

Amazon Connect: What's New?



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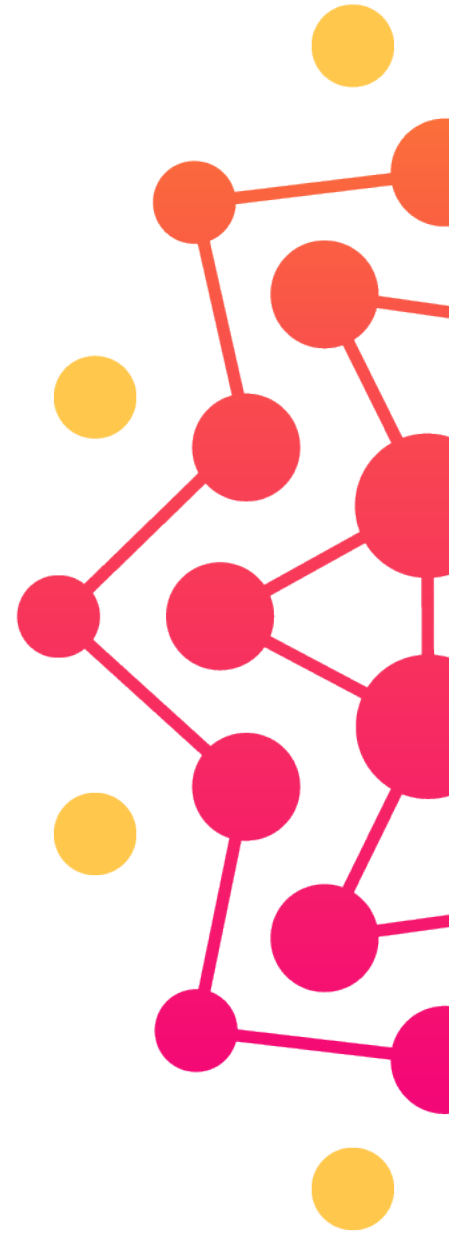
Cloud
Interact

Public preview of persistent agent connections for faster call handling

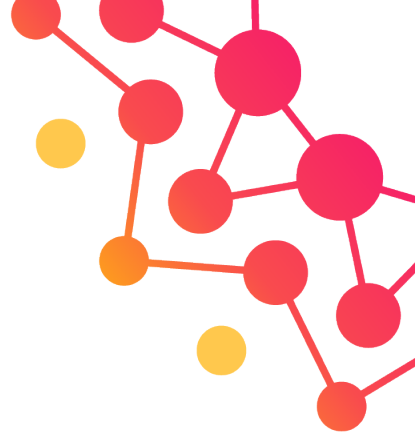
- Currently in public preview.
- Maintain an open communication channel between your agents and Amazon Connect.
- Reduce the time it takes to establish a connection with a customer.
- Makes it easier to support compliance requirements with telemarketing laws such as the US Telephone Consumer Protection Act, for outbound campaigns calling.
- After a call ends the agent's softphone maintains its media connection to Amazon Connect for a few minutes, enabling subsequent calls to connect faster.
- Enabled in user management in the Connect console, and new users can be bulk uploaded with this set.

[Read More in Release Notes](#)

[Read More in Admin Guide](#)



Screen recording available in AWS GovCloud (US-West)



- Government and public sector customer can now use screen recording capabilities in the AWS GovCloud (US-West) Region.
- AWS GovCloud (US) provides US sovereign AWS regions for verified US government agencies and entities.

[Read More in Admin Guide](#)

[Read More in Release Notes](#)

Agent Workspace audio optimisation for Citrix and Amazon WorkSpaces virtual desktops



- Use Amazon Connect Agent Workspace to redirect audio from Citrix and Amazon WorkSpaces Virtual Desktop Infrastructure (VDI) environments to an agent's local device.
- Audio redirection improves voice quality and reduces latency for voice calls handled on virtual desktops, by reducing network hops.
- Provides a better audio experience for both end customers and agents.
- Users need to have a query parameter in the URL with a value for the VDI environment in which the Agent Workspace is used.

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[Read More in Release Notes](#)

Agent Workspace audio optimisation for Citrix and Amazon WorkSpaces virtual desktops



- Non-SSO users may append a query parameter to the Agent Workspace URL, specific to the VDI environment they are working in.
- The updated URL can then be bookmarked and used for subsequent access.

For example:

- <https://your-instance-url/agent-app-v2?VDIPlatform=CITRIX> for Citrix users.
 - https://your-instance-url/agent-app-v2?VDIPlatform=AWS_Workspace for Amazon WorkSpaces users.
- For SSO users, the SSO relay state will need to be amended to append the VDI query parameter.

For example:

- <https://us-east-1.console.aws.amazon.com/connect/federate/instance-id?destination=%2Fagent-app-v2?VDIPlatform=CITRIX>
 - https://us-east-1.console.aws.amazon.com/connect/federate/instance-id?destination=%2Fagent-app-v2?VDIPlatform=AWS_Workspace
- Setting VDIPlatform in the relay state URL automatically sets the audio optimization in Agent Workspace for the specific VDI environment being used

Automatically email agents about completed performance evaluations

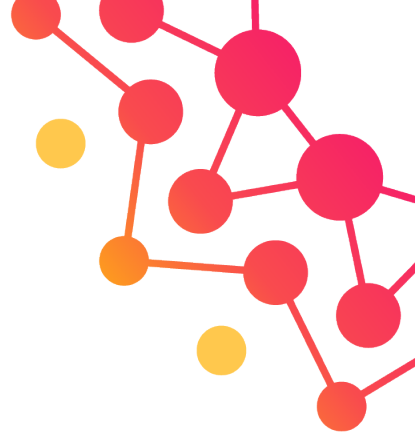
- Send automatic email notifications to agents when their contacts are evaluated, so they can review the evaluations and improve their performance.
- Create rules to send emails based on specific evaluation criteria.
 - For example, notify agents who receive evaluation scores above or below a certain percentage.
- Configured in Amazon Connect console, via Analytics and Optimisation, Rules.

[Read More in Release Notes](#)

[Read More in Admin Guide](#)



Automatically email agents about completed performance evaluations



Rules

Rules Word collections

Use Rules to automatically take actions based on updates to a contact or events in external applications. [Learn More](#)

Contact Lens post-call Search Create a rule

Rule name	Status	Trigger	Actions	Create date	Modified date
No rules have been created					

Rows per page

- Cases
- Conversational analytics
- Evaluation forms
- Real-time metrics
- Third-party integration

Amazon Connect

1 Define conditions 2 Define actions 3 Review and save

Take these actions

Assign contact category
Define the category

Category name

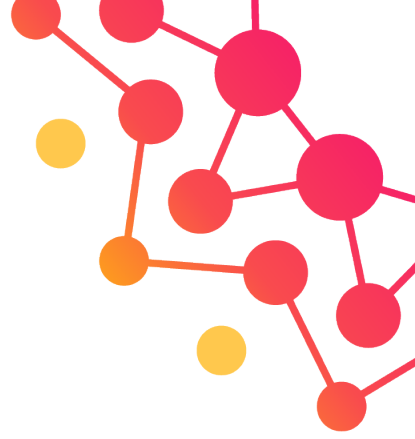
Name can contain characters A-Z, 0-9, or *, ^, ~, _ . It cannot contain spaces.


Add action

- Assign Contact Category
- Generate an EventBridge event
- Create Task
- Send email notification

Automatically email agents about completed performance evaluations


- Important – SAML users must have their secondary email field configured in order to receive email notifications.



Send email notification 

Define the recipients, subject and content for this notification. [Learn More](#)

To

- Select recipients by login, first, or last name
- Select recipients by tags
- Select the agent who handled the contact 

Subject

Rules notification - Contact Id:

Body

This notification from Amazon Connect is for evaluation on contact Id:

View contact: /connect/contact-trace-records/details/

Body


This notification from Amazon Connect is for contact Id: [ContactId]

View contact: [instance_url]/connect/contact-trace-records/details/[ContactId]

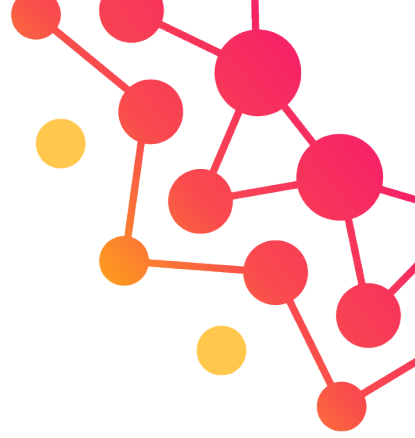
[

- ContactId**
- AgentId
- QueueId
- RuleName
- instance_url

Add

A red arrow points from the left side of the expanded body field to the dropdown menu.

Create conditionally required fields in Amazon Connect Cases



- Create conditionally required fields to streamline case field population for agents and reduce data entry errors.
- Configure case templates that prompt agents to enter relevant information in specific situations.

For example:

- Provide a Close Reason when a case moves to Closed status.
 - Provide a Product Serial Number when the Issue Type is Hardware Problem.
 - Provide a Disposition Code when handling a system-generated case.
- Conditionally required fields help agents follow processes for capturing necessary information, improving data quality for reporting, resolution tracking, and compliance.

[Read More in Release Notes](#)

[Read More in Admin Guide](#)

Create conditionally required fields in Amazon Connect Cases

The screenshot displays the 'Edit case' form in Amazon Connect. The form includes the following fields:

- Title:** A text input field containing 'Testing for documentation'.
- Status:** A dropdown menu currently set to 'Open'.
- Summary - optional:** A large text area for notes.
- Reference Number - optional:** A text input field containing '21214457'.
- Assigned Queue - optional:** A dropdown menu.
- Assigned User - optional:** A dropdown menu.
- Agent Handle Reason:** A dropdown menu with a red border and a red arrow pointing to it. Below the field is a red error message: 'Complete this required field.'
- Case Reason - optional:** A dropdown menu.

In the top right corner, a 'Save' button is visible. A tooltip above the button reads 'Complete the required fields.' A red arrow points from this tooltip to the 'Agent Handle Reason' field.



Create conditionally required fields in Amazon Connect Cases

There are also the following APIs which are provided as part of this release:

- [CreateCaseRule](#)
- [BatchGetCaseRule](#)
- [DeleteCaseRule](#)
- [ListCaseRules](#)
- [UpdateCaseRule](#)



Click on the
hyper-links!



Configure which states an agent can be in when adhering to their schedule



- Choose which states an agent can be in when adhering to their schedule, making it easier for you to customise adherence tracking to match your unique operational needs.
- Define custom mappings between agent statuses and schedule activities.

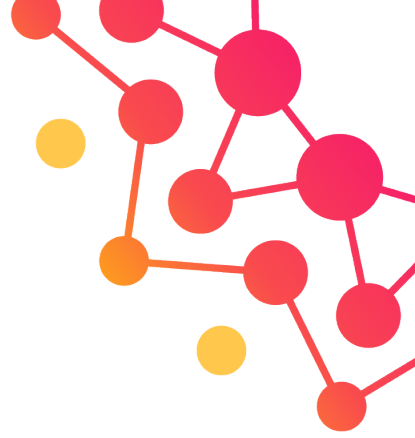
For example:

- Map schedule activity "Work" to multiple agent statuses such as "Available" and "Back-office work".
 - An agent scheduled for "Work" from 8 AM to 10 AM will be considered adherent if they are either in "Available" or "Back-office work" status.
- View the actual name of the scheduled activity in the real-time adherence dashboard (as opposed to only Productive/Non-productive).

[Read More in Release Notes](#)

[Read More in Admin Guide](#)

Target multiple agent proficiencies in a single routing step



- Target up to four different combinations of agent proficiencies per routing step.
- By using up to three OR conditions, routing tries to match a contact with four different types of agents which increases the possibility of finding a suitable match.

For example:

- if the backup for your banking team consists of agents trained on account management, registration, and tax, then after an initial search for balance transfer agents, you can attempt a match across all four types of agents at the same time.

[Read More in Release Notes](#)

[Read More in Admin Guide](#)

Agent Performance Evaluations Dashboard

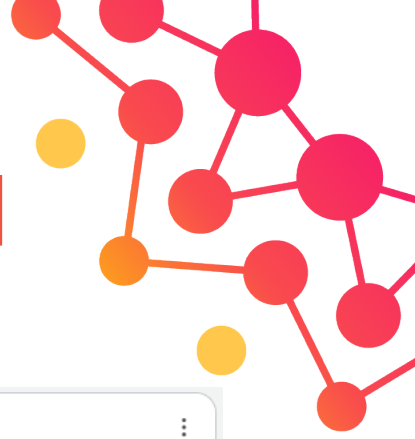
- Use the agent performance evaluation dashboard to view aggregations of agent performance, and insights across cohorts of agents over time.
- Access a unified dashboard on agent performance across evaluation scores, productivity (for example, contacts handled, average handle time, and more) and operational metrics.
- Examine specific performance criteria, and compare performance with similar cohorts over time.
- Identify agent strengths and improvement opportunities.

<https://docs.aws.amazon.com/connect/latest/adminguide/amazon-connect-release-notes.html#feb25-release-notes>

<https://docs.aws.amazon.com/connect/latest/adminguide/agent-performance-evaluation-dashboard.html>



Agent Performance Evaluations Dashboard



Agent performance overview

Viewing data for last week compared to prior week

Add filter

Avg. handle time

00:08:4

1

↓ 00:00:04 | Prior: 00:08:45

Contacts handled

34,003

↓ 10% | Prior: 37,737

Occupancy

45%

↓ 2% | Prior: 46%

Agent answer rate

98%

0% | Prior: 98%

Agent evaluation performance overview

Viewing data for last week compared to prior week

Add filter

Avg. evaluation score

89.10

↑ 1% | Prior: 88.58

Evaluations performed

294

↑ 20% | Prior: 246

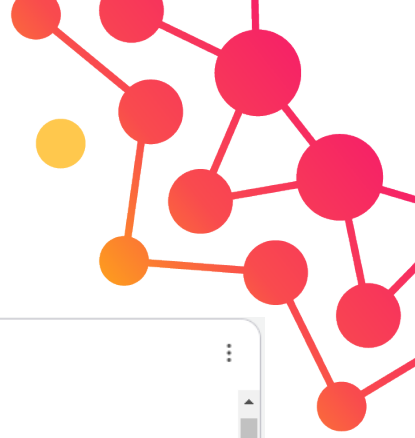
Evaluation scorecard

Viewing data for last week compared to prior week

Add filter

Evaluation form / Sectio...	Avg. evaluation score	Percent change in avg. e...	Prior avg. evaluation s...	Avg. weighted evaluation score
▶ _Generic_Outbound	84.97	-5%	89.89	84.97
▶ _Generic_Inbound	91.71	5%	87.56	91.71

Agent Performance Evaluations Dashboard



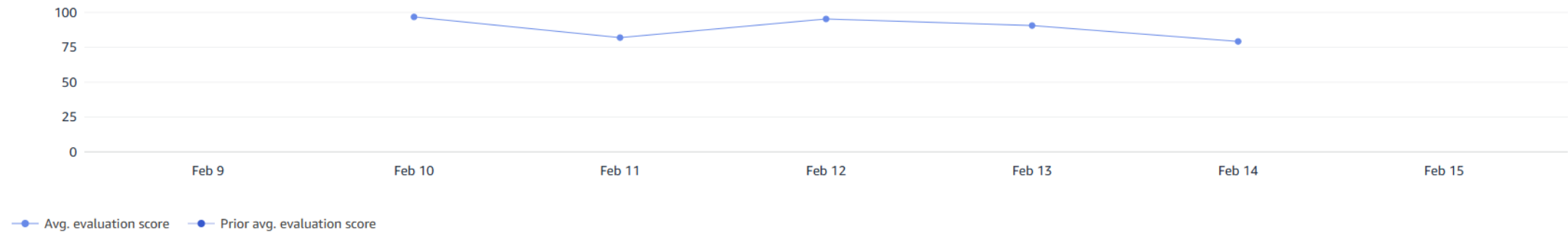
Evaluation score trend ⓘ

Interval

Daily

Add filter

Avg. evaluation score



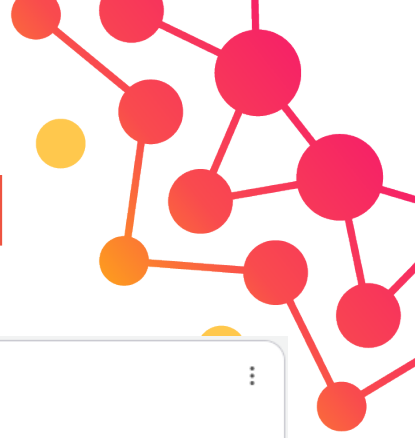
Agent performance evaluation metrics ⓘ

Viewing data for last week compared to prior week

Add filter

Agent / Evaluation form	Avg. evaluation score	Evaluations performed	Percent change in avg. e...	Prior avg. evaluation s...	Automatic fails percent
▶ ck	95.00	1	-	0.00	0%
▶ dy	100.00	1	0%	100.00	0%
▶ str	84.67	1	-15%	100.00	0%
▶ kn	100.00	1	-	0.00	0%
▶ ra	100.00	2	-	0.00	0%
▶ ml	90.00	1	-10%	100.00	0%

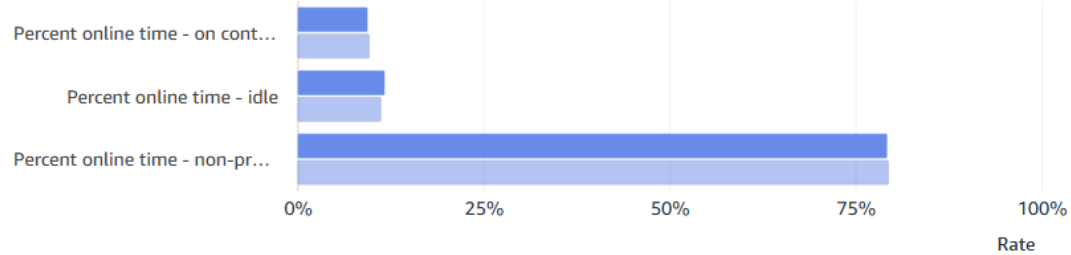
Agent Performance Evaluations Dashboard



Agent online time breakdown

Viewing data for last week compared to prior week

Add filter ▼

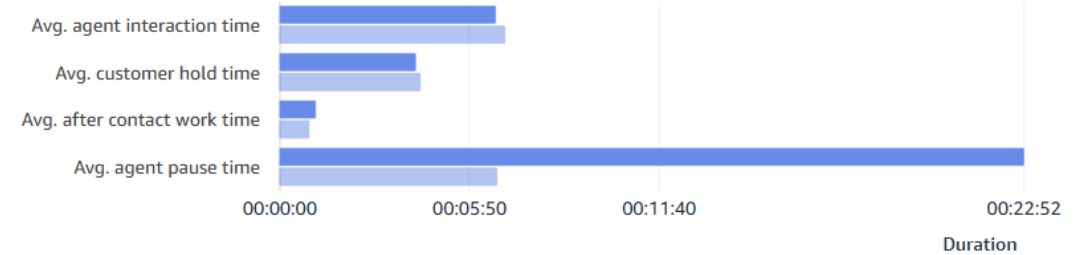


Selected Benchmark

Avg. handle time breakdown

Viewing data for last week compared to prior week

Add filter ▼



Selected Benchmark

Agent performance metrics

Viewing data for last week compared to prior week

Add filter ▼

Agent	Contacts handled	Avg. handle time	Avg. after contact wor...	Avg. customer hold time	Agent non-response	Agent answer rate	Occupancy
js	49	00:06:55	00:01:50	00:01:18	0	100%	16%
nr	14	00:10:33	00:00:20	00:00:00	0	-	-
nr	63	00:08:51	00:00:01	-	0	-	-

Amazon Connect GenAI Use Cases Workshop

- New workshop which details how Generative AI features in Amazon Connect can help different types of users.

Covers the following:

- Self service experiences powered by GenAI.
- Agent Evaluations.
- Conversational Analytics.
- Agent Assistance.

GenAI Use Cases Workshop

AWS Workshops Catalogue





Any Questions? Want to chat more?



contactus@cloudinteract.io



cloudinteract.io

