

# Contact Center Transformation

Omnichannel  
Contact Center

Conversational  
AI

Call Analytics/Call  
Insights





# Transform your Customer Experience with Quantiphi's CCT


**4,000+** Quantiphi Professionals

**1000+** AWS Certified Professionals

**AWS COMPETENCIES**







## Contact Center Transformation

Quantiphi's Contact Center Transformation Solutions help transform the client's customer experience and modernize the contact center landscape to a scalable cloud-based IVR and enable self-serve capabilities using virtual agents and reduce the contact efforts by empowering agents with real time insights, responses and customer data analysis.

### Contact Center Transformation Solution Suite

#### IVR (Amazon Connect) Migration

Create and integrate an easy to use omnichannel cloud based IVR, with PaYG pricing

#### Virtual Agent

Gives customers 24/7 access to immediate conversational self-service, with seamless handoffs to live agents

#### Call Analytics and Agent Assist

Uses natural language understanding to identify call drivers which helps contact center operators to understand customers better and identify major call drivers to improve call outcomes

## Case Studies

### Employee helpdesk using AI

- Developed a 24x7 available IVR voice and a chatbot solution for great employee experience
- Enable to analyze employee challenges across organization in a cost-efficient manner

#### Benefits

- 40% Reduction in Cost
- 24x7 Assistance & Insights
- Automation of Password Management

### Call Center Intelligence

- Provided a real time call transcription and call summary solution for intents and topic categorization using NLP
- Improved consistency across operations and Reduced agent case interaction

#### Benefits

- Lowered transcription costs by 50%
- Optimized transcription SLA to 3 secs
- Increased Operational Efficiency leading to ~37% cost saving

### Student Mental health support contact center

- Quantiphi developed a contact center solution powered by Amazon Connect that enables 24x7 Counselor availability through SMS, call and a web chat, ready to be deployed across different districts in the US

#### Benefits

- Highly Scalable & Templated Solution
- Improved Student Experience
- 24\*7 access to licensed Counselors

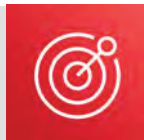
### Technical Stack



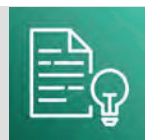
Amazon Lex



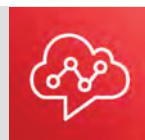
Amazon Polly



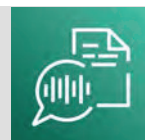
Amazon Pinpoint



Amazon Comprehend



Amazon Connect



Amazon Transcribe



Amazon QuickSight



QAgent is an AI-powered agent desktop solution built on Amazon Connect that enhances agent experience, boosts productivity, and improves customer satisfaction. Packed with multiple features on a single unified screen, QAgent ensures that agents have the necessary tools and support to deliver exceptional customer service, leading to contact center success.

## Why QAgent

Contact centers often focus solely on customer experience, overlooking the needs of their agents. This leads to high turnover rates, extended call resolution times, low productivity, and increased costs. QAgent bridges this gap by providing agents with a unified screen with agent-friendly and AI-driven features and functionalities to create a productive work atmosphere, increase job satisfaction, and enhance customer experience.



## QAgent helps

**Small Contact Centers** that need an affordable feature-rich alternative without compromising performance

**Existing Amazon Connect Customers** seeking an affordable upgrade on their interface

Head of Customer Service, Head of Contact Center Operations, VP, CIO, or Director of Helpdesk, who **prioritizes agent convenience and positive agent experiences**

## Features



Real-Time Call Transcription for Instant Insights



Key Entity Extraction Automatically Identifies Essential Information



Customer Profiles Integration for Enhanced Personalization



Access Customer History and CRM Data in Real Time



Anticipate Customer Needs with Intent Identification



Effortless Case Summary Creation for Efficient Follow-Up

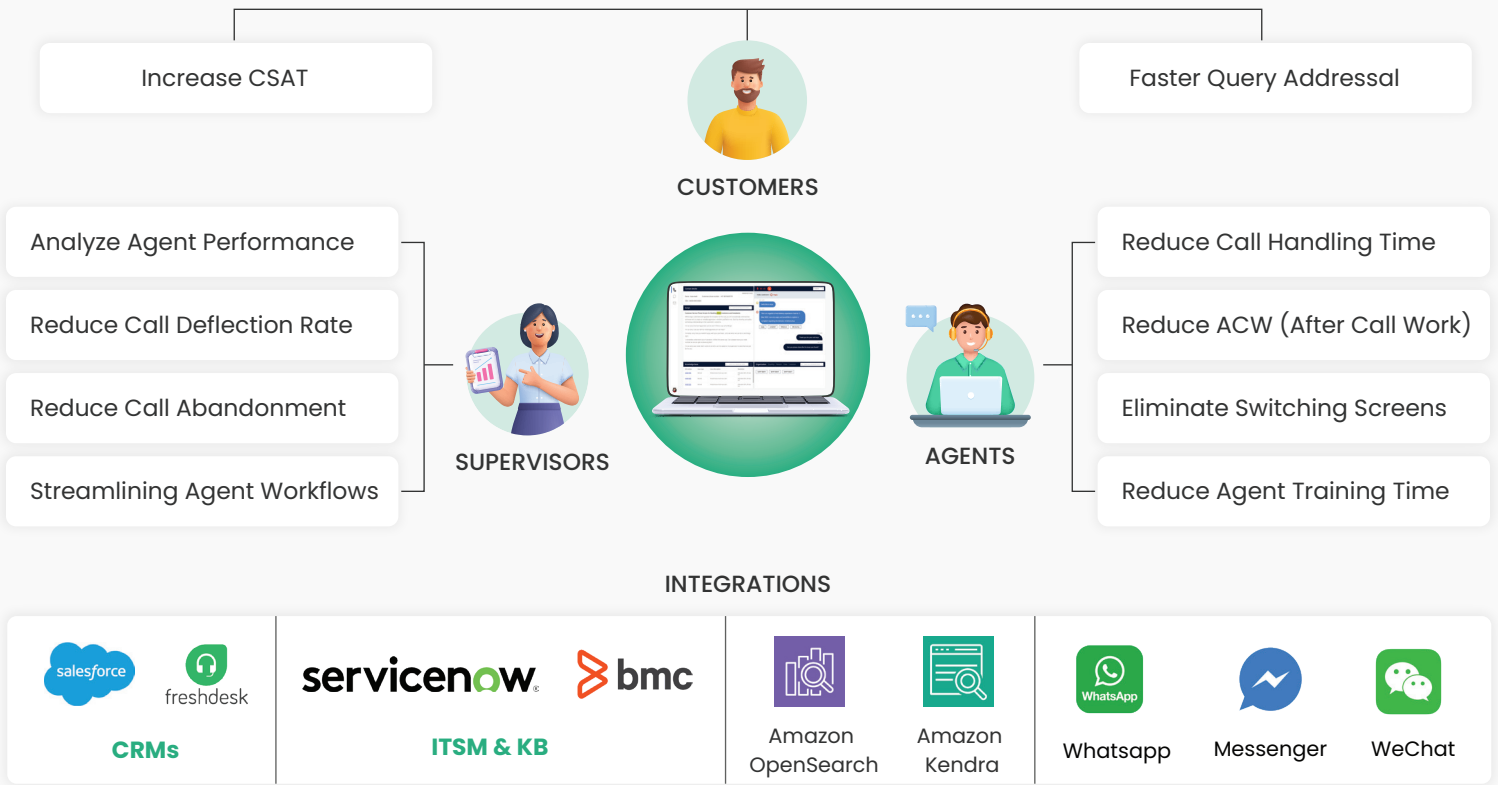


Knowledge Base Integration for Quick Answers



Powerful Monitoring Capabilities like Agent Scoring

# QAgent Overview



Solution Benefits	<p>Enhanced Agent Experience</p>	<p>Increased Agent Productivity</p>	<p>Improved Customer Satisfaction</p>	<p>Reduced Attrition Rates</p>	<p>Cost-Effective Upgrade</p>
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powered by

Amazon Connect	AWS Amplify	Amazon DynamoDB	Amazon Kinesis	AWS Appsyn	AWS Lambda

**Jim Keller**  
 AWS Global CEO  
[jim.keller@quantiphi.com](mailto:jim.keller@quantiphi.com)

Available on