



InteractionSync for Genesys Cloud CX and Amazon Connect

The Power of Your Contact Center Meets the Strength of Your CRM

Your agents are the lifeblood of your contact center. They are the face of your brand, answering hundreds of phone calls, and fielding important questions, all while trying to deliver exceptional experiences to your customers. In order for your agents to efficiently do their jobs, data must be accessible, and your systems must be integrated.

InteractionSync allows you to unify your important systems like your CRM and your contact center and empower your agents to deliver exceptional experiences.



Enable Your Agents to Quickly and Efficiently Deliver Exceptional Experiences with a Unified View of Omnichannel Interactions

InteractionSync provides contact center agents a unified view of interactions and soft phone controls within Microsoft Dynamics 365, fueling exceptional customer experiences consistently with speed and quality.

Improve Agent Efficiency

Automate routine actions and provide faster navigation and fewer keystrokes for your agents. InteractionSync is proven to save a minimum of 30 seconds on every 300 second call your agent takes.

Enhance Interactions

The 360-degree view of all your interactions gives your agents the power to focus less on mundane tasks, and more on delivering exceptional experiences to your customers.

Optimize Operations

Easily access more data, onboard your agents faster, and enjoy a unified view of your interactions to help deliver consistent experiences across all channels.

Empowering Your Agents

Save your agents a significant amount of time by enabling them to navigate faster and use fewer keystrokes to access customer information. Plus, intelligent screen pops and automatic creation of Dynamics 365 Activities saves your agents even more time.

With InteractionSync, your agents will no longer have to navigate multiple disparate systems; instead they'll have a unified, efficient system that allows them to focus on delivering exceptional experiences to your customers.

This simple, intuitive solution also helps your team increase their operational performance by providing access to more data for management decision making and enables faster agent onboarding.

Key Features of InteractionSync

- Includes embedded controls in Dynamics 365 giving the agent a unified view of the interaction
- Supports the Dynamics Customer Service Workspace, which increases agent productivity for core customer service, by creating the ability to work on multiple sessions at a time in a single workspace experience
- Features screen pops, a mechanism that opens a specific page in Dynamics automatically based on information that already exists or is attached to an incoming interaction
- Supports configuration by queue, which enables an agent to have different screen pop experiences that align to the call's queue
- Logs each customer interaction automatically to track history in Dynamics 365
- Easy to install and upgrade with rapid installation tools to keep the product current without the need to install on a desktop

About TTEC Digital

TTEC Digital is a full-service Customer Experience consulting and solution delivery provider focused on helping organizations create better experiences for their customers. With an unparalleled breadth of knowledge and experience, and partnerships with leading technology vendors, TTEC Digital is uniquely suited to address any CX challenge. Our solutions and services incorporate the power of data throughout two key phases to achieving CX Transformation:

- **CX Design.** From journey mapping to CX design thinking, we provide the support you need to set the foundation for CX success.
- **CX Orchestration.** From technology implementation to training, we ensure you have the capabilities to execute your CX strategy.