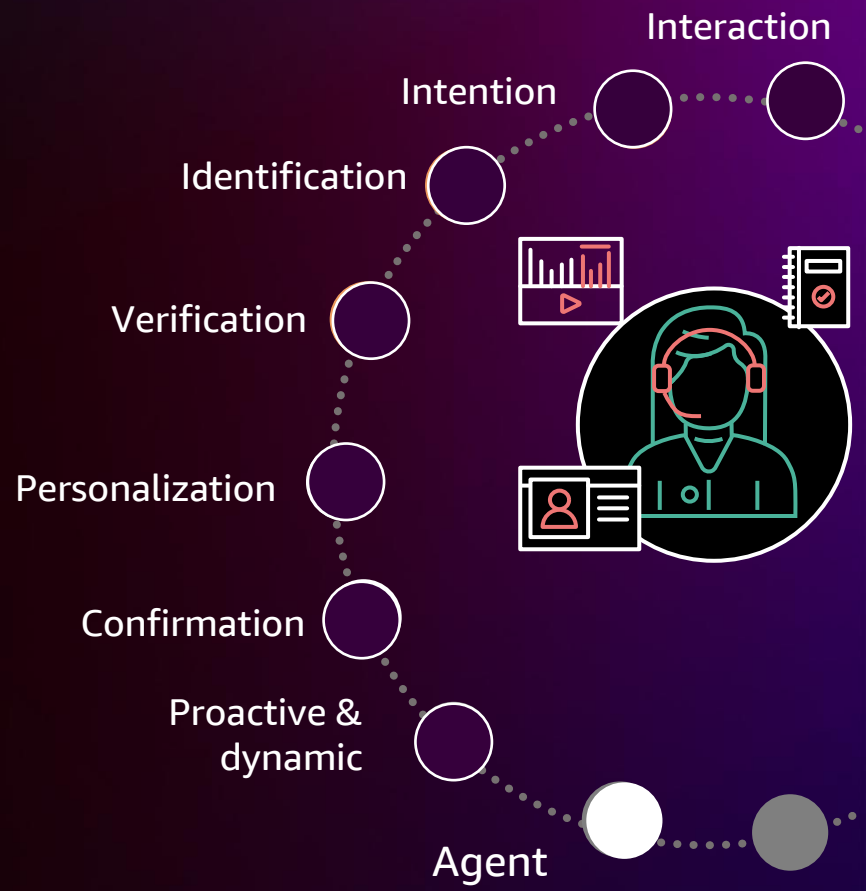
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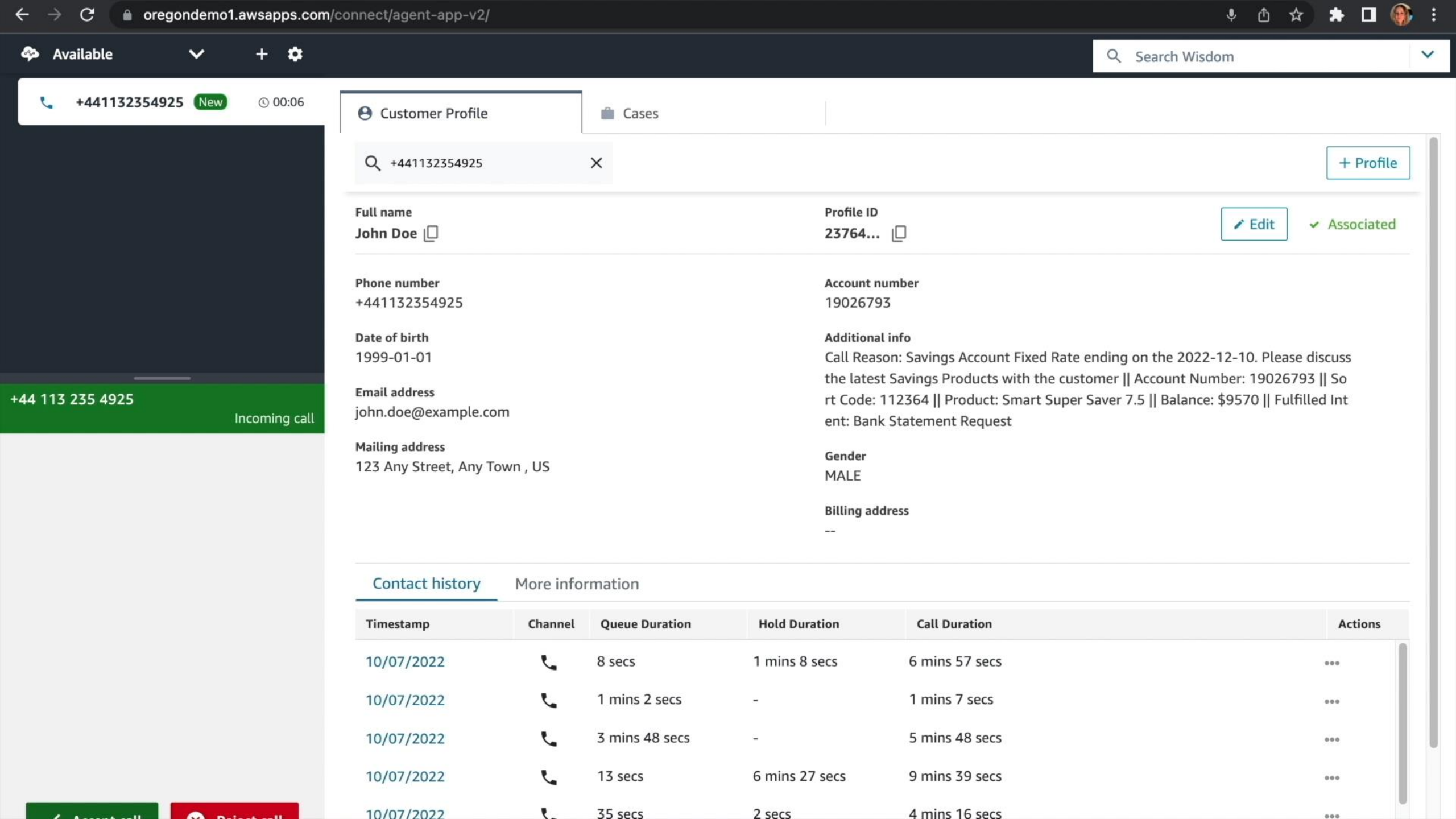


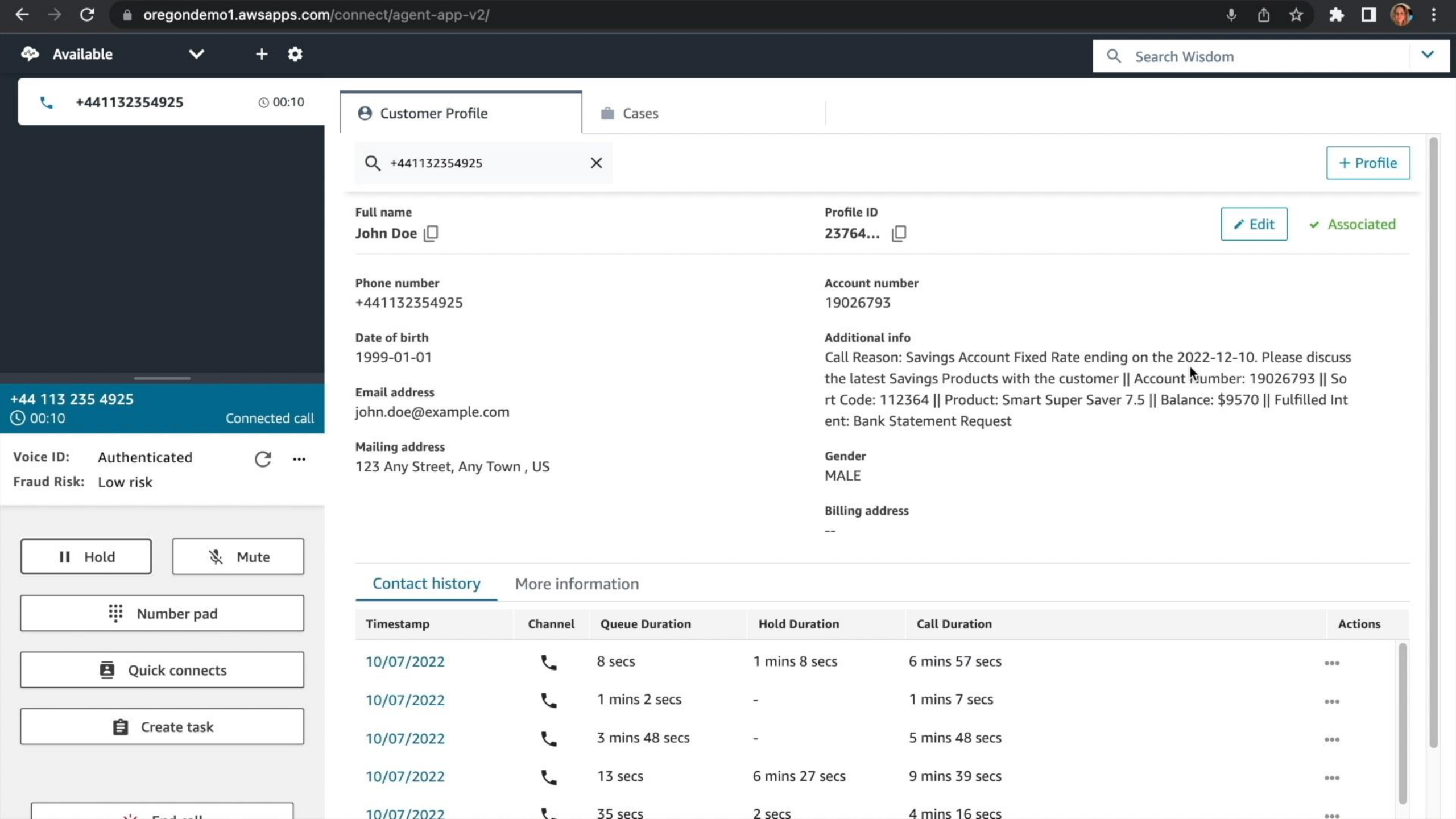
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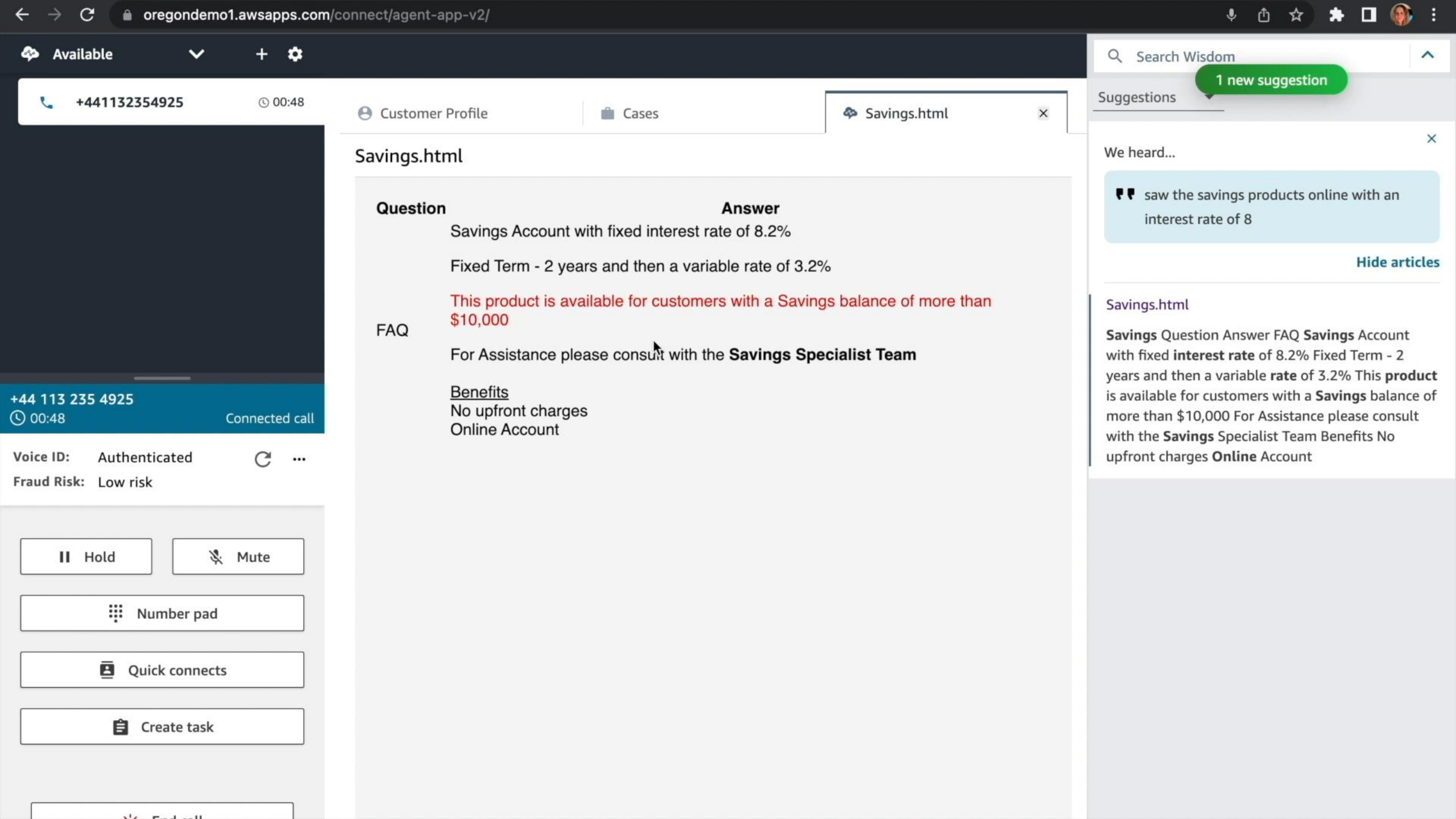


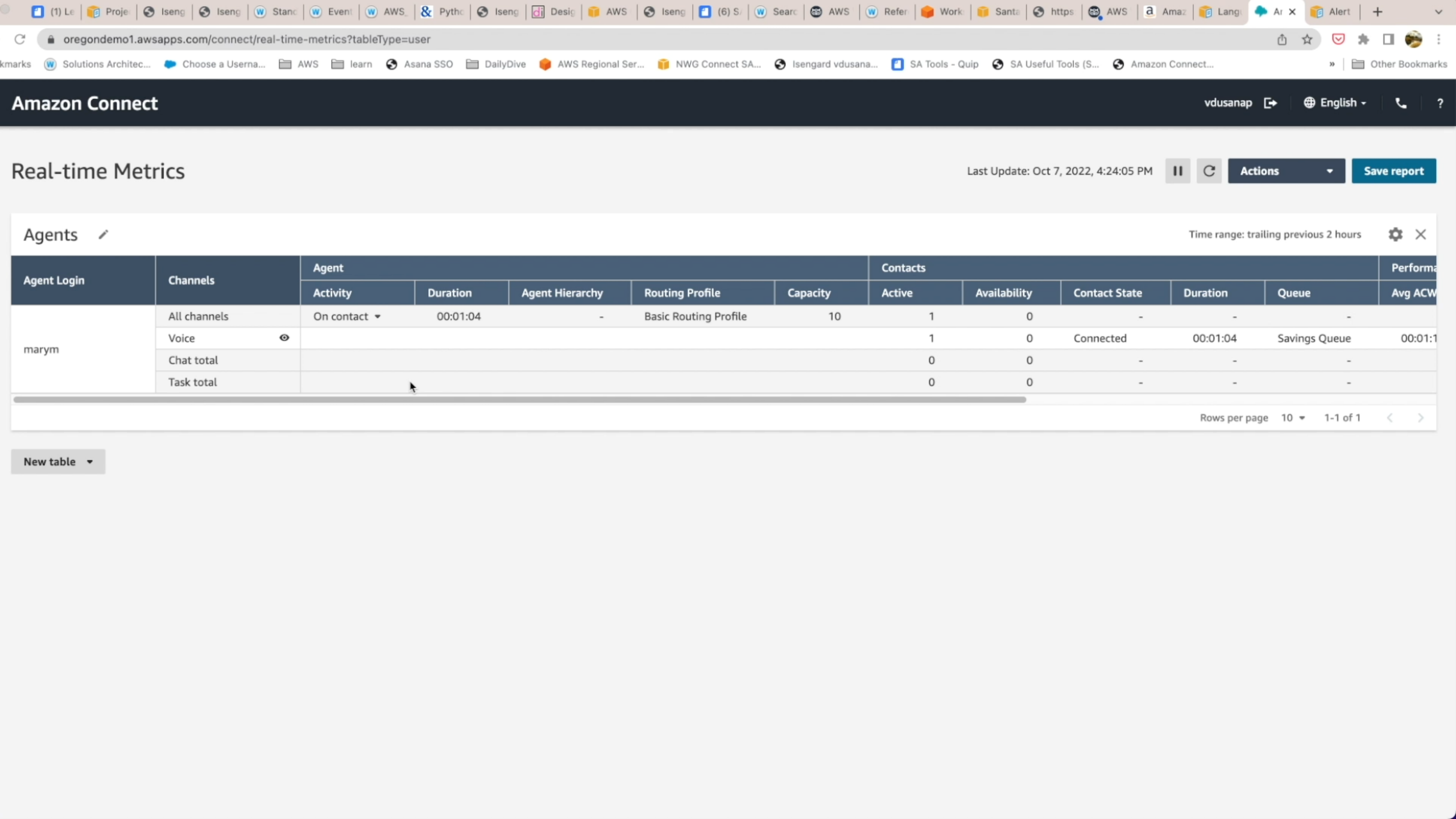


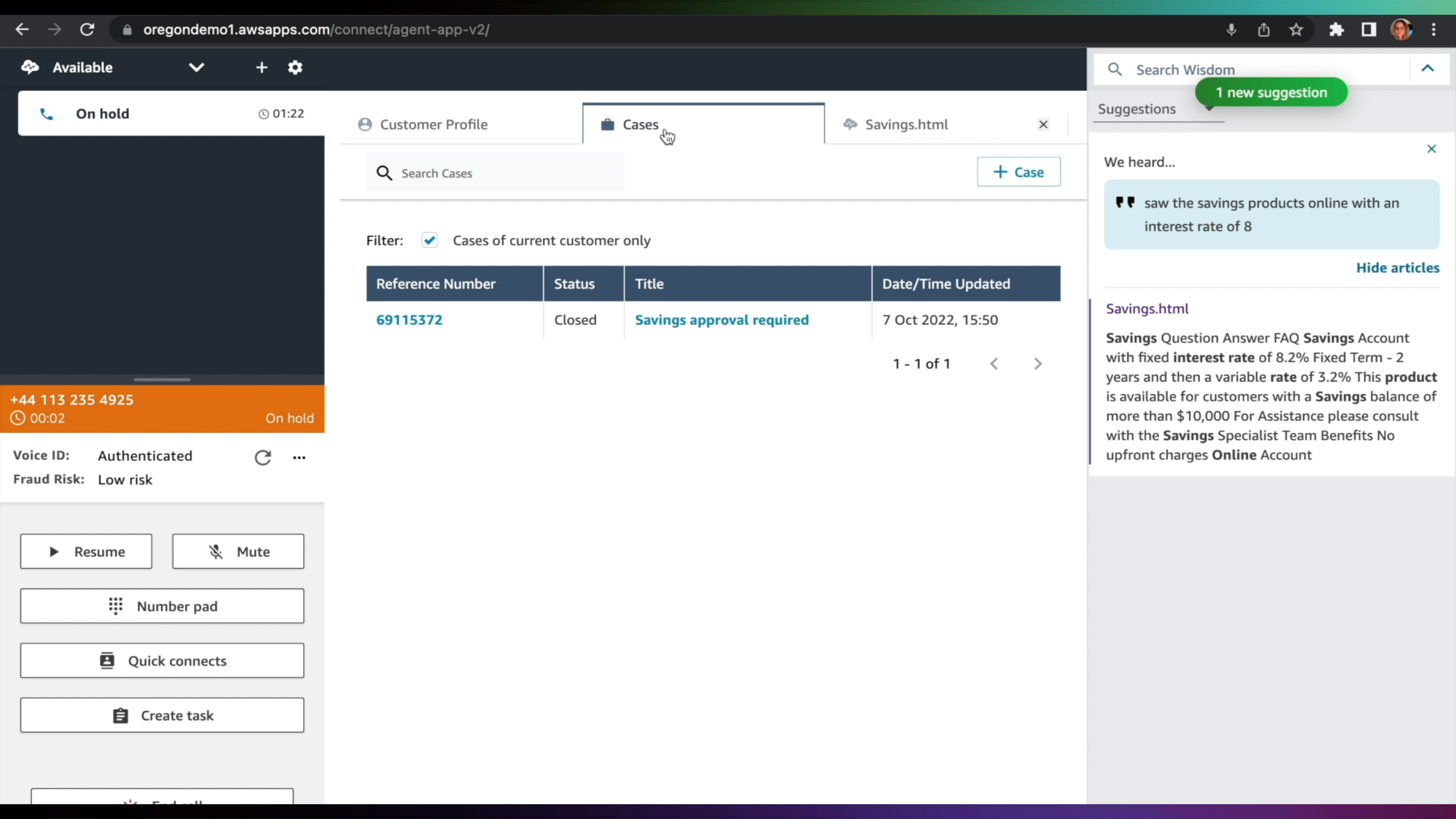
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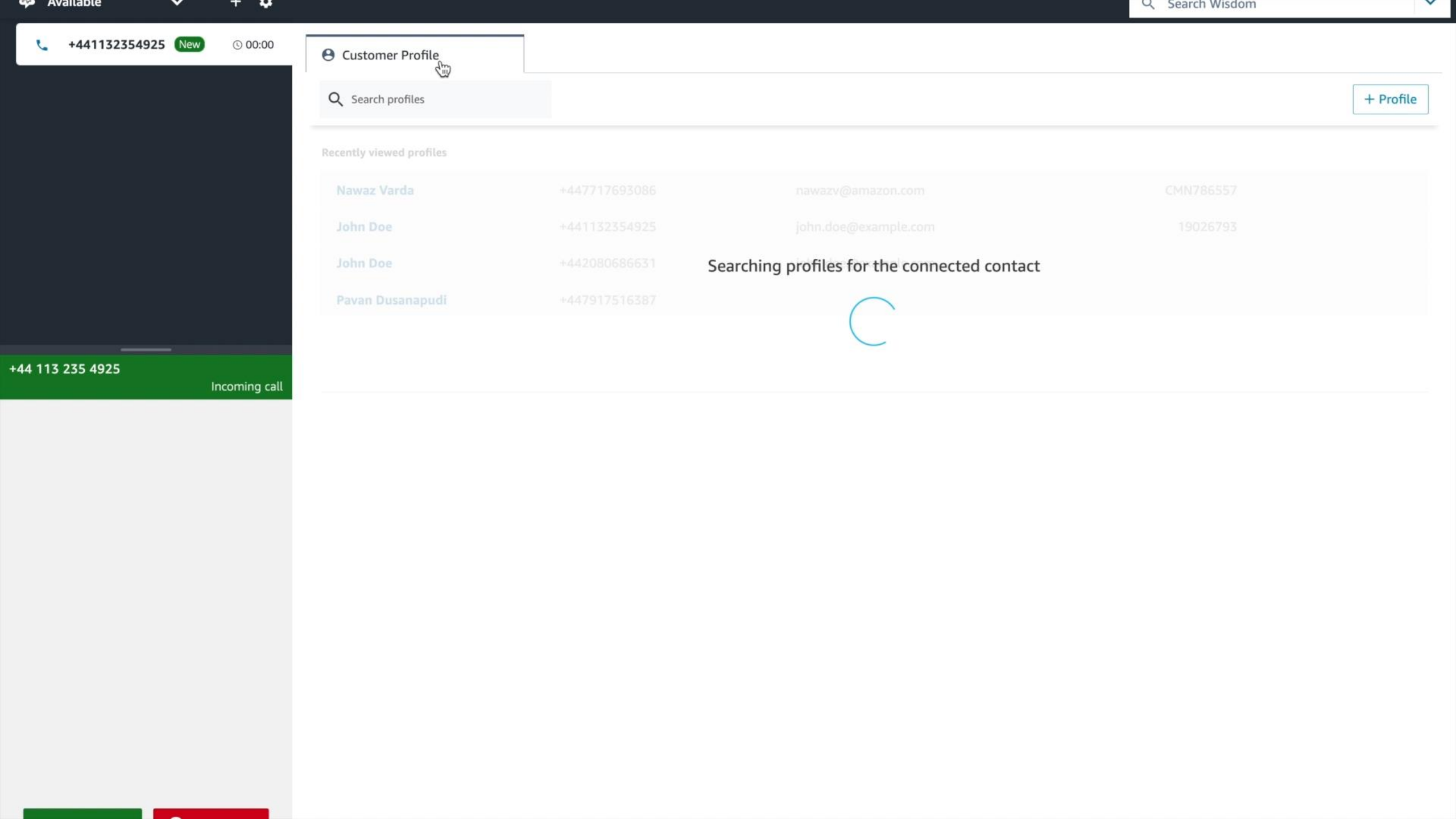

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Available
Search Wisdom
+441132354925 New 00:06
Customer Profile
Cases
+441132354925
+ Profile
Full name
John Doe
Profile ID
23764...
Edit
Associated
Phone number
+441132354925
Account number
19026793
Date of birth
1999-01-01
Additional info
Call Reason: Savings Account Fixed Rate ending on the 2022-12-10. Please discuss the latest Savings Products with the customer || Account Number: 19026793 || Sort Code: 112364 || Product: Smart Super Saver 7.5 || Balance: $9570 || Fulfilled Intent: Bank Statement Request
Email address
john.doe@example.com
Mailing address
123 Any Street, Any Town , US
Gender
MALE
Billing address
--
+44 113 235 4925
Incoming call
Contact history
More information
Timestamp
Channel
Queue Duration
Hold Duration
Call Duration
Actions
10/07/2022 8 secs 1 mins 8 secs 6 mins 57 secs
10/07/2022 1 mins 2 secs - 1 mins 7 secs
10/07/2022 3 mins 48 secs - 5 mins 48 secs
10/07/2022 13 secs 6 mins 27 secs 9 mins 39 secs
10/07/2022 35 secs 2 secs 4 mins 16 secs


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Available
Search Wisdom
+441132354925
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Customer Profile
Cases
+441132354925
+ Profile
Full name
John Doe
Profile ID
23764...
Edit
Associated
Phone number
+441132354925
Account number
19026793
Date of birth
1999-01-01
Additional info
Call Reason: Savings Account Fixed Rate ending on the 2022-12-10. Please discuss the latest Savings Products with the customer || Account number: 19026793 || Sort Code: 112364 || Product: Smart Super Saver 7.5 || Balance: $9570 || Fulfilled Intent: Bank Statement Request
Email address
john.doe@example.com
Mailing address
123 Any Street, Any Town , US
Gender
MALE
Billing address
--
+44 113 235 4925
00:10
Connected call
Voice ID:
Authenticated
Fraud Risk:
Low risk
Hold
Mute
Number pad
Quick connects
Create task
Contact history
More information
Timestamp
Channel
Queue Duration
Hold Duration
Call Duration
Actions
10/07/2022
8 secs
1 mins 8 secs
6 mins 57 secs
10/07/2022
1 mins 2 secs
-
1 mins 7 secs
10/07/2022
3 mins 48 secs
-
5 mins 48 secs
10/07/2022
13 secs
6 mins 27 secs
9 mins 39 secs
10/07/2022
35 secs
2 secs
4 mins 16 secs


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+441132354925
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+44 113 235 4925
00:48
Connected call
Voice ID: Authenticated
Fraud Risk: Low risk
Hold
Mute
Number pad
Quick connects
Create task
Customer Profile
Cases
Savings.html
Savings.html
Question
Answer
Savings Account with fixed interest rate of 8.2%
Fixed Term - 2 years and then a variable rate of 3.2%
This product is available for customers with a Savings balance of more than $10,000
FAQ
For Assistance please consult with the Savings Specialist Team
Benefits
No upfront charges
Online Account
Search Wisdom
1 new suggestion
Suggestions
We heard...
saw the savings products online with an interest rate of 8
Hide articles
Savings.html
Savings Question Answer FAQ Savings Account with fixed interest rate of 8.2% Fixed Term - 2 years and then a variable rate of 3.2% This product is available for customers with a Savings balance of more than $10,000 For Assistance please consult with the Savings Specialist Team Benefits No upfront charges Online Account


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Amazon Connect
vdusanap
English
Real-time Metrics
Last Update: Oct 7, 2022, 4:24:05 PM
Actions
Save report
Agents
Time range: trailing previous 2 hours
Agent Login
Channels
Agent
Contacts
Activity
Duration
Agent Hierarchy
Routing Profile
Capacity
Active
Availability
Contact State
Duration
Queue
Avg ACW
marym
All channels
On contact
00:01:04
-
Basic Routing Profile
10
1
0
-
-
-
Voice
1
0
Connected
00:01:04
Savings Queue
00:01:1
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Task total
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New table

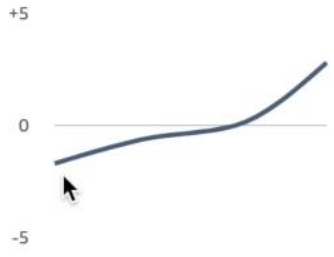

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Available
On hold
01:22
+44 113 235 4925
00:02
On hold
Voice ID: Authenticated
Fraud Risk: Low risk
Resume
Mute
Number pad
Quick connects
Create task
Customer Profile
Cases
Savings.html
Search Cases
+ Case
Filter: Cases of current customer only
Reference Number
Status
Title
Date/Time Updated
69115372
Closed
Savings approval required
7 Oct 2022, 15:50
1 - 1 of 1
Search Wisdom
1 new suggestion
Suggestions
We heard...
saw the savings products online with an interest rate of 8
Hide articles
Savings.html
Savings Question Answer FAQ Savings Account with fixed interest rate of 8.2% Fixed Term - 2 years and then a variable rate of 3.2% This product is available for customers with a Savings balance of more than $10,000 For Assistance please consult with the Savings Specialist Team Benefits No upfront charges Online Account


Available
Search Wisdom
+441132354925
New
00:00
Customer Profile
Search profiles
+ Profile
Recently viewed profiles
Nawaz Varda
+447717693086
nawazv@amazon.com
CMN786557
John Doe
+441132354925
john.doe@example.com
19026793
John Doe
+442080686631
Pavan Dusanapudi
+447917516387
Searching profiles for the connected contact
+44 113 235 4925
Incoming call

Contact details

Contact summary

Contact ID	43918489-b398-4f29-b1d9-4796aaa89665
Next contact ID	5d632cad-61be-46be-82f7-55998ef57618
Channel	Voice
Initiation method	Inbound
Media streams	[AUDIO]
Start and end time	Oct 7, 22, 08:20:26 am - 08:28:55 am
Duration	00:08:29
Disconnect reason	Customer disconnect
Customer phone number	+441132354925
Agent	Major Mary
Queue	Savings Queue
Last updated	Oct 7, 22, 08:31:23 am



Customer sentiment trend


Neutral 73.91%
Positive 13.04%
Negative 13.04%
Customer sentiment

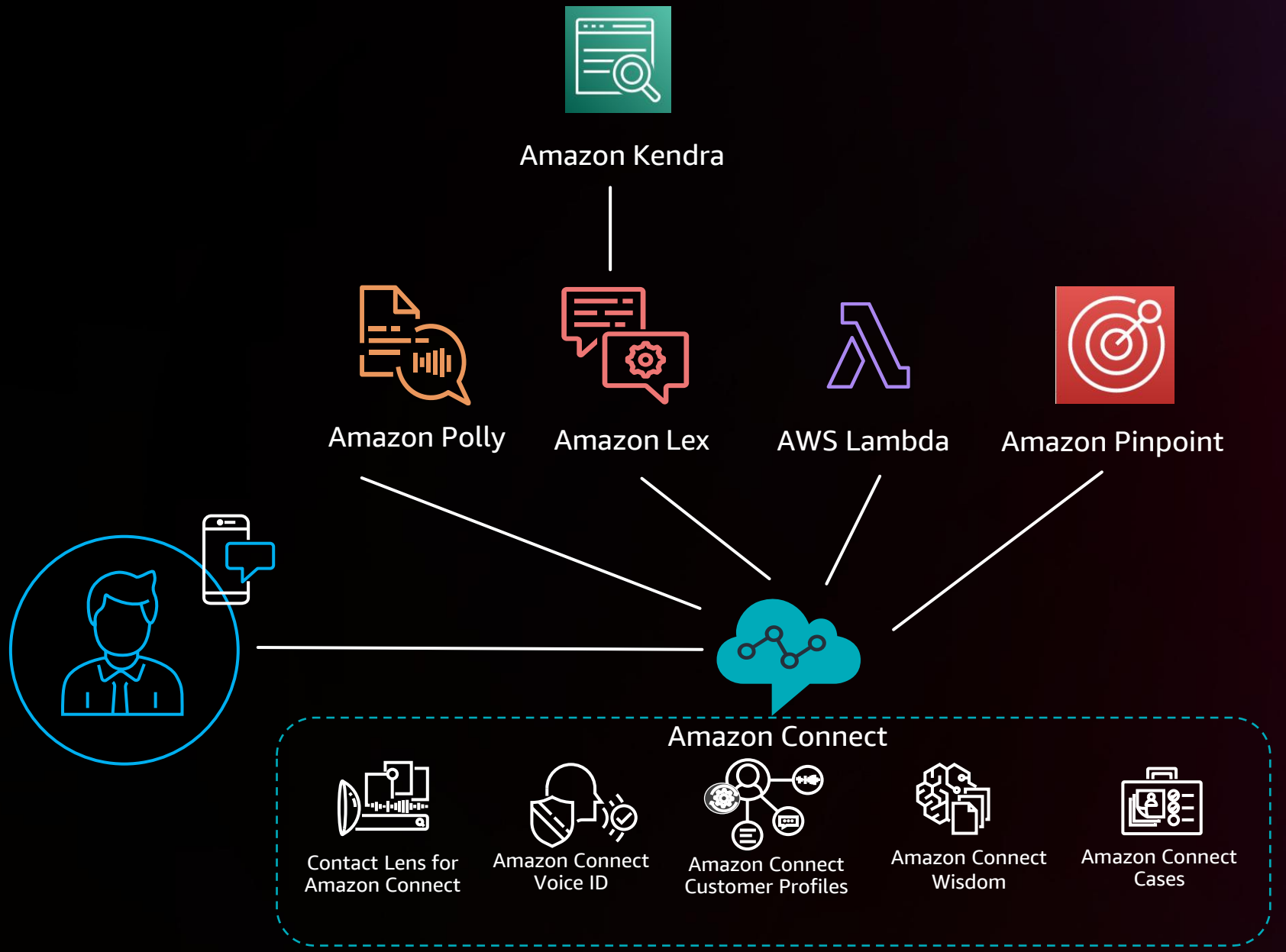

Non-talk time 53.31%
Customer talk time 17.76%
Agent talk time 28.93%
Agent interaction duration 00:05:54

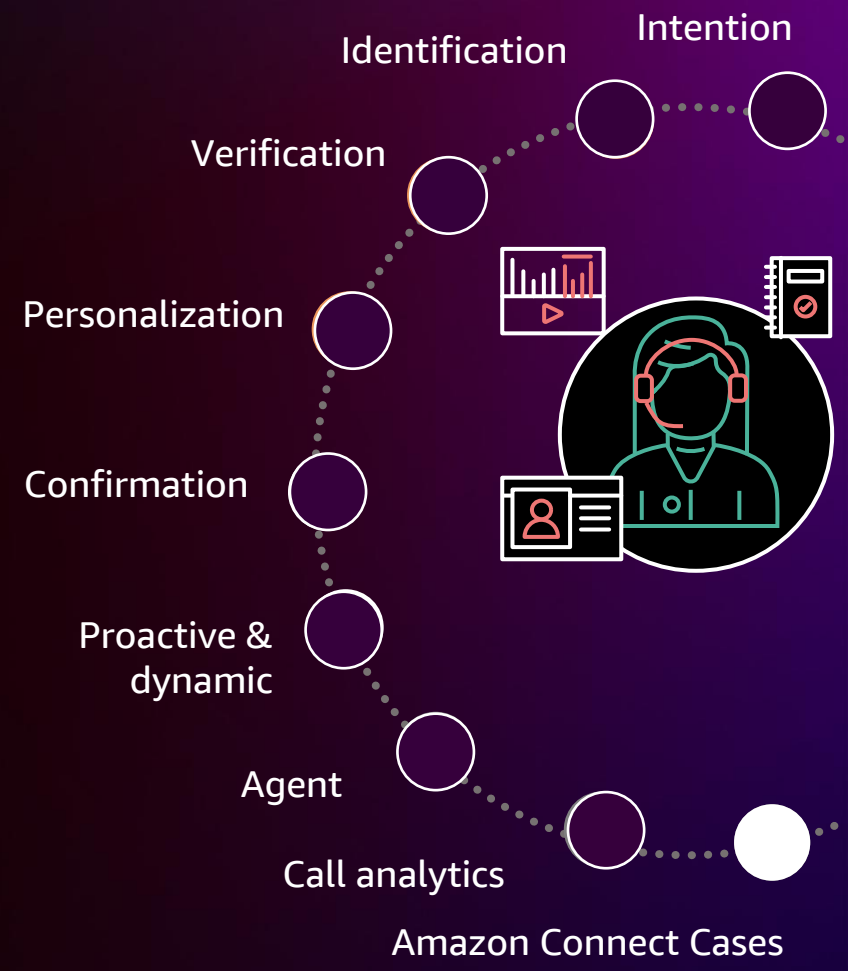
Categories

Select the category to see the corresponding section in the transcript

Politeness | LowCustomerSentiment

Recording and transcript





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How do we solve your challenges?

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Q&A

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Useful resources



Level up your contact center with Amazon Connect unified agent application

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Thank you!



Please complete the session survey in the **mobile app**

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