AWS re:Invent

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BIZ304

Unify inbound, outbound, & self-service experiences with Amazon Connect

Jeremy Puent (he/him)
Sr. Connect Specialist SA
AWS

Anjali Khambete (she/her)
Sr. Connect Specialist SA
AWS

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Team introductions



Jeremy Puent

Sr. Connect Specialist SA



Anjali Khambete

Sr. Connect Specialist SA

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- Chalk talk
- Heart of the contact center
- Sample architecture
- Customer use cases

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Chalk talk

Interactive session to whiteboard possible solutions to customer use cases



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Heart of the contact center

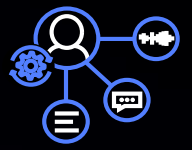
At the heart of contact center is the customer and the experiences we can create to remove all friction, predict the customer's needs, resolve the issue, and delight the customer

Remove friction

- Self-service
- Dynamic experience
- Channel choice

Systems of action

Amazon Connect Customer Profiles



Amazon Connect Voice ID



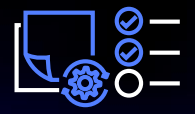
Contact Lens for Amazon Connect



Amazon Connect Wisdom



Amazon Connect Tasks



aws

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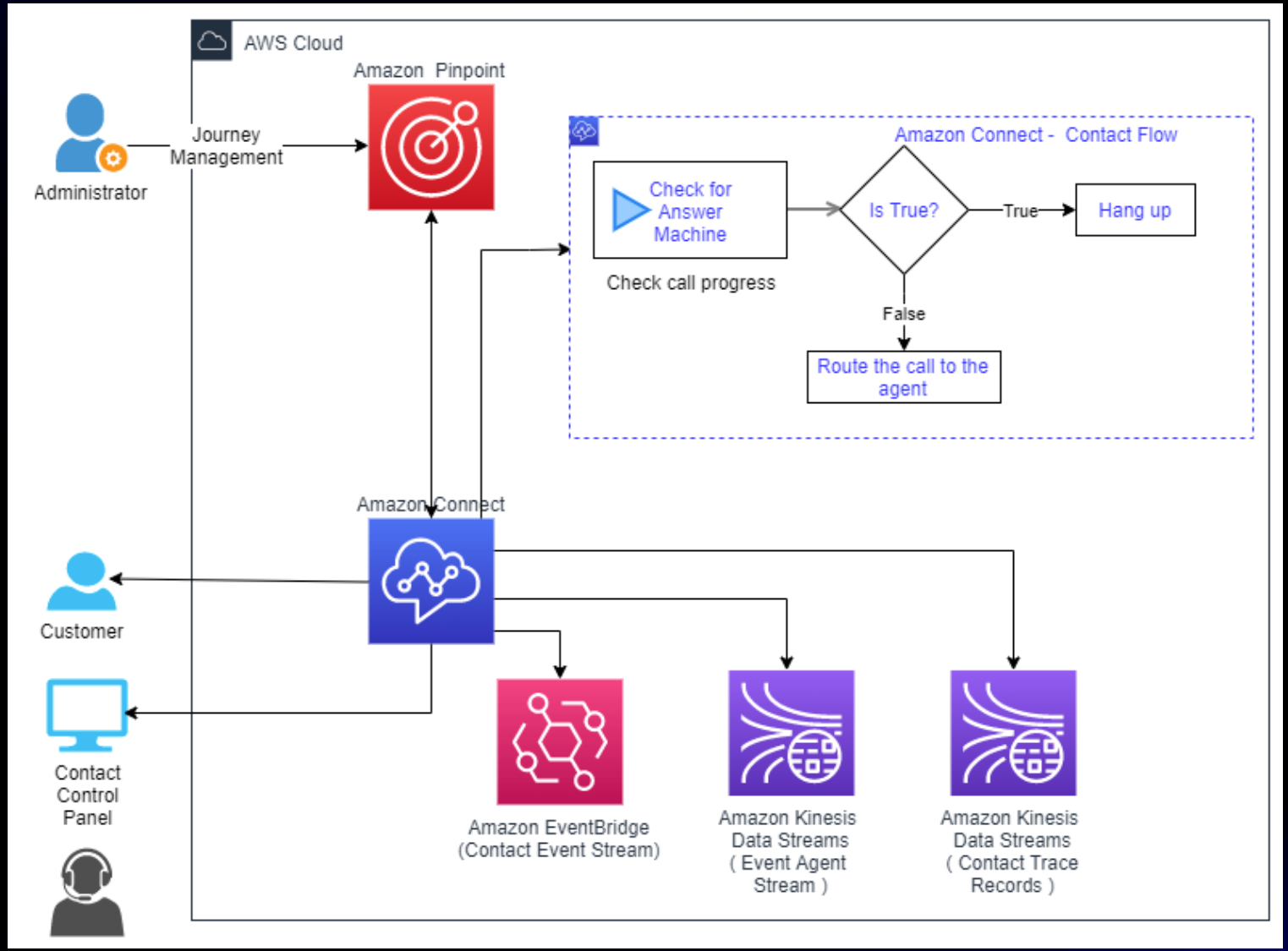
Outbound: High-volume outbound architecture

CAMPAIGN-BASED AUTOMATED OUTBOUND DIALING USING AMAZON CONNECT



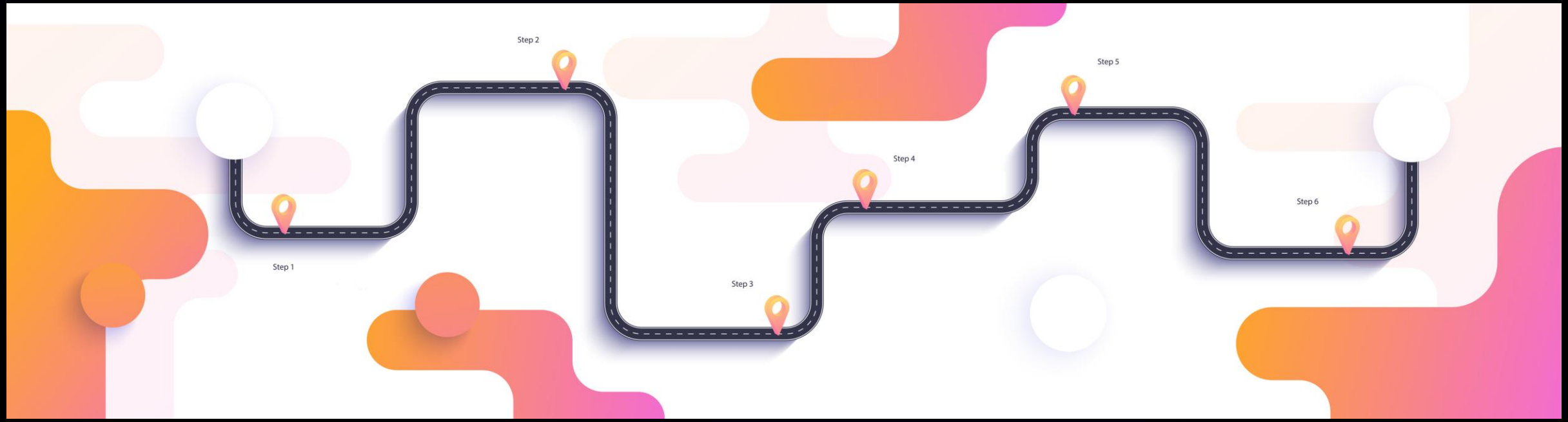
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Sample architecture – High-volume outbound



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What would your journey be?



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Thank you!

Jeremy Puent
jerpuent@amazon.com

Anjali Khambete
akkhambe@amazon.com

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