Amazon Connect: What's New?

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Cloud Interact

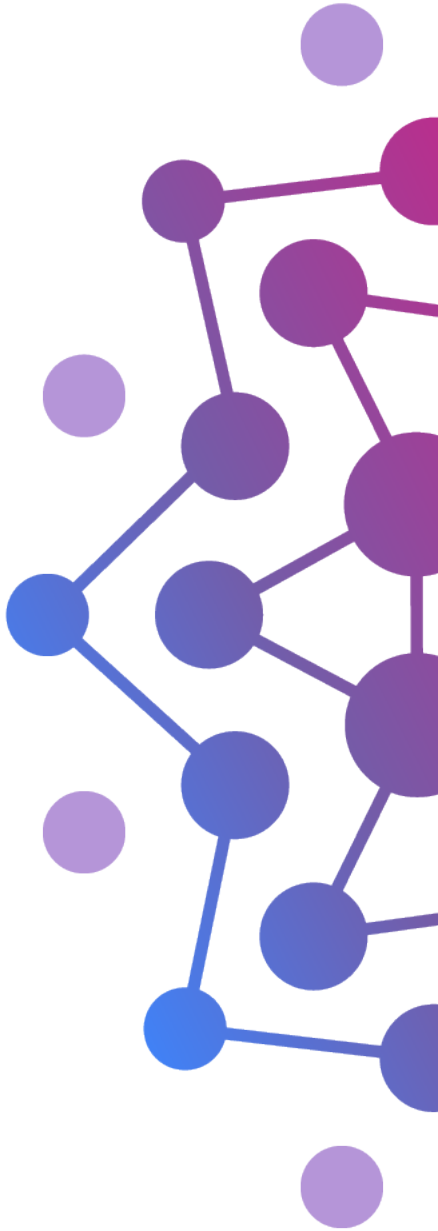
Amazon Connect Name “Leader” in Forrester Wave for CCaaS

- AWS was named a leader in The Forrester Wave, Contact Center as a Service.
- The report evaluates 10 of the most significant CCaaS providers.
- High scores received in criteria such as AI architecture, generative AI and LLM support, innovation, pricing flexibility/transparency.

Read More in the AWS Blog

Enabling outbound campaigns for event-driven mass notifications

- Amazon Connect outbound campaigns supports event-driven mass notifications.
- For use cases like severe weather warnings, disaster response comms – affecting many thousands of customers.
- Pre-authorisation is required for this use case, via AWS Support ticket.



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View agents' adherence to their work schedules in a calendar view

- View adherence breaches by agent and day, for up to 90 days in the past, alongside their shifts.
- Filter based on duration of adherence breach.
- New view allows you to spot adherence breaches across your team, filter according to criticality, and compare with past agent behaviour.

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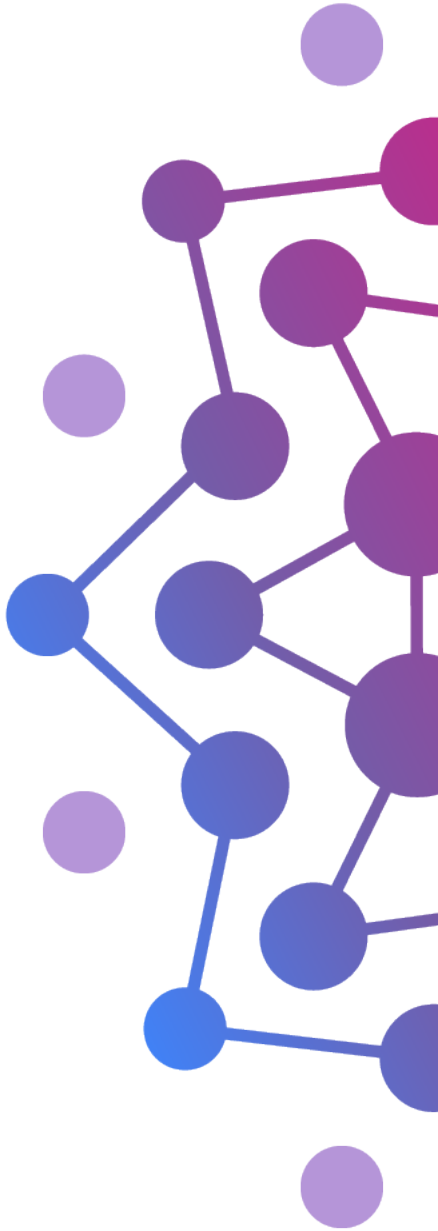

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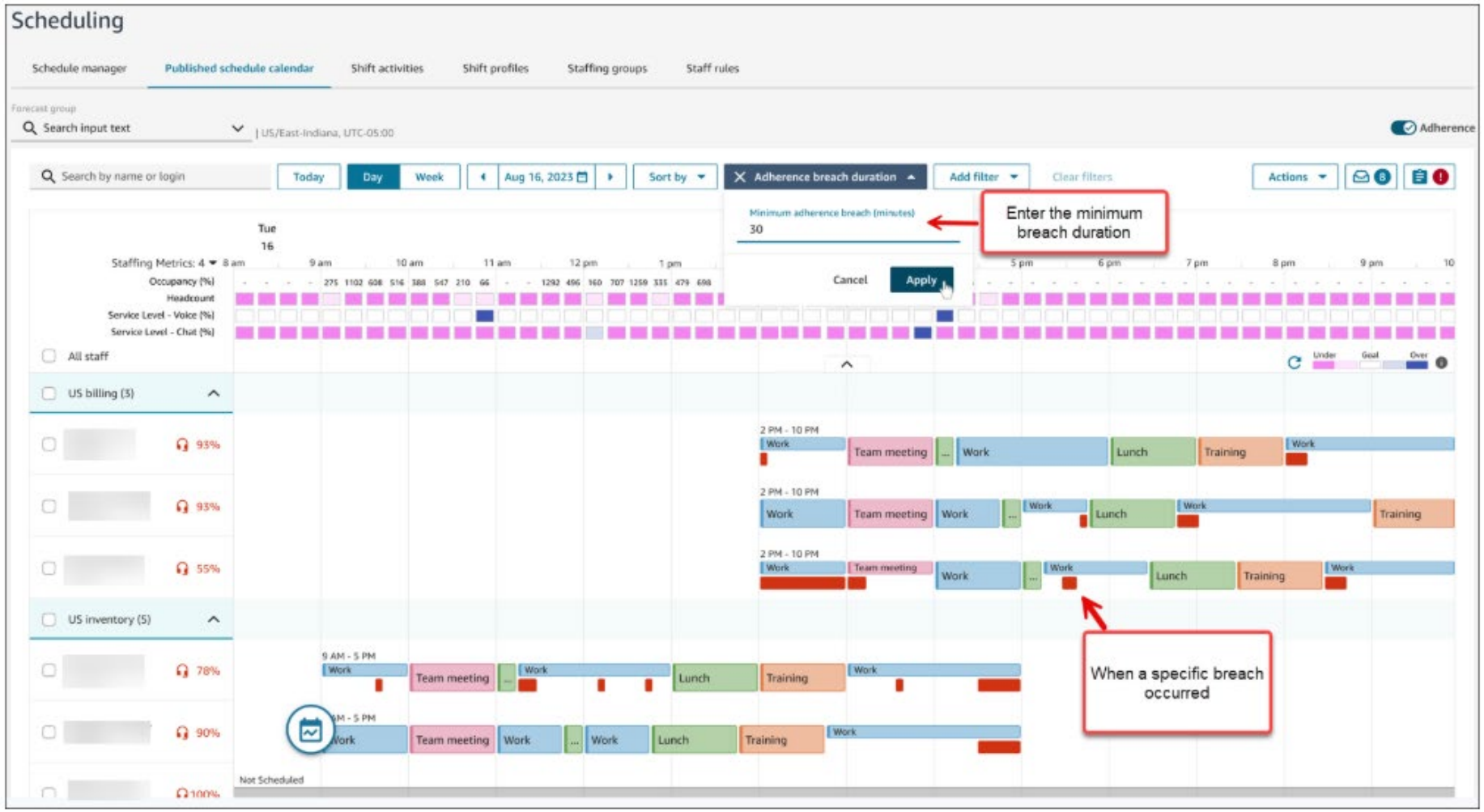
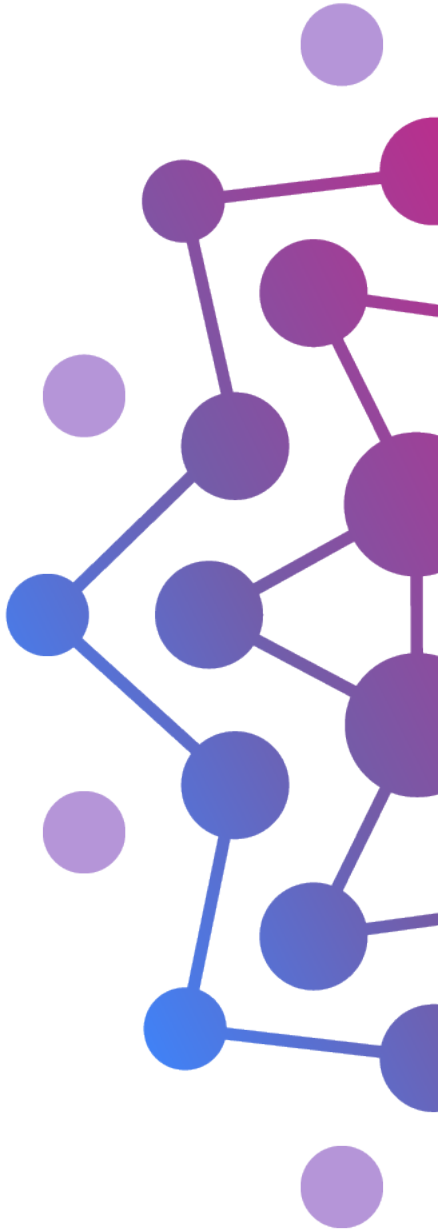


34 new languages supported by Contact Lens

- Amazon Connect Contact Lens added support for conversational analytics in 34 new languages including:
    - Afrikaans, Arabic (Modern Standard), Bengali, Bosnian, Bulgarian, Chinese (Cantonese), Croatian, Czech, Estonian, Farsi, Galician, Greek, Hebrew, Hungarian, Kannada, Latvian, Lithuanian, Macedonian, Malayalam, Marathi, Romanian, Russian, Serbian, Sinhala, Slovak, Slovenian, Somali, Sundanese, Telugu, Thai, Turkish, Ukrainian, Vietnamese, and Zulu.
- Check the specifics for each language, as support varies for some of the individual Contact Lens features.



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Customise the wait time for DTMF input

- You can now adjust the number of seconds that Amazon Connect waits between a caller's button presses in an IVR menu.
- Previously it was fixed at 5 seconds, now adjustable between 1 and 20 seconds.
- Configure within a Store customer input block.

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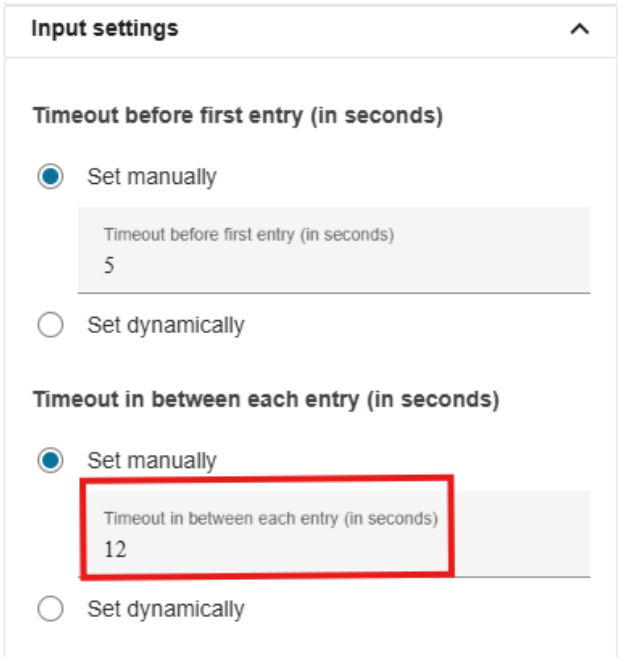

Enable or disable Contact Lens sentiment analysis

- Additional setting in the Analytics behaviour contact flow block to enable or disable sentiment analysis.
- Choose to enable or disable sentiment analysis in isolation, whilst keeping analytics on.

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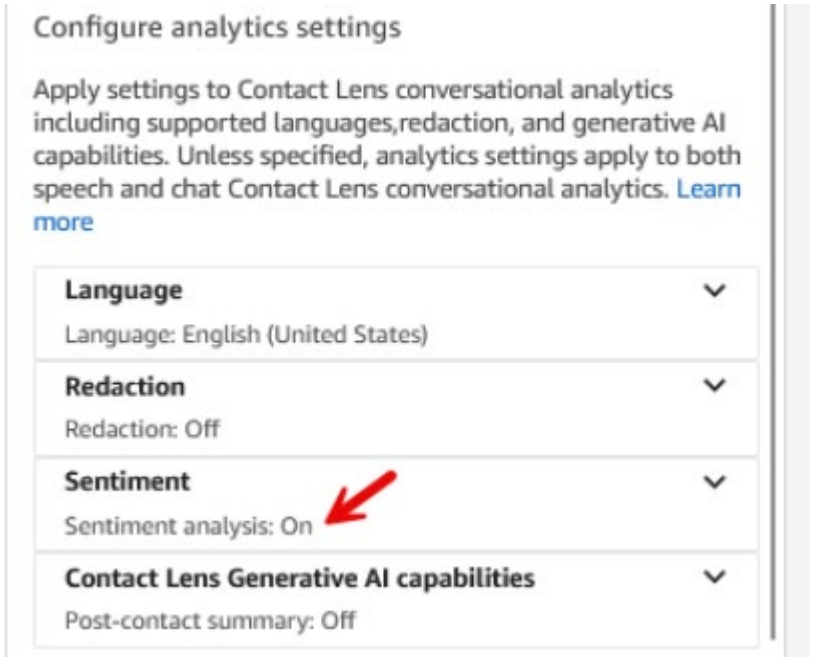

Track and meet service level agreements (SLAs) on cases

- New capabilities to help contact centers track and meet service level agreements (SLAs) on cases.
- Admins can set up SLA rules based on case attributes, and configure target statuses and resolution times.
- Agents and supervisors can view the real time SLA status directly in their case list.
- Escalation rules can be configured to automatically escalate when SLAs are missed.
- Configured within the Amazon Connect console.

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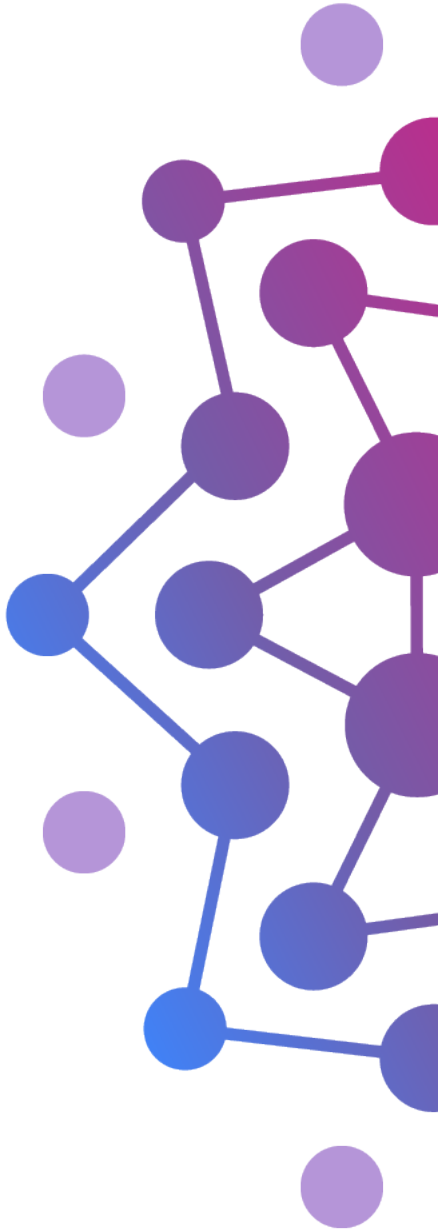
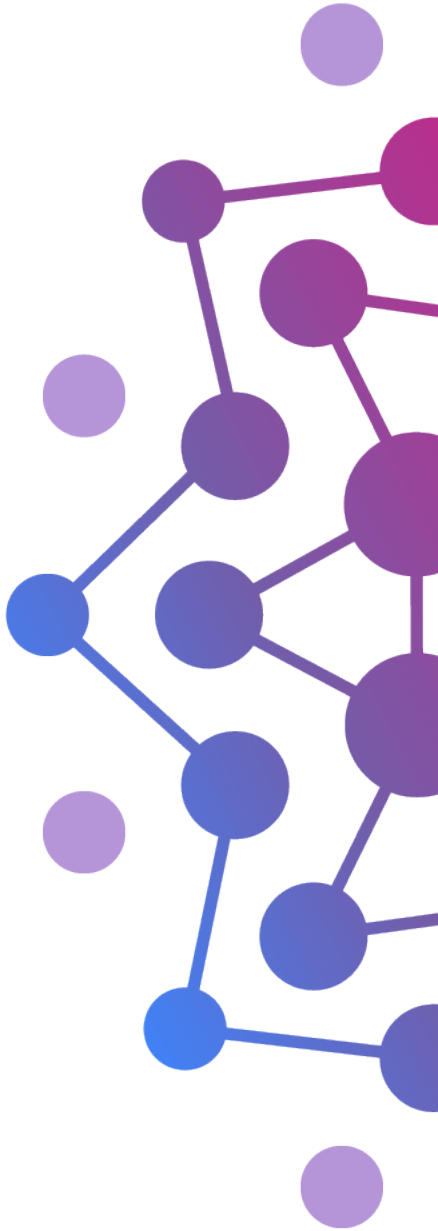


Enforce granular access control to reporting, by using agent hierarchies

- Enforce granular access control based on a specific agent hierarchy.
- Allow users to only view metrics for agents within their hierarchy or a specific assigned hierarchy.
- Can be used in conjunction with the tagging-based access control available for restricting access to certain resources – agents, queues, routing profiles etc.



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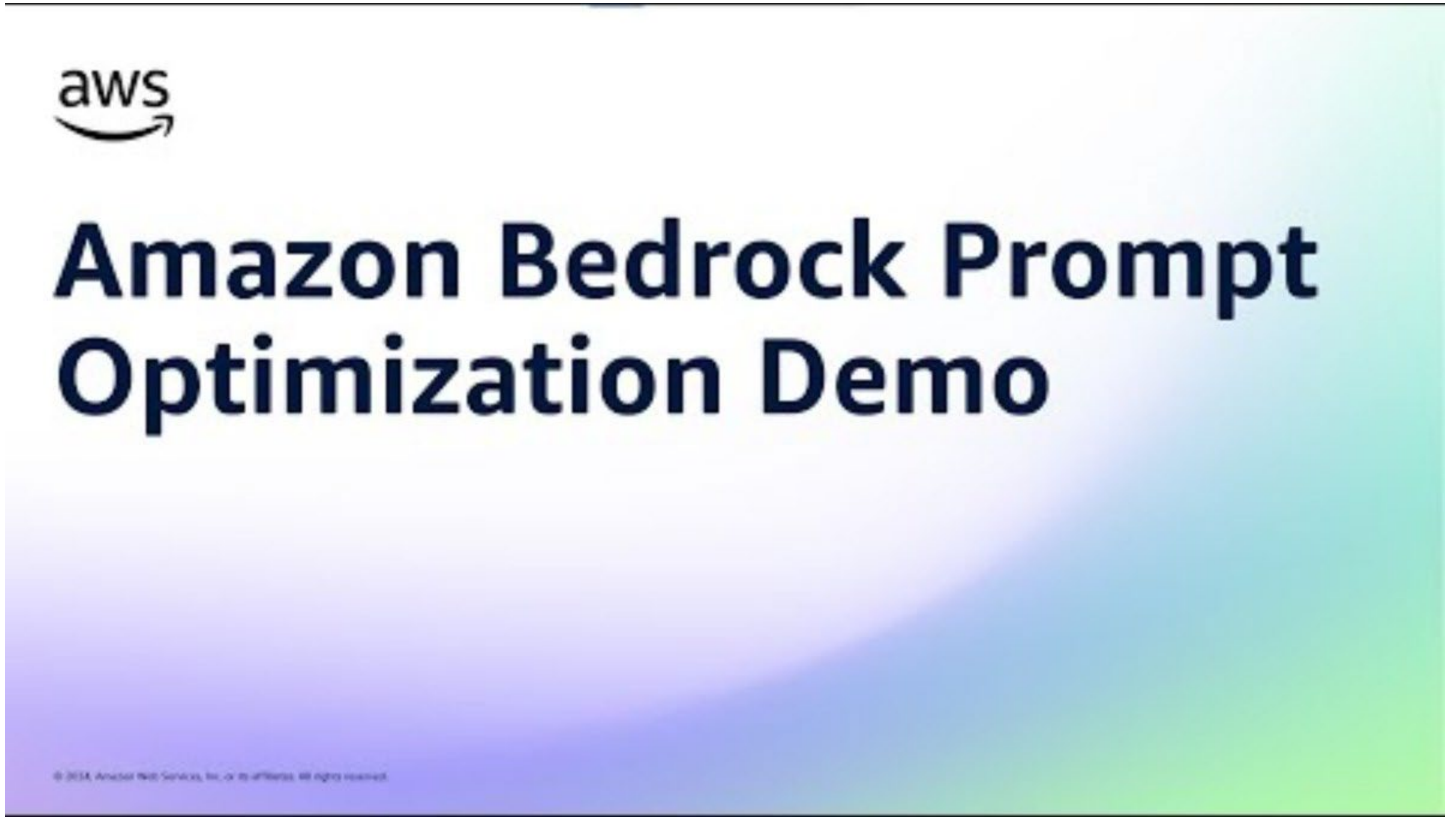
Bedrock updates

- GA of prompt optimisation.
- GA of prompt caching.



Watch YouTube video

Any Questions?
Want to chat more?

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