



SmartConnect AWS Contact Center CTI For Microsoft Dynamics 365

Interactive High-Performance SmartConnect AWS Contact Center for Dynamics 365 Customer Service | CTI, Omni-Channel, IVR, ACD, AI NLP

The Maaz Technologies SmartConnect AWS Contact Center CTI for Dynamics 365 Customer Service is a solution that seamlessly integrates Dynamics 365 Customer Service CRM with the AWS Contact Centre Portal in an incredibly efficient manner. It unifies the agent experience into a single user interface, enhancing customer interactions and ultimately leading to higher revenues.

HIGHLIGHTS:

- Maaz Technologies SmartConnect CTI solution has an intuitive interface where agents can seamlessly handle voice, cases, and all omnichannel interactions within Dynamics 365 Customer Service.
- It enhances the customer experience by promptly identifying inbound/outbound callers, reducing average handle time (AHT), streamlining case management, and optimizing caller routing, ensuring each customer relates to the right skilled agent every time.
- Enhances productivity by intelligently switching between Omni-channels and AWS connectors. Features include One-Click Instant Calling, Automatic Call Logging, Dynamic Customer Search, Call Transfer Support, and Customizable Case Support.
- SmartConnect also provides comprehensive Power BI Dashboards, offering a 360-degree view of customer interactions with AI chatbots and agents through visualizations. Administrators and Supervisors have access to view the metrics and analytics.

DESCRIPTION:

Maaz Technologies SmartConnect is a commanding connector that streamlines contact handling by unifying all contact channels for the agents and makes the entire process incredibly efficient as the agent spends less time switching between applications and can focus more on providing resolution to customers. It also works closely with Dynamics CRM to integrate all capabilities as soon as they become available, enabling companies to increase productivity, enhance customer experience, and make better decisions to evolve companies to new acme and achieve the unthinkable.

Features

- Replaces screen switching with an intuitive interface.
- Enhances efficiency through Customer Identification, displaying their information in an automatic screen-pop, and routing them to suitable agents.
- Instantly matches callers with their existing queries and dynamically searches for them when required.
- Offers a OneClick solution for agents to make phone calls with a single click once connected to the Omnichannel.
- Enables contact transfer through Call Transfers from one agent to another.
- Includes call duration in the call transcript.
- Performs contact matching when agents make outbound calls.
- Provides Omni-channel support, encompassing Voice, Chat, SMS, Facebook, and WhatsApp.

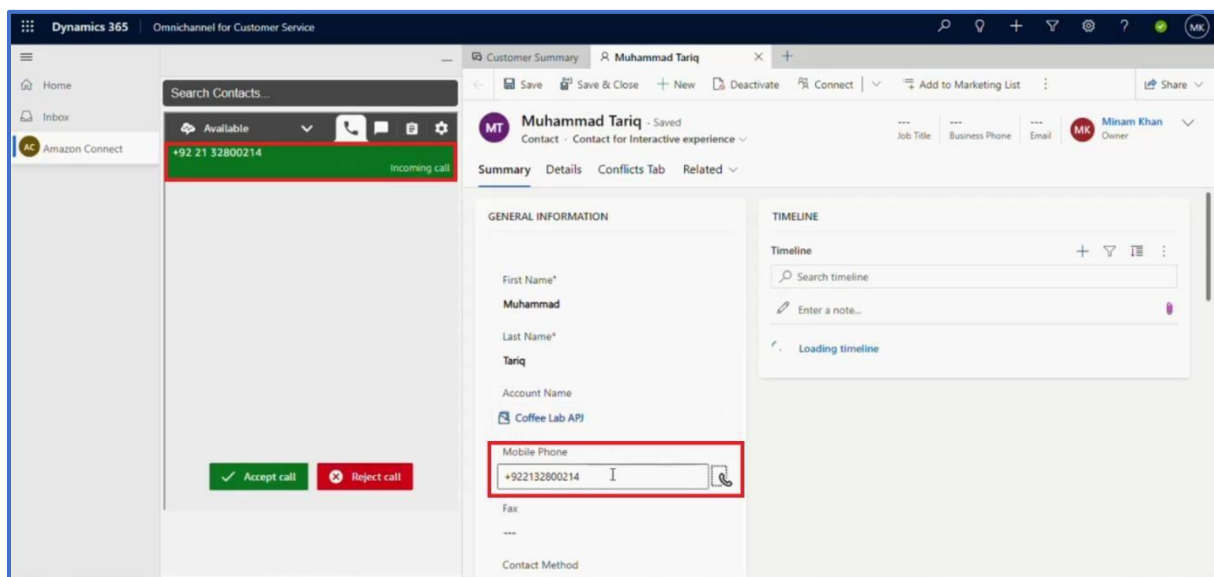


Figure 1: Incoming Customer Identification

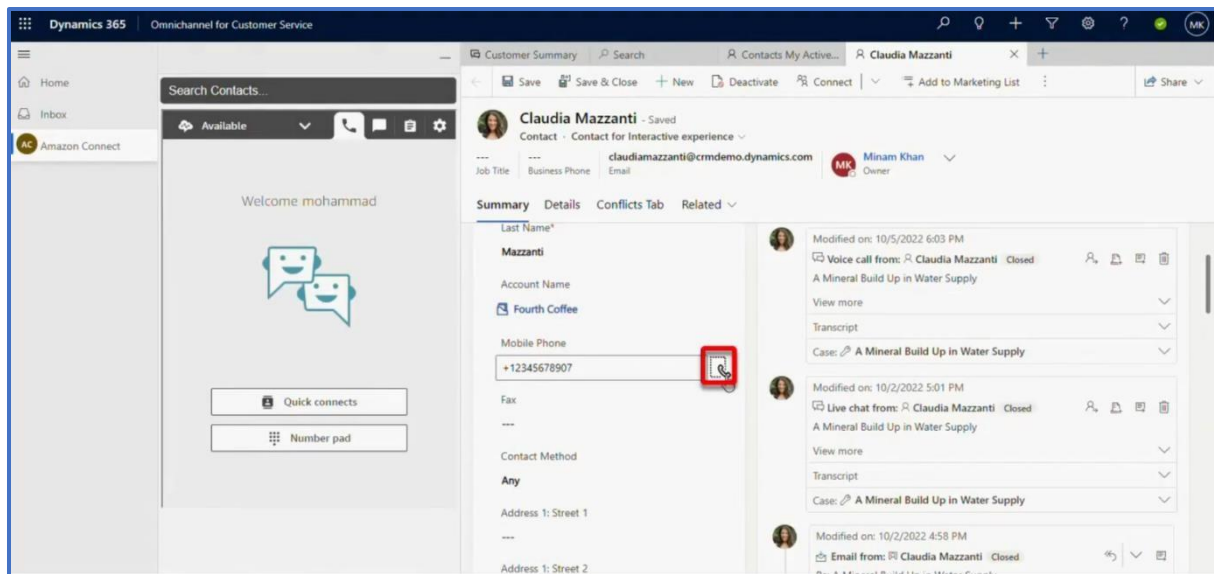


Figure 2: Click to Dial from Customer Service

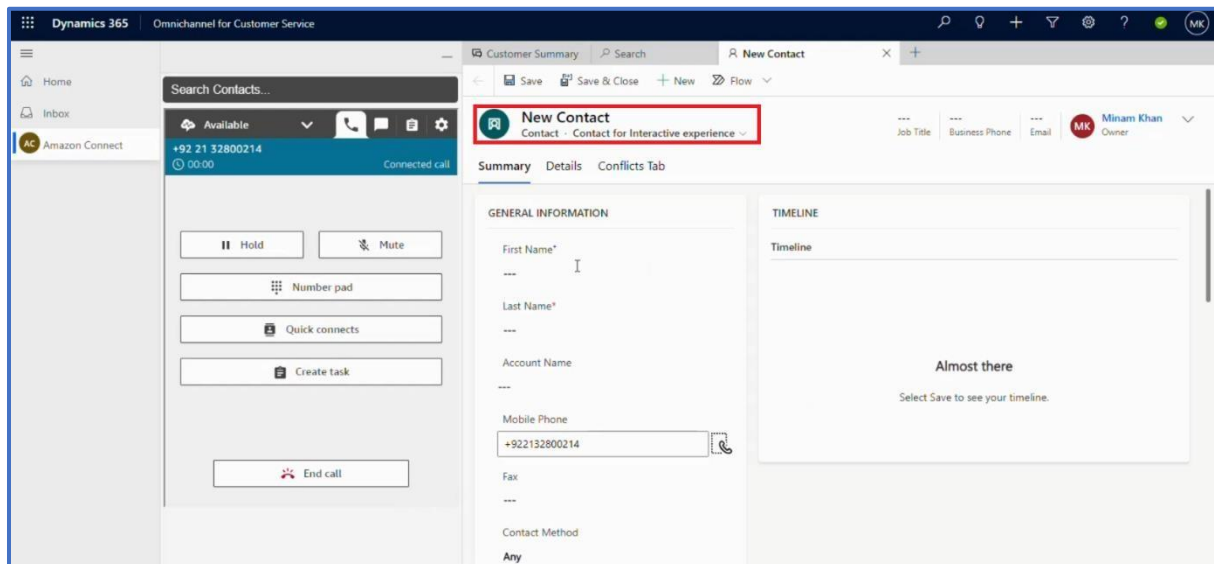


Figure 3: New Customer Identification

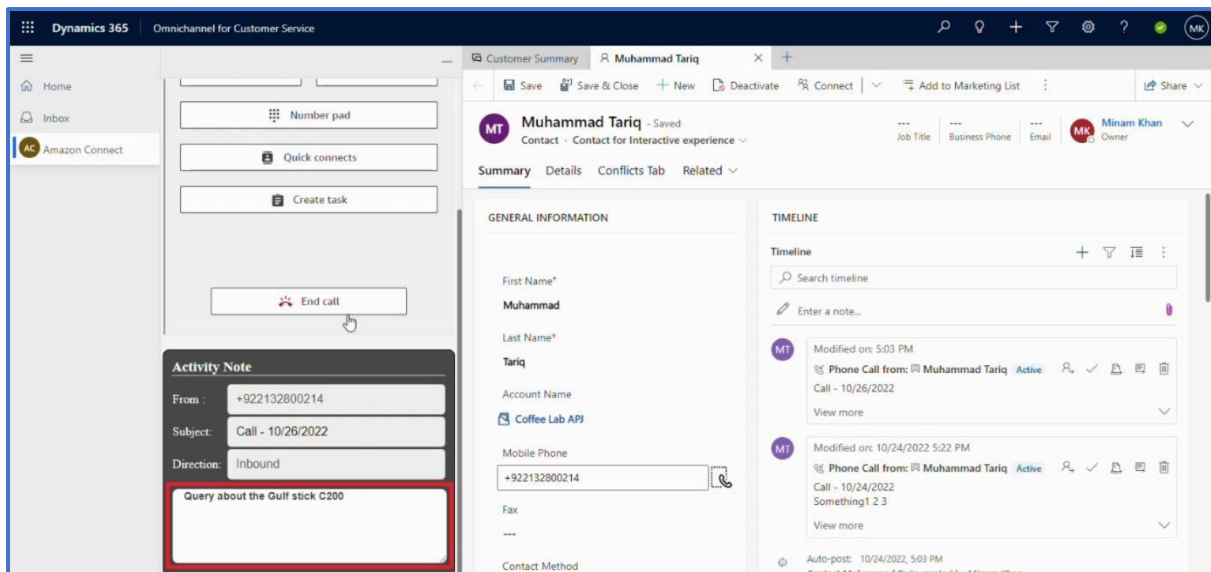


Figure 4: Activity Notes

Omni Channel Capabilities

Maaz Technologies Smart Connect operates within the Omnichannel framework of Dynamics 365 Customer Service, leveraging the CTI capabilities of Amazon Connect. Agents have the option to choose how they receive requests, whether as calls through CTI or chats through Customer Service Omnichannel.

Simple, Intuitive and Steady with Intelligent chatbot capabilities

SmartConnect for AWS Contact Center ensures swift responses to customer queries using trained AI Power Virtual Agents (Chatbots). The chatbot is proficiently trained and integrated with Customer Information and the product catalog to facilitate rapid customer interactions, providing an extensive self-service capability with GPT Answering.

Advanced Intelligent chat routing and Queuing Capabilities

SmartConnect for AWS Contact Center offers advanced chat and routing capabilities based on parameters set by the organization. It identifies customer IDs upon chat arrival and correlates previous chat events in CRM for analytics. The platform also provides skill-based agent routing, enabling live agents to manage multiple conversations simultaneously and share files.

Artificial Intelligent Enabled Response

SmartConnect for AWS Contact Center uses AI-driven Natural Language Understanding (NLU) and Natural Language Processing (NLP) to respond to the Customers, with support of up to 40 languages, and real-time detection of customer sentiments, identifying any negative customer feedback, improving customer experience, and eventually increasing sales revenue.

Visualization and Analytics

SmartConnect AWS Contact Center also provides Power BI Dashboards for omnichannel insights. Administrators and supervisors can review the metrics and analytics, including Chatbot Analytics and agent visualizations. These Dashboards are invaluable for companies in boosting sales revenue and gaining a deeper understanding of customer feedback regarding the company's products and features.

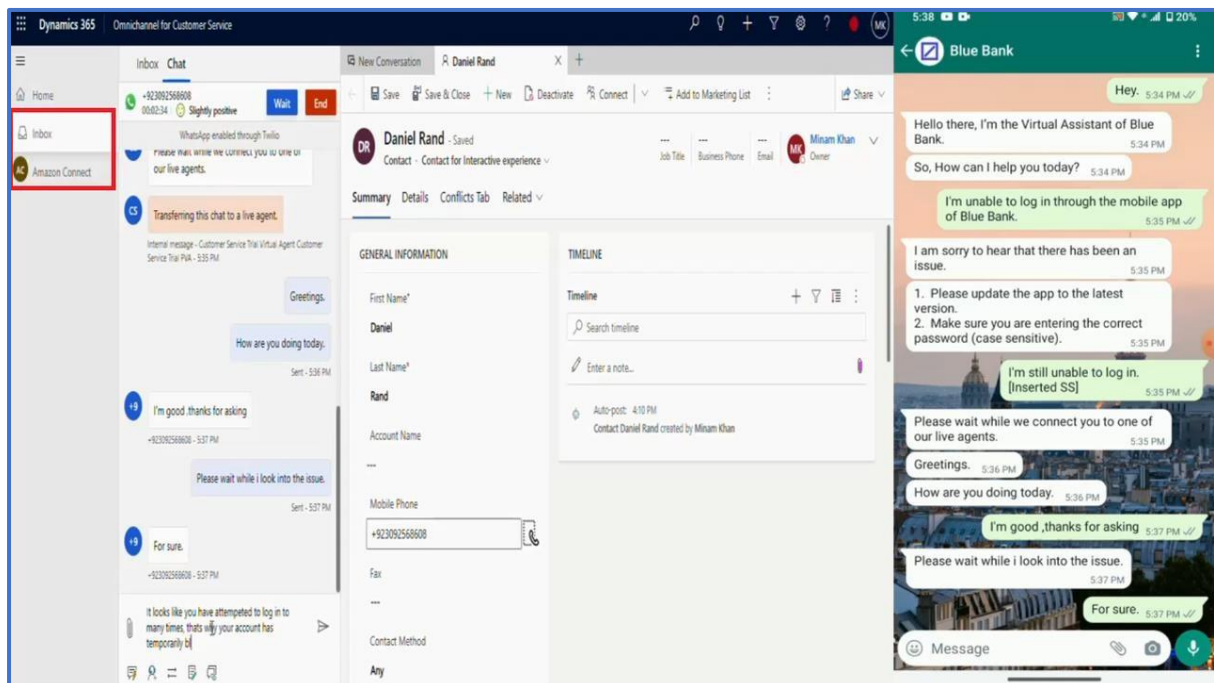


Figure 5: WhatsApp Integration

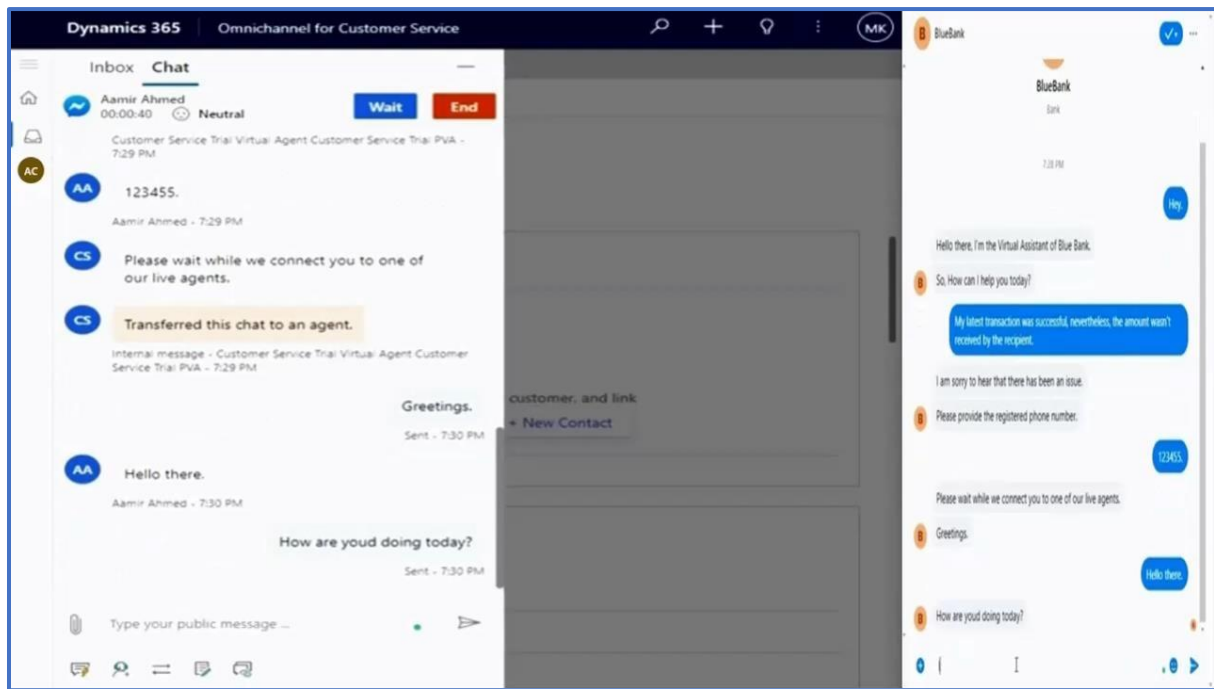


Figure 6: Facebook Integration

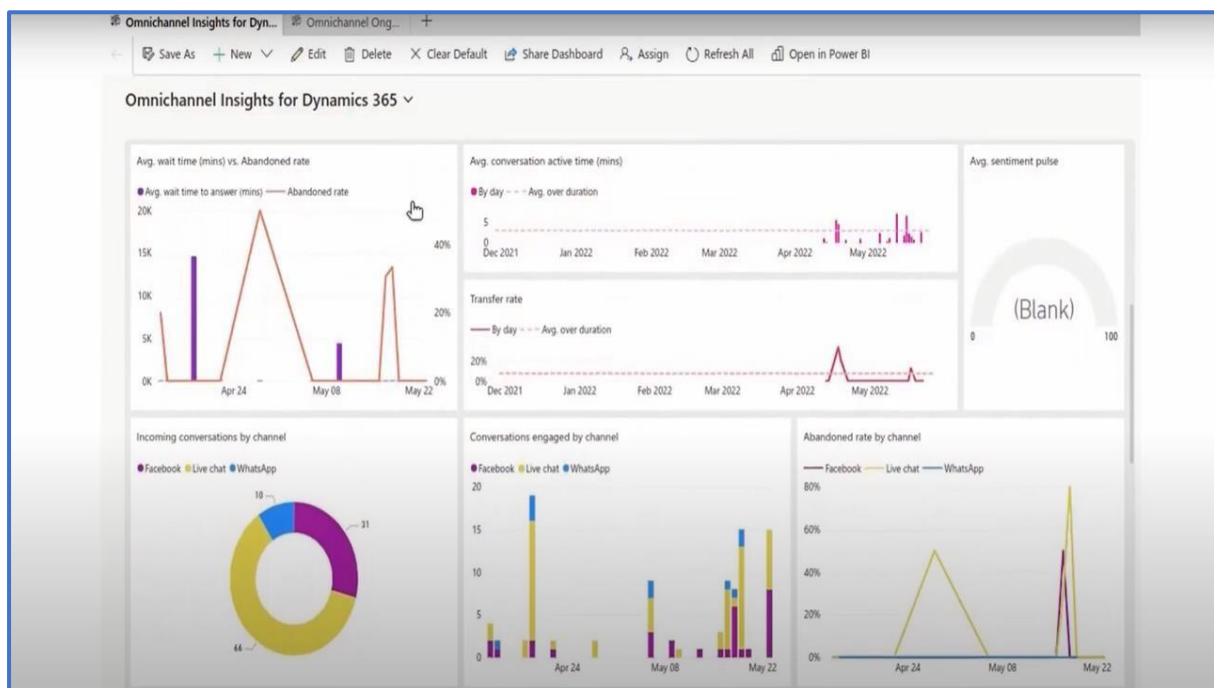


Figure 7: Power BI Dashboard with Analytics