



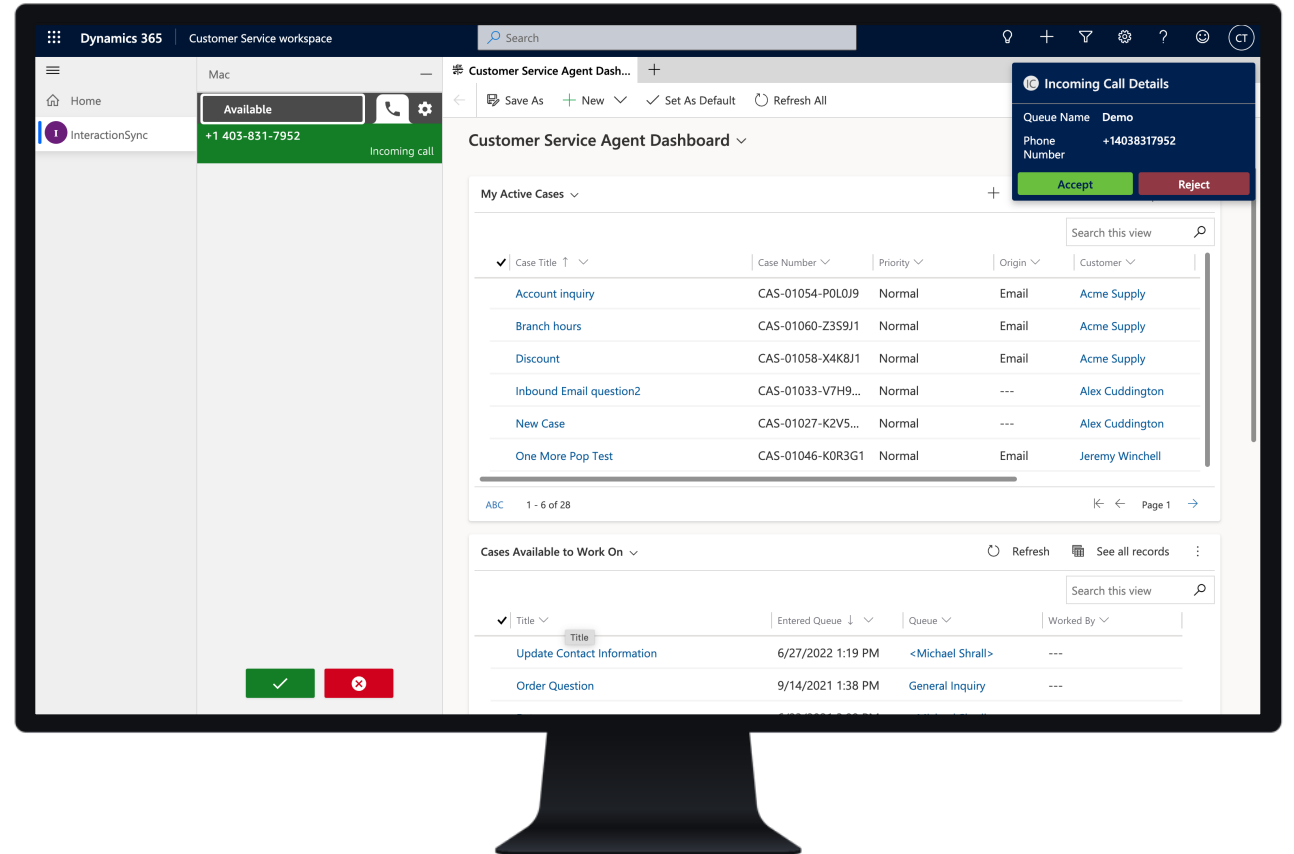
# InteractionSync for Amazon Connect

## Overview



# Optimal contact center agent performance depends on effective software

For CRM environments, weak integration with other systems can lead to various performance challenges



# Performance limitations

- Long average handle times
- Excessive agent on-boarding effort
- Frustrated agents
- Weak data quality
- Poor customer experience
- Incremental time and cost to improvements





# InteractionSync for Amazon Connect

TTEC Digital InteractionSync for Amazon Connect enables contact centers to deliver better business results by saving agents time, increasing interaction quality and optimizing operations performance.

## Unified interface

Provides a unified view of Amazon Connect interactions within Microsoft Dynamics 365

## Fueling the Exceptional

Use TTEC Digital InteractionSync for Amazon Connect to fuel exceptional customer experiences consistently with speed and quality

# Contact Center Teams, Better Business Results



## Save Agents Time

- Faster navigation / fewer keystrokes
- Automate routine actions



## Optimize Operations Performance

- Access more data
- Faster agent on-boarding



## Increase Interaction Quality

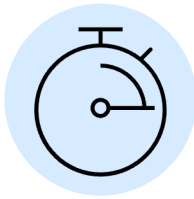
- Greater customer focus
- Reduced errors through automatic operation



## Drive Key Metrics

- Improve AHT, FCR, CSAT, ASAT
- Lower OPEX

# IT Teams Lower TCO



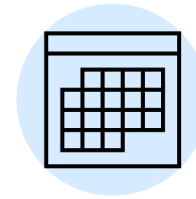
## Save Time

- Minimal effort to implement
  - Easy to support



## Utilize Existing Skills

- Use your Amazon and Microsoft Dynamics 365 resources



## Avoid Obsolescence

- Software functionality that remains current



## Embedded Interface

- Faster Navigation
- Greater Customer Focus
- Reduce Agent On-boarding Time

The screenshot displays the TTEC Digital Customer Service Workspace. The top header includes the TTEC Digital logo, 'Customer Service Workspace', a search bar, and utility icons. The left sidebar shows navigation options: Home, InteractionSync, and Jarrod Brooks. The central call control panel, highlighted with a blue border, shows a call in progress with the number +1 403-831-7952 and a duration of 00:04. It includes buttons for Hold, Mute, Number pad, Quick connects, End call, and Wrap Up. The main content area displays contact information for Jarrod Brooks, including his title (Director), business phone (+14038317952), and email (jbrooks@avtex.com). Below this is a 'Summary' section with tabs for 'GENERAL INFORMATION' and 'TIMELINE'. The 'GENERAL INFORMATION' section lists fields like First Name (Jarrod), Last Name (Brooks), Account Name (TTEC Digital), Mobile Phone (+14038317952), Fax (---), Contact Method (Phone), and Address (9197 South Peoria Street). The 'TIMELINE' section shows a list of phone calls from Jarrod Brooks, with the most recent one dated 10/14/2022 at 9:24 AM, noting an update to mailing address information.

**ttec DIGITAL** Customer Service Workspace

InteractionSync

Available  
+1 403-831-7952  
00:04 Connected call

Home  
InteractionSync  
Jarrod Brooks

Hold  
Mute  
Number pad  
Quick connects  
End call  
Wrap Up

**Jarrod Brooks** - Saved  
Contact  
Director  
Job Title  
+14038317952  
Business Phone  
jbrooks@avtexp.com  
Email  
Steveland Judkins  
Owner

Save & Close New Deactivate Connect Add to Marketing List Assign Email a Link

Summary Details Related

**GENERAL INFORMATION**

First Name\*  
Jarrod

Last Name\*  
Brooks

Account Name  
TTEC Digital

Mobile Phone  
+14038317952

Fax  
---

Contact Method  
Phone

Address 1: Street 1  
9197 South Peoria Street

Address 1: Street 2

**TIMELINE**

Timeline

Search timeline

Enter a note...

- Phone Call from Jarrod Brooks  
Demo  
Updated the customer contact information to their new mailing address  
Closed 10/14/2022 9:24 AM
- Phone Call from Jarrod Brooks  
Demo  
Closed 10/14/2022 9:00 AM
- Phone Call from Jarrod Brooks  
Demo  
Customer wanted to change contact information: Address  
Closed 10/11/2022 7:45 PM
- Phone Call from Jarrod Brooks  
Demo  
Closed 10/11/2022 7:24 PM
- Phone Call from Jarrod Brooks  
Demo  
Changed Contact Info  
10/11/2022 3:59 PM

https://avtexp.crm.dynamics.com/main.aspx?appid=11fb4717-3b17-eb11-a812-000d3a579c8c&pagetype=entityrecord&etn=systemuser&id=d5c376a5-ac07-aa11-a811-000d3a579c8c



## Automatically Pop or Prefill Records

- Save Agents Time
- Increase Interaction Quality





## Automatically Create Activities

- Save Agents Time
- Increase Interaction Quality
- Improve Data for Management Reports

The screenshot displays the TTEC Digital Customer Service Workspace interface. The top navigation bar includes the TTEC Digital logo, the text "Customer Service Workspace", a search bar, and various utility icons. Below the navigation bar, there are tabs for "Jarrod Brooks", "Pay Bill Online", and "Demo". The main content area is divided into three sections:

- Left Panel:** A sidebar with a "Home" button and a list of agents: "InteractionSync" and "Jarrod Brooks".
- Middle Panel:** A chat window titled "Welcome j" with a "Quick connects" button and a "Number pad" button.
- Right Panel:** A call log entry for "Demo - Saved" with a status of "Normal Priority". The call details are as follows:

Field	Value
Subject	Demo
Call From	Jarrod Brooks
Call To	Carson Tunna
Regarding	Pay Bill Online
Phone Number	+14038317952
Duration	1 minute
Wrapup Code	Bill Payment

Below the call details is a "Description" field containing the text: "Created new portal login for customer and confirmed they are able to log in and see portal. Walked them through how to pay their bill online."

Power Apps

Publish all customizations → Export → Manage search index

### Overview

Details [Edit details](#)

Display name	Package type	Description
InteractionSy...	Managed	
Name	Publisher	
InteractionSy...	TTEC Digital	
Created on	Patch	
Oct 21, 2022 7:58 AM	No	
Version	Configuration page	
1.0	<a href="#">View page</a>	

### Recent Items

Display name
InteractionSyncLicensingHome_202207200808
InteractionSync Licensing
InteractionSync Licensing
InteractionSync User
InteractionSync Admin

### Configuration page

InteractionSync [New Configuration](#) 1.0.0

Profile

Default

Queue

**Default**

Sales

Support

### Search and Screen Pop

#### Trigger

Connected

#### Searched Entities

[Add](#)

Entity	Search Fields	Filter	Actions
Contact	telephone1 × telephone2 × telephone3 ×	statecode eq 0	Delete

#### Screen pop behavior

If no entity is found

Show search page

If a single entity is found

Display entity

[Close](#)



## Configurable Package Solution

- Fast / Easy Implementation
- Flexible Configuration by Queue
- Available through AppSource

# Return on Investment – 150 Agents

## Assumptions

- No softphone exists today
- Implement out-of-the-box InteractionSync screen pop
- Agent cost including overhead: \$35,000
- Agent utilization rate: 80%
- InteractionSync time savings: 30 sec per 300 sec call
- InteractionSync 1st year investment: \$27,000

## Returns

- Agent cost savings per year: \$420,000
- Investment payback period: <1 month



# Key Features

Embedded Interface within Dynamics 365 View

Built upon the contact control panel within Dynamics 365 Unified Interface

Supports Dynamics 365 Customer Service Workspace

Supports the new Dynamics Customer Service UI for increasing agent productivity for core customer service, with the ability to work on multiple sessions at a time in a single workspace experience

Automatic search and find entities in Dynamics

Screen pop is a mechanism that opens a specific page in Dynamics automatically, based on information that already exists on the interaction

# Key Features

## Automatically Creates D365 Activities to track interactions

Logs each interaction made to and from Amazon Connect as an activity in Dynamics. These activities can then be associated with Contacts, Leads, Accounts, Cases, etc.

## Automatic Session Tab Tracking

InteractionSync will track which tabs the agent has open to make it easier to associate who called in and what they were calling about with the activity record

## Configuration Utility

Numerous setting options are provided to tailor the application to each client's environment. Examples include screen pop, wrap up reason code configuration, and mapping data from Amazon Connect to write in the activity

# Key Features

## Configuration by Queue

Provides a way for an agent to have a different screen pop experience depending on which queue the call comes in on

## Configurable wrap up codes

InteractionSync gives agents the ability to select a code to categorize the reason for why a customer is calling in. These codes are configurable by queue and helps the business identify why customers are calling in to the contact center

## Easy to Install and Upgrade / Continuous Improvements

Includes a rapid software installation tool. The product also keeps current with Amazons and Microsoft's products through TTEC Digital's regular software updates

# Other Details

## **Supports Click-to-Dial**

Clickable phone numbers within Dynamics 365 to reduce time to dial out

## **Minimal Footprint**

Ability to minimize InteractionSync softphone giving full page real estate to Dynamics 365 client

## **Cloud-based**

Runs on Azure with no desktop installation required

## **Client Data Stored in Client's Environment**

All data are stored in client's Dynamics 365 org and Amazon