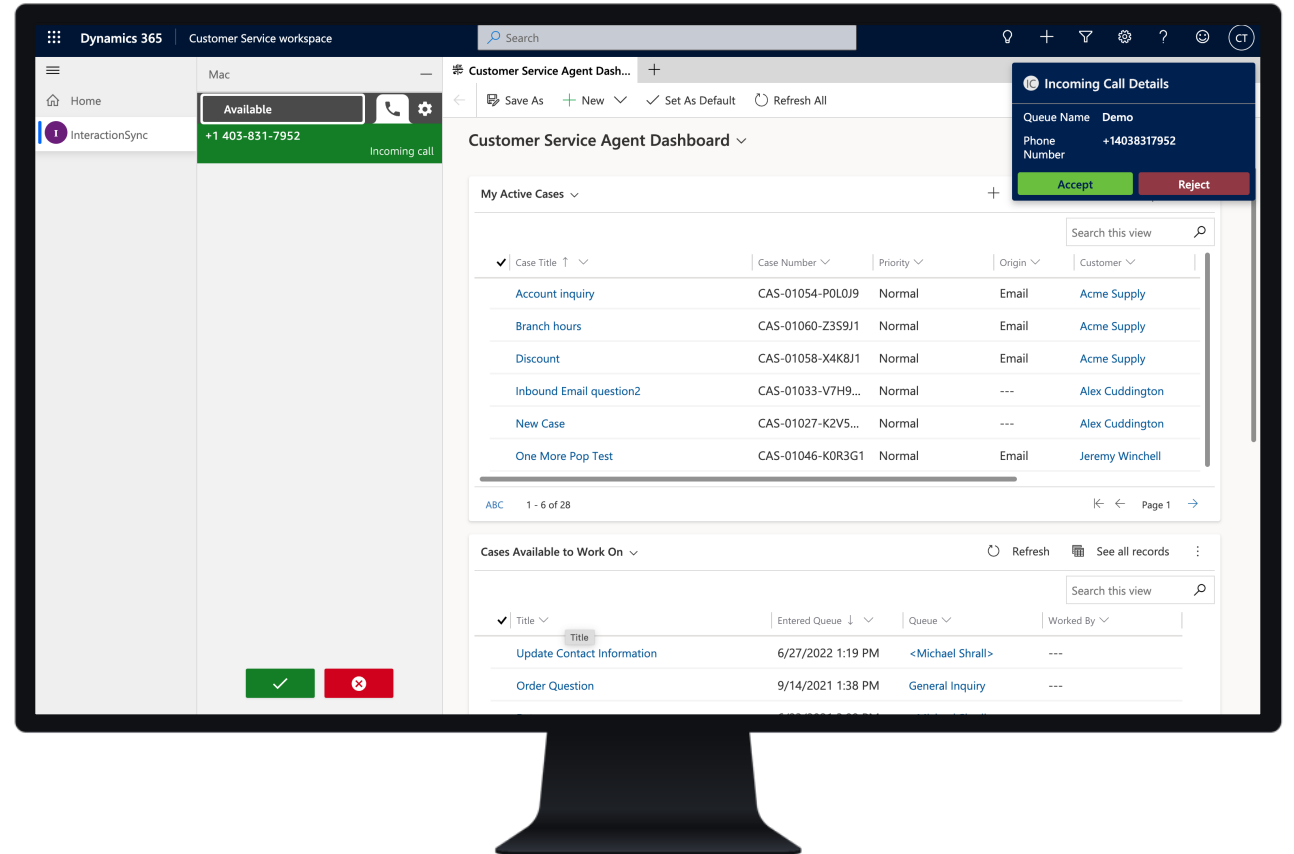# InteractionSync for Amazon Connect

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

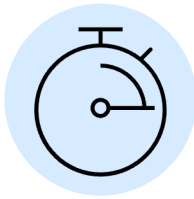- Faster agent on-boarding

Increase Interaction Quality

- Greater customer focus

- Reduced errors through automatic operation

Drive Key Metrics

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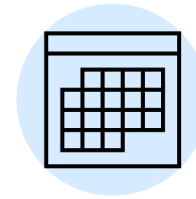
- Lower OPEX

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

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

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

Cloud-based

Runs on Azure with no desktop installation required

Minimal Footprint

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

Client Data Stored in Client's Environment

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