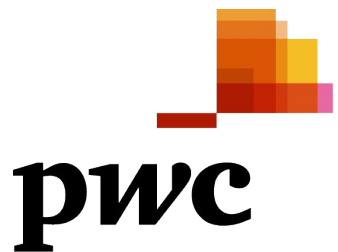


Transformation

Amazon Connect voice automation smart analytics dashboard



Amazon Connect voice automation smart analytics dashboard

Human connection, in a digital way

The challenge

Existing customer service models are outdated and unfit for purpose, with a heavy reliance on the traditional legacy contact centre systems that are often unable to offer the agility and flexibility organisations need to address the key drivers of change.

High Customer Expectations

Do customers expect more from the organisations they interact with, seeking personalised, efficient, and secure service?

Complex and overlapping technology ecosystems

How do organisations navigate a complex and overlapping ecosystem to make informed choices and achieve a seamless customer journey?

Investing in workforce EQ and AIQ

How can companies build a workforce that balances emotional intelligence (EQ) and AI proficiency (AIQ) to meet customer expectations and reduce attrition?

Evolving the agent workspace

How can organisations design agent workspaces that leverage advanced technologies to meet rising customer expectations for personalised and efficient service?

Holistic AI Strategy

What strategies should organisations adopt to integrate AI in a way that supports both the customer and workforce?

Automation & AI

How can businesses harness the power of AI and automation to enhance the delivery of exceptional service?

Business Intelligence & Analytics

Data is a differentiator - what is the route to extracting valuable insights from the vast amount of available customer data?

Cost Efficiency

What is the return on investment (ROI) for investing in a digital transformation?

Seamless Customer Journeys

How does embedding automation capabilities make the shift appear seamless for customers?



The solution

Transform your contact centre operations with our intelligent data analytics dashboard, empowering you to make data-driven decisions and enhance customer experiences.

The voice automation smart analytics for Amazon Connect dashboard has been specifically created to help organisations visualise their contact centre performance, customer experiences, and help drive business growth through data-driven insights and actionable analytics.

The dashboard focuses on the below categories, providing a holistic output across the core areas voice automation:



Call metrics



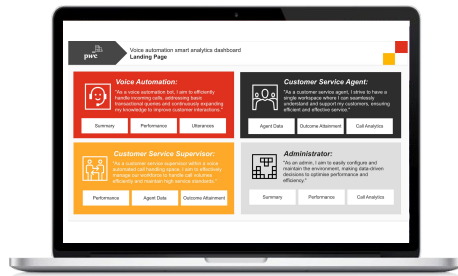
Operational insights



Customer experience



Agent performance



Solution overview

A 2-week time-boxed exercise fed by capturing data from Amazon Connect, building the voice automation dashboard, and working closely with the organisation to customise the dashboard according to their specific needs and requirements.

Key benefits

01

Enhanced performance monitoring

Provides valuable insights into the efficiency, effectiveness and overall performance of your contact centre operations. Helps identify areas for improvement, process optimisations, customer experience enhancements.

02

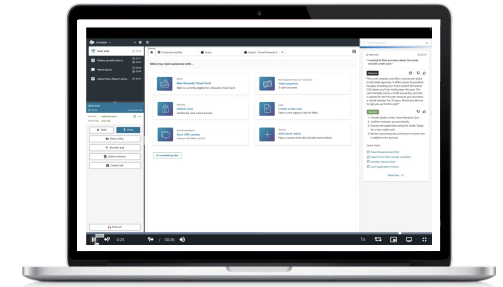
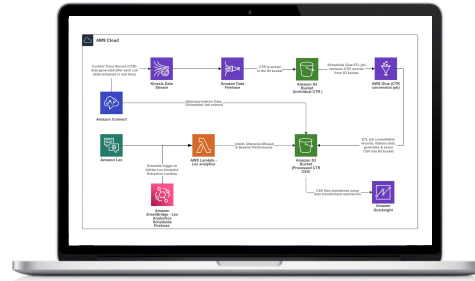
Enhanced customer experience

By analysing customer feedback and satisfaction scores, the dashboard enables contact centre managers to identify pain points and take proactive measures to enhance the customer experience. This can lead to increased customer satisfaction and loyalty.

03

Agent performance optimisation

The dashboard provides insights into agent performance metrics, such as average handling time and first call resolution rate. This helps identify top-performing agents, provide targeted coaching and training, and improve overall agent productivity.



Modernise and future-proof your people, processes, and technology with PwC

Business first approach

Our approach focuses on the challenges that matter to you most, and devising solutions to tackle them swiftly and efficiently. Utilising our services, we can gain insight into your requirements and deliver precisely what you need at the right moment.



Technical expertise

An accomplished team with extensive experience in designing, deploying, and providing support for Amazon Connect solutions across diverse industries and scales. This team's deep understanding of industry nuances, compliance requirements, and emerging trends positions them as trusted advisors.



Industry expertise

At PwC, we possess a unique advantage in providing industry-specific and technical expertise that seamlessly complements delivery capabilities. Our extensive knowledge that span various sectors, from legal to retail, enabling us to cater to a wider range of industries with precision and excellence.



Managed services

Our Execution Managed Services division leverages Amazon Connect to provide client support, offering a specialised team dedicated to managing and supporting every aspect of the platform. Our dedicated team brings expertise and commitment to deliver a reliable and efficient Amazon Connect experience for our clients.



Alliance ecosystem

PwC and AWS maintain a well-established and expanding partnership that facilitates technical exploration, solution development, and business expansion. Together, we collaboratively harness technology to address customer challenges effectively.




AI-Driven solutions

At PwC, we leverage AI to address complex challenges, enabling smarter decisions and more efficient operations. From predictive analytics to conversational AI, we deliver tailored, scalable solutions that drive innovation and success. With ethical AI practices and strong tech partnerships, we empower our clients to stay ahead in a rapidly evolving world.




Let's connect



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[Learn more](#)



Thank you

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