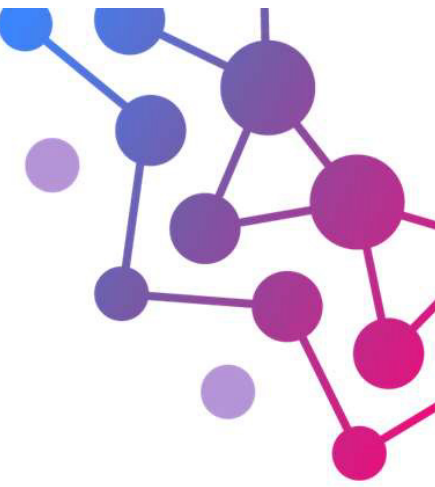


Amazon Connect: What's New

November 2024



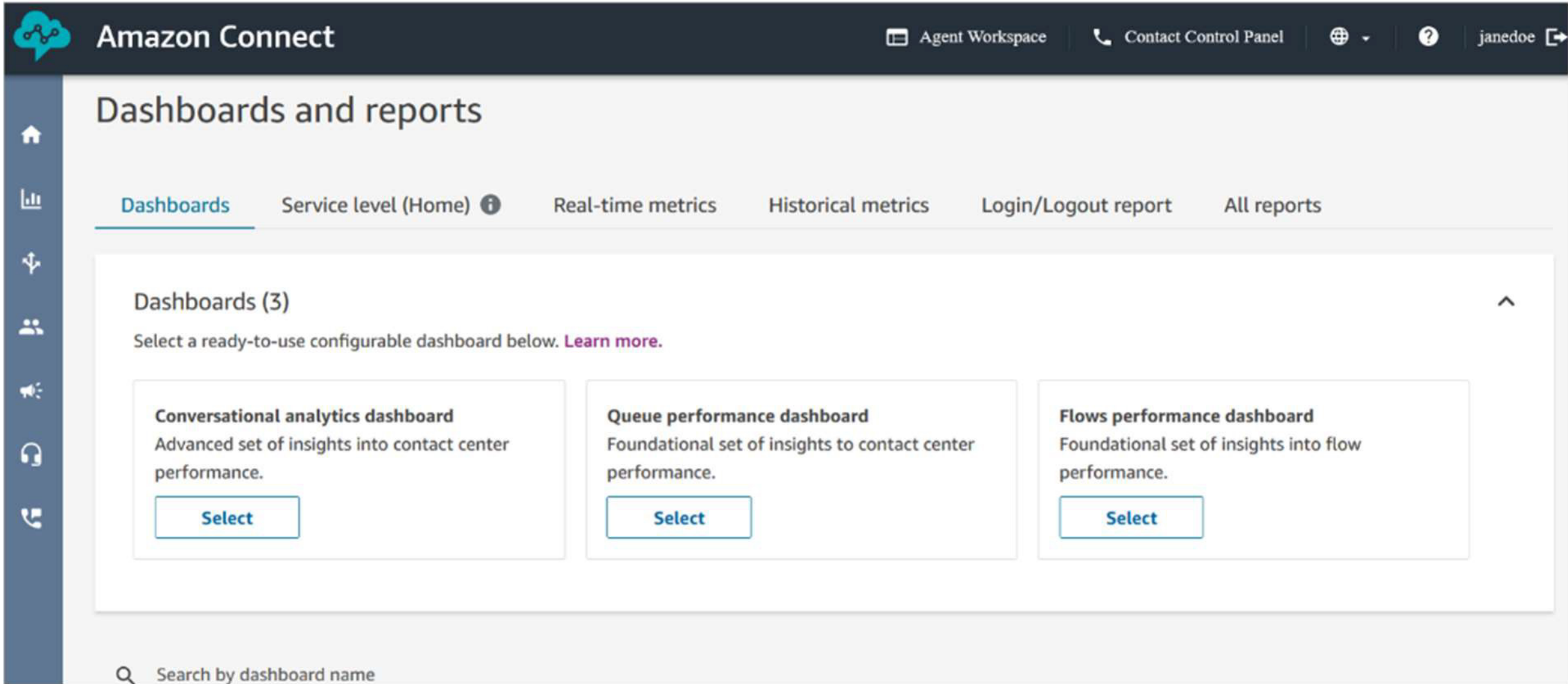
Cloud
Interact



Amazon Connect - UI look and feel update

New look and feel of the UI (in Connect and main AWS console too).

○ Going from this:

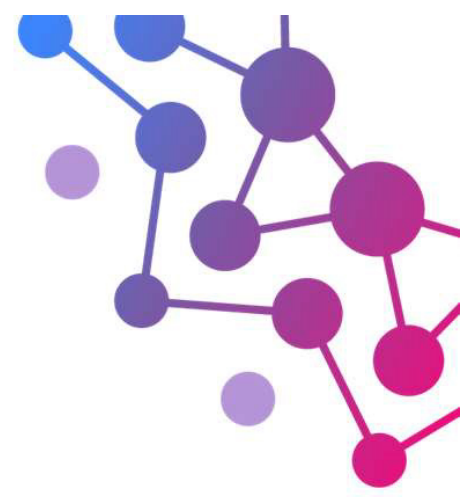


Amazon Connect - UI look and feel update

New look and feel of the UI (in Connect and main AWS console too).

- Going from this:

The screenshot displays the Amazon Connect user interface. At the top, the header includes the Amazon Connect logo, the text 'Amazon Connect', and navigation links for 'Agent Workspace', 'Contact Control Panel', a globe icon, a help icon, and the user name 'janedoe'. Below the header is a sidebar with icons for home, dashboards, reports, and other functions. The main content area is titled 'Dashboards and reports' and contains a section 'Dashboards (3)' with three dashboard options: 'Conversational analytics dashboard', 'Queue performance dashboard', and 'Flows performance dashboard'. Each option has a 'Select' button. A search bar at the bottom left allows searching by dashboard name.



Amazon Connect - UI look and feel update

New look and feel of the UI (in Connect and main AWS console too).

- o Going from this:

The screenshot shows the Amazon Connect interface. At the top, there's a dark header with the Amazon Connect logo and the text 'Amazon Connect'. To the right of the header are navigation links: 'Agent Workspace', 'Contact Control Panel', a globe icon, a help icon, and the user name 'janedoe'. Below the header is a sidebar with icons for home, dashboards, share, users, alerts, and a call icon. The main content area is titled 'Dashboards and reports' and has a sub-header 'Dashboards' which is underlined. Other sub-headers include 'Service level (Home) [info icon]', 'Real-time metrics', 'Historical metrics', 'Login/Logout report', and 'All reports'. The main content area displays 'Dashboards (3)' and a prompt: 'Select a ready-to-use configurable dashboard below. [Learn more.](#)'. There are three dashboard cards: 1. 'Conversational analytics dashboard' with the description 'Advanced set of insights into contact center performance.' and a 'Select' button. 2. 'Queue performance dashboard' with the description 'Foundational set of insights to contact center performance.' and a 'Select' button. 3. 'Flows performance dashboard' with the description 'Foundational set of insights into flow performance.' and a 'Select' button. At the bottom left, there is a search bar with the text 'Search by dashboard name'.

Amazon Connect - UI look and feel update

- To this:

Amazon Connect Agent Workspace | Contact Control Panel | IAM@d-906769ccd9

What's New?
Amazon Connect now provides outbound campaigns analytics. Outbound campaigns customers can now monitor, analyze, and improve their campaign performance with out of the box metrics and dashboard. See more information [here](#).

Dashboards and reports

[Dashboards](#) | [Service level \(Home\)](#) | [Real-time metrics](#) | [Historical metrics](#) | [Login/Logout report](#) | [All reports](#)

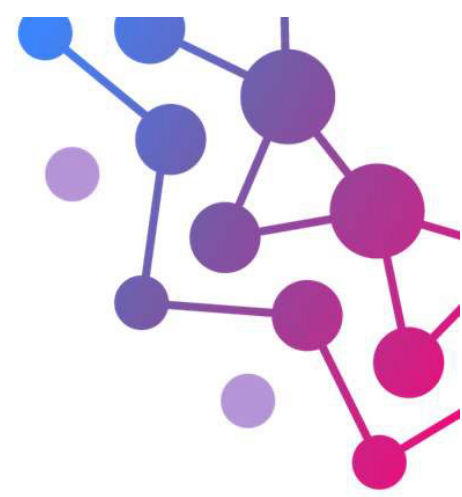
Dashboards (5)
Select a ready-to-use configurable dashboard below. [Learn more](#).

- Conversational analytics dashboard**
Advanced set of insights into contact center performance.
[Select](#)
- Queue and agent performance dashboard**
Foundational set of real-time insights to contact center performance.
[Select](#)
- Flows performance dashboard**
Foundational set of insights into flow performance.
[Select](#)
- Outbound campaigns performance dashboard**
Performance insights into outbound campaigns.
[Select](#)

[Show 1 more](#)

Search by dashboard name [Create custom](#)

Contact Lens support – additional languages



- As of August, 10 new languages have been added in Contact Lens
- At this stage appears to be for transcription and post-call analysis only
 - Added:
 - Catalan Spanish
 - Danish
 - Dutch
 - Finnish
 - Indonesian
 - Malay
 - Norwegian
 - Polish
 - Swedish
 - Filipino

[Read More in Release Notes](#)

Send Message Contact Flow Block

- Introduced in September, initiate outbound email or SMS direct from flow, without using a Lambda function
 - Need to specify the following:
 - Type of message (Email/SMS)
 - From
 - To
 - Message
 - Flow
 - Link to contact

[Read More in Release Notes](#)

Sends a message to your recipient based on text you specify. [Learn more.](#)

Choose the message type you wish to send:

Select message type
SMS

From:

Set manually
Select phone number
Use an available phone number

Set dynamically

To:

Set manually
Add phone number

Set dynamically

Message:

Use text

Message:

Set manually

Add message

Add the message you would like sent to the recipient. 0/1024

Set dynamically

Flow:

Set manually

Search for flows

Use a flow to assign the contact to an agent. [Learn more.](#)

Set dynamically

Link to contact

Linking the contact created by this block will use the related contact ID to show that this contact is related to the inbound contact that initiated the flow. [Learn more.](#)

Cancel Save

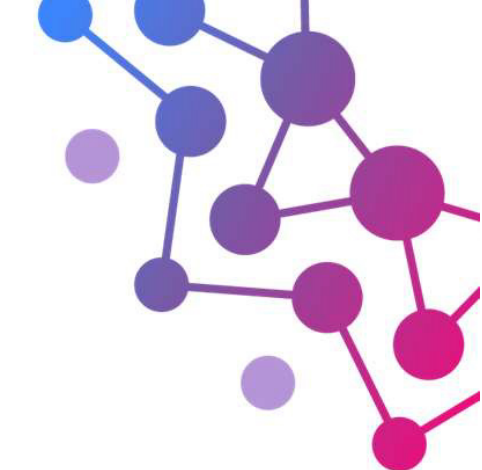
Other Mentions

- SDKs for iOS and Android, allowing development of native in-app chat experiences with Connect chat.
- Screen sharing with web and video calls.
- Forecasting data in Connect data lake

[Read More in Release Notes](#)

- “Personalised and proactive engagement capabilities”.

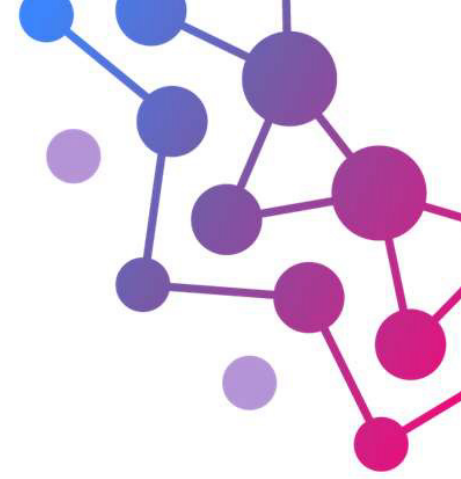
[Read More in Release Notes](#)



New Dashboards and Reports

- Custom dashboard formats
- Add/remove/edit/reorder dashboard widgets
- Larger format, less tabular, plus graphs

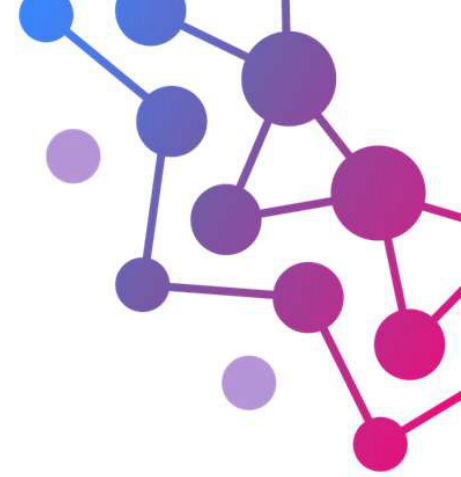
[Read More in Release Notes](#)

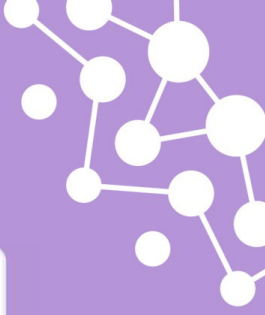


Amazon Q in Connect – Real Time Analytics

- New look and feel
- Website crawler now supported as a knowledge source
- Better summary of the detected issue or customer query
- More detailed response and recommendations, including references
- Monitoring of Q in Connect using Cloudwatch logs.
- Personalised guidance based on customer profile data.

[Read More in Release Notes](#)





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