



AWS Contact Center Intelligence (CCI) solutions

Add AI/ML to your existing contact center workflows



“Customer” Carla is happy with customer self-service options, faster resolution times



Empower customers with 24/7/365 self-service options

50%

improvement in Net Easy score



Reduce wait times and connect to best-fit agent

56s

reduction in average hold time



High customer satisfaction

61%

boost in customer satisfaction

“Agent” Alex handles calls faster and more efficiently



Real-time agent assist to better understand and quickly respond to customer queries

800+

call intents identified automatically



Save agent time with automatic call transcription

4.4k

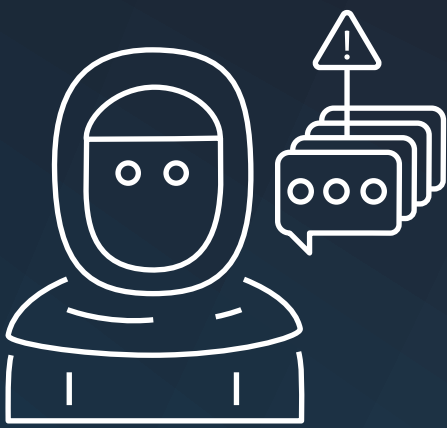
agent hours saved on 2.2M+ calls/year



Improved employee satisfaction and reduced agent churn

68%

improvement in operational efficiency



“Supervisor” Sadie enhances work and gains business insights



Track call script adherence and ensure compliance to key regulations

4.03

minutes reduction in time spent in IVR system



Receive proactive alerts for calls that need attention

25%

improvement in rate of first call resolution



Train agents and reduce churn by using call analytics

66%

increase in agent productivity

Unlock business growth and positive customer experiences with valuable data



Actionable insights

Analyze up to 100% of calls to derive rich insights like caller intent, customer and agent sentiment, product issues, and much more.



Integration with existing contact center workflows

AWS CCI solutions can be deployed on both on-prem and cloud contact center platforms like Cisco, Avaya, Mitel, 8x8, Genesys, Talkdesk, and many more.



Easy deployment

Engage an AWS Services Partner to help add AI/ML to your existing contact center workflows, or accelerate deployment with a turnkey solution from an AWS ISV Partner, or build it yourself.

Source: AWS CCI customer interviews

Learn more and get started

go.aws/ccci