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WPS213

Rapidly deploying social services on Amazon Connect

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Will I be able to keep my small business open?

How do we flatten the curve in our community?

How do we give our citizens the information they need?

Will I be able to buy groceries for my family?



Agenda

Why Amazon Connect?

Maryland Department of Information Technology

Kansas Department of Labor (KDOL)

Employment and Social Development Canada (ESDC)

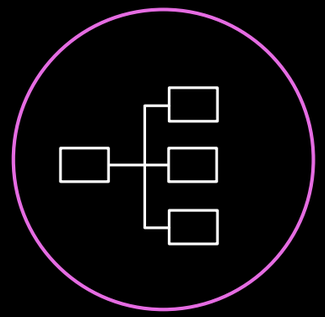


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Amazon Connect

Easy-to-use, omnichannel cloud-based contact center service that scales to support businesses of any size

The fastest path to customer service innovation



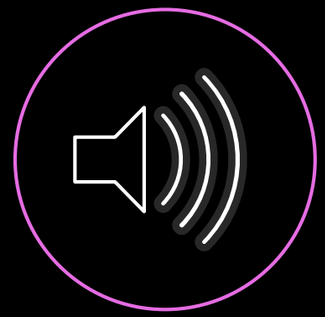
Skills-based contact routing



Voice and chat recording



Real-time and historical analytics



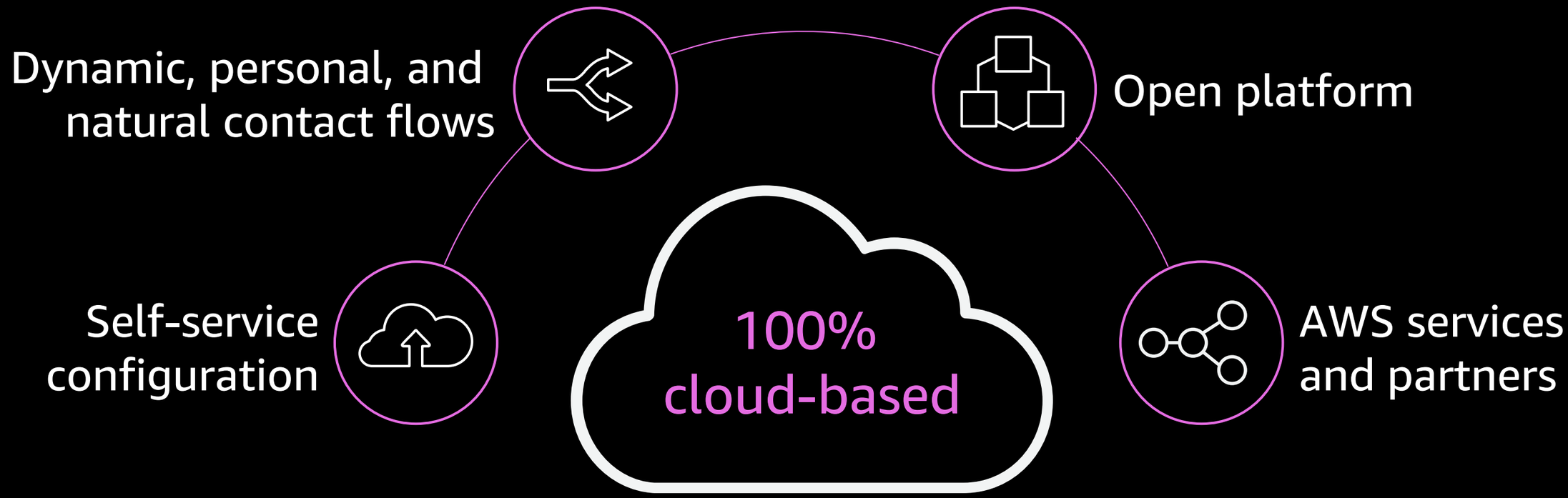
High-quality voice capability

Service architecture:
Multitenant across multiple availability zones connected through low-latency links

Telephony architecture:
Host toll-free and direct-dial numbers (DID) on our managed network of carriers

Amazon Connect

EASY-TO-USE, OMNICHANNEL CLOUD-BASED CONTACT CENTER



Pay only for the value delivered to your customers

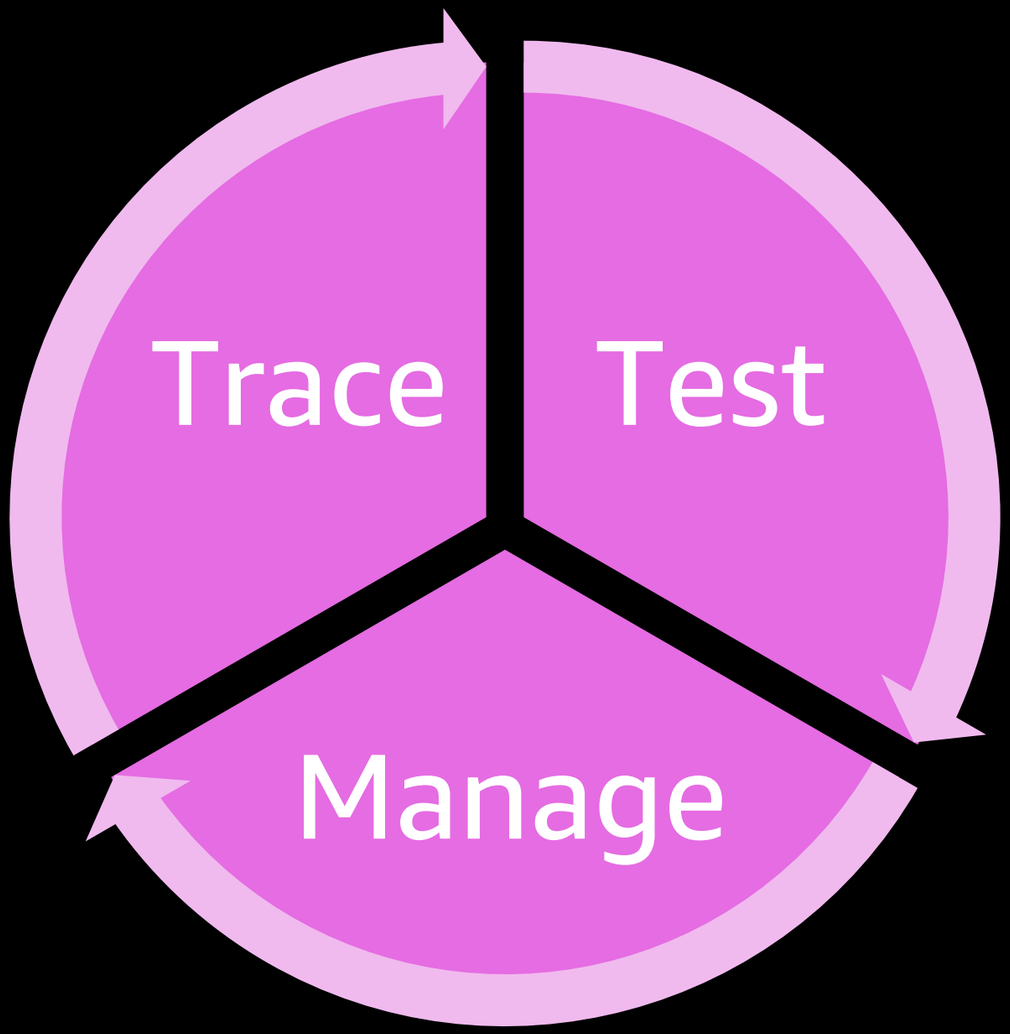
Maryland Department of Information Technology



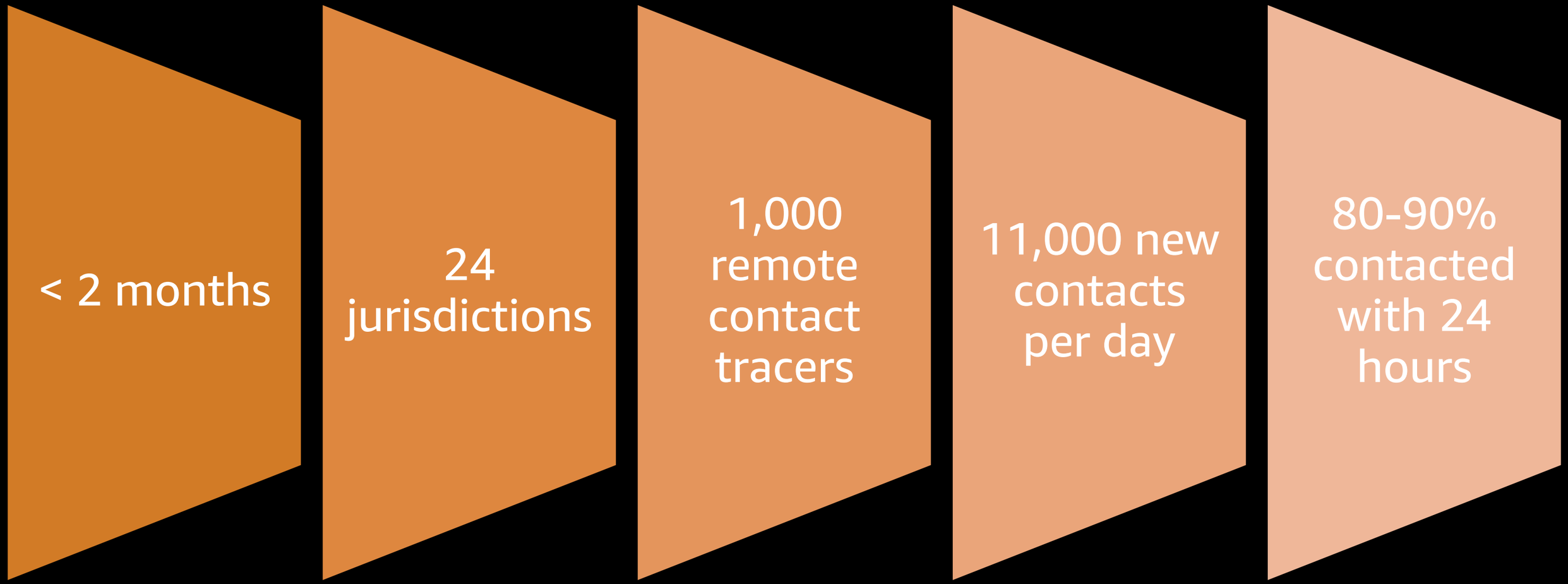
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Maryland covidLINK contact tracing



Maryland covidLINK contact tracing



“We knew the sooner it was launched, the sooner it would save lives… It was effective because just within the first 10 days or so, we kept over 2,000 people off the streets that were exposed [to COVID-19] and ended up having symptoms.”

Lance Schine

Deputy Secretary of Information Technology for Maryland



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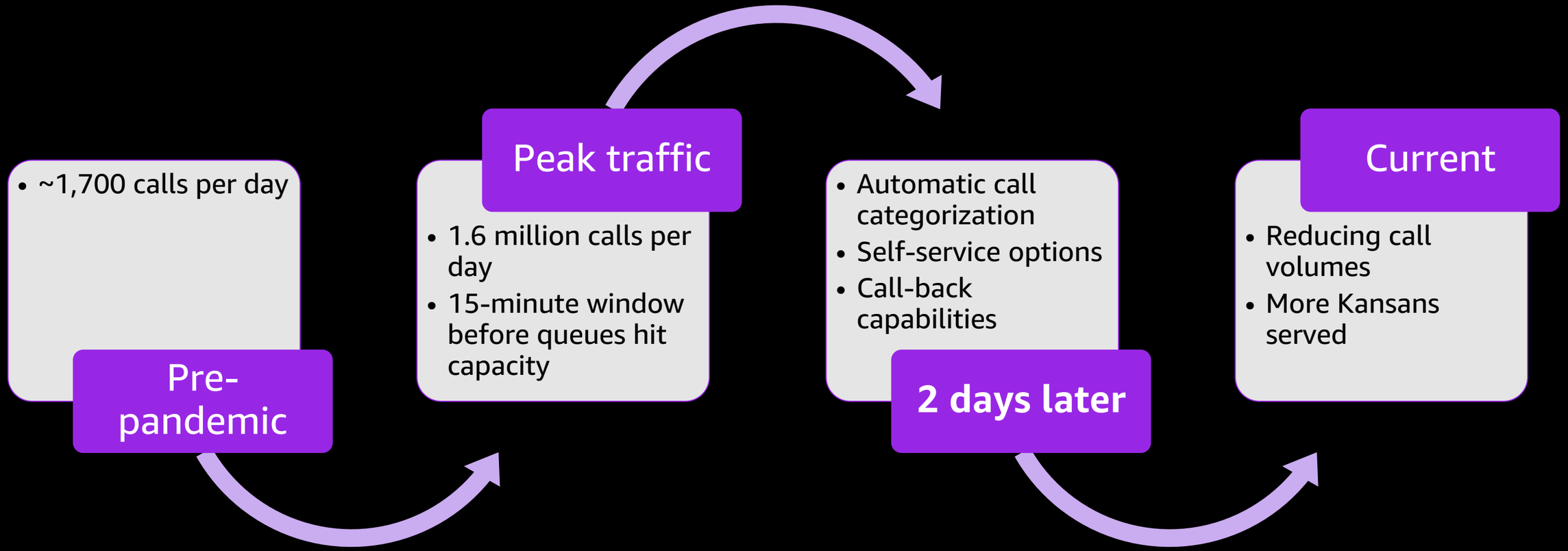
Kansas Department of Labor



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KDOL: Rapid Amazon Connect deployment



“Our goal was to serve more Kansans every day, and we are doing that. Our agents can hear the relief in callers’ voices when they are finally able to speak to a person after they had been calling without success in previous weeks. It is highly fulfilling for them to help residents in need at this time.”

Kate Davis

Legislative Liaison for the Governor’s Office



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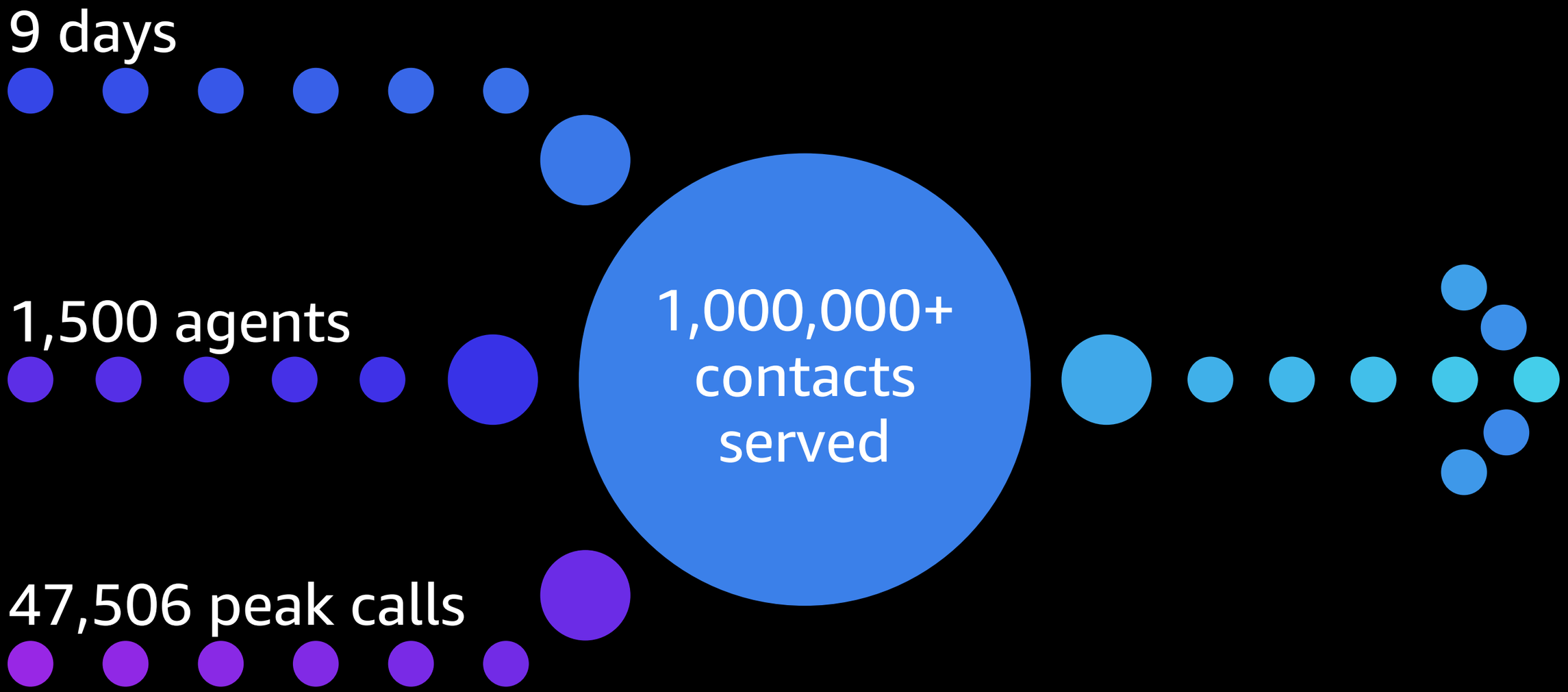
Employment and Social Development Canada



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ESDC: By the numbers



“I have to say that my bosses and most of the government is probably now wondering why we can’t do this more often… The appetite inside the organization for that level of mobilization, speed and solutioning, and being engaged rapidly, you just can’t take that away once they’ve tasted it.”

Benoit Long

Chief Transformation Officer at ESDC



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Amazon Connect





100% cloud-based with no-hassle telephony



Self-service, easy-to-use interface



Automatic scaling



Secure and compliant



AI / ML ready with Amazon Lex and Contact Lens



Consumption-based pricing without commitments

Watch Amazon Connect launch sessions

SESSION ID: EMB022

Amazon Connect and the future of cloud contact centers

Pasquale DeMaio, GM Amazon Connect – AWS
Yasser El-Haggen, World Wide Solutions Architect – AWS

SESSION ID: EMB041

Real-time ML analytics with Contact Lens for Amazon Connect

Kaustubh Khanke, Senior Product Manager, Artificial Intelligence – AWS
Sagar Khasnis, Senior Solutions Architect, Productivity Applications – AWS

SESSION ID: EMB029

ML-powered voice authentication with Amazon Connect Voice ID

Atul Deo, Principal Product Manager, Artificial Intelligence – AWS

SESSION ID: EMB049

Solve customer issues quickly with Amazon Connect Wisdom

Guru Raj, GM, Amazon Connect Wisdom – AWS
Lizzy Mitchell, Head of Customer Experience Analytics – Traeger Grills

SESSION ID: EMB038

Personalized service with Amazon Connect Customer Profiles

Davor Golac, Senior Manager – AWS
Shobhit Gupta, Senior Product Manager – AWS

SESSION ID: EMB054

Automate, track, and manage tasks with Amazon Connect Tasks

Prashant Trehan, Product Manager – AWS
Erin Hall, Senior Solutions Engineer – AWS

Get started today



Set up today
aws.amazon.com/connect/



Learn about new capabilities
aws.amazon.com/blogs/contact-center/



Find more information
aws.amazon.com/connect/resources/

Thank you!



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