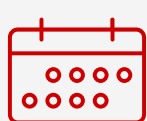


THE PATH TO BETTER CUSTOMER EXPERIENCES

Modernize the contact center with Amazon Connect

Contact centers are key to creating the overall customer experience. In the modern age, contact centers need agility and scalability to move beyond on-premises and legacy solutions and shift to more nimble work-from-anywhere and omnichannel scenarios. Amazon Connect makes it possible to set up a cloud-based contact center quickly and easily, so you can scale to meet demand, and enable agents to deliver superior customer experiences from anywhere.

ACCELERATE THE CUSTOMER-EXPERIENCE EVOLUTION



2 Weeks

2 weeks to deploy an omnichannel cloud contact center



20 Minutes

20 minutes to train a new agent for increased efficiency and performance



Up to 80%

Up to 80% savings over traditional contact center solutions

Tap into the power of partners

In collaboration with Amazon Web Services (AWS), AWS Partners can empower your organization to deliver better customer experiences.



PROVIDE QUALITY CUSTOMER SERVICE AT ANY SCALE – FROM ANYWHERE



SMALL TO MEDIUM-SIZED BUSINESSES



ENTERPRISE-CLASS BUSINESSES



Work remotely

All an agent needs is an internet connection, a headset, and a laptop



Set up quickly

In 20 minutes, an agent can be trained and ready



Operate efficiently

A simple, browser-based interface delivers all the information and functionality needed



Communicate clearly

Amazon Connect offers high-quality audio capabilities, natural interactive voice response (IVR), and interactive chatbots

The Modern Contact Center

1

Streamlined experiences

Create seamless omnichannel experiences through a single unified contact center for voice, chat, and task management

[Amazon Connect Voice and Chat >>](#)

2

Faster customer insights

Understand customer needs better and in real time with full speech-to-text search, sentiment, trend analysis, and alerts

[Contact Lens for Amazon Connect >>](#)

3

Automated task tracking

Easily prioritize, assign, and track all contact center agent tasks to improve agent productivity and quickly resolve customer issues

[Amazon Connect Tasks >>](#)

4

Personalized customer service

Give agents all the customer information they need in a single pane of glass to customize interactions and resolve calls faster

[Amazon Connect Customer Profiles >>](#)

5

Improved customer experience

End frustrating manual and repetitive questioning by analyzing a caller's unique voice characteristics

[Amazon Connect Voice ID >>](#)

6

Deeper agent knowledge

Use machine learning to accelerate answers, search for information, and resolve issues faster and more completely

[Amazon Connect Wisdom >>](#)

To successfully deploy fully integrated contact center solutions, you need expertise in Contact Center software, AI, and software engineering. The Intelligent CX practice at CDW brings the expertise you need for your contact center solutions, helping you to improve your users' and your customers' experience.

