LOCAL MEASURE

# CONNECT EVERYONE.
# CHANGE EVERYTHING.

**Engage for Amazon Connect is an omnichannel agent desktop for cloud contact centers, providing a single pane of glass to radically improve agent productivity and supercharge the customer experience.**

**The best voice and omnichannel agent desktop turning agents into productive superheroes**

### Supercharge customer experience
Give customers the convenience to engage with your business via their preferred channel, at a time that suits them

### Increase agent efficiency
Help agents work faster with a single pane of glass to unify customer communications across all channels - voice, chat, email and social media

### Respond to customers faster
Use chatbot functionality, automated snippets, idle messages and knowledge base integration to save time and serve customers faster
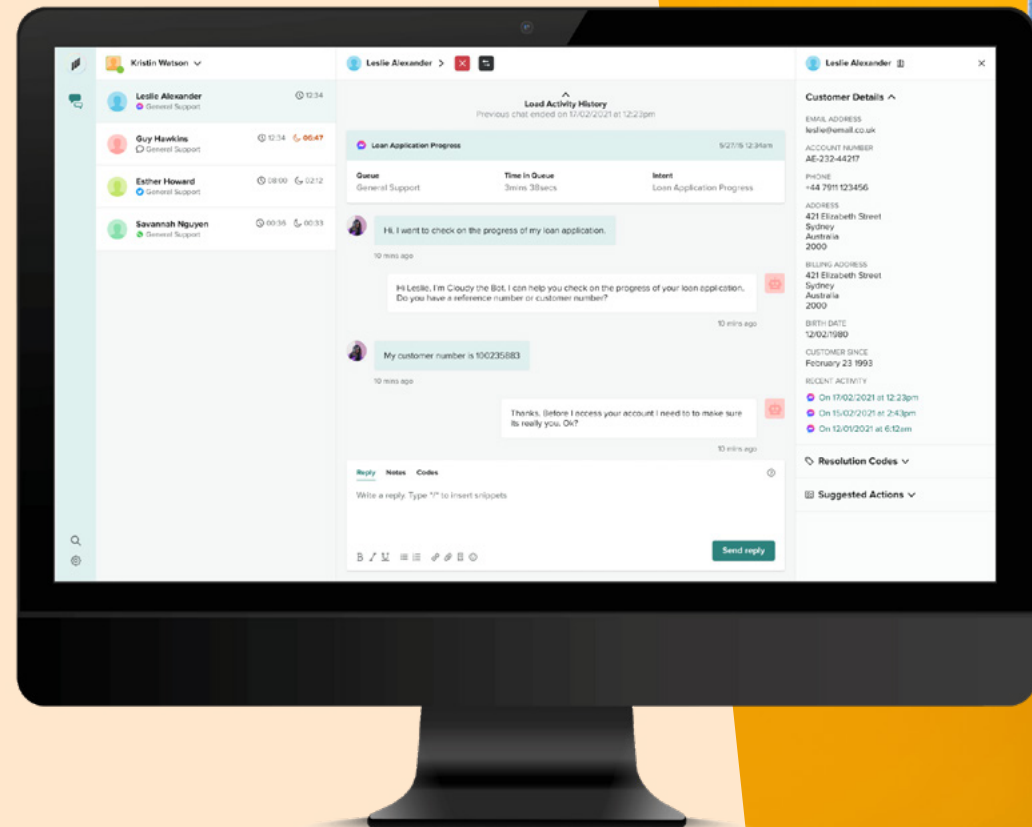
### Fast set up, minimal training
Get going quickly with an out of the box solution that is easy to implement, easy to use and easy to train

### Stay agile with consumption only pricing
Only pay for what you use, when you use it. No more seat licences - just pay per call, message or task.

aws marketplace

# IT'S AS EASY AS ABC

## Driving exceptional Agent, Business and Customer experiences

### Cloud call center telephony
The best voice technology built on Amazon Connect so your agents can work from anywhere

### Omnichannel agent desktop
Meet customers where they are, and use one inbox to manage all conversations regardless of channel

### Threaded cross-channel history
One historical thread as customers communicate with different agents across different channels

### Agent workflow automations
Remove repetitive work and make agents more productive with automated tasks, chat bots and AI

### Knowledge base integration
Auto-surface information in real time and resolve customer queries faster

### Quick Start implementations
Migrate to the cloud without fuss, and without the price tag

### Customer data security
Mitigate risk with a platform compliant in all data regulations

### Consumption based pricing
No lock in contracts, no seat licences, no minimum spend

## Get started today
It's easy. Start with one click on AWS Marketplace to subscribe

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## Use-cases

**Accelerate responses during peak times**
Manage high volumes of inbound queries during seasonal and unexpected peak times quickly and cost effectively

**Ensure business continuity in times of crisis**
Keep your business running smoothly by enabling agents to work remotely and securely via the cloud

**Resolve customer queries faster**
Improve Average Handle Times and First Contact Resolution rate with automations that help agents work faster and smarter

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