quantiphi
Solving What Matters

QAgent
Ai-Powered Desktop for Amazon Connect

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Amazon Connect Delivery

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QAGENT

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

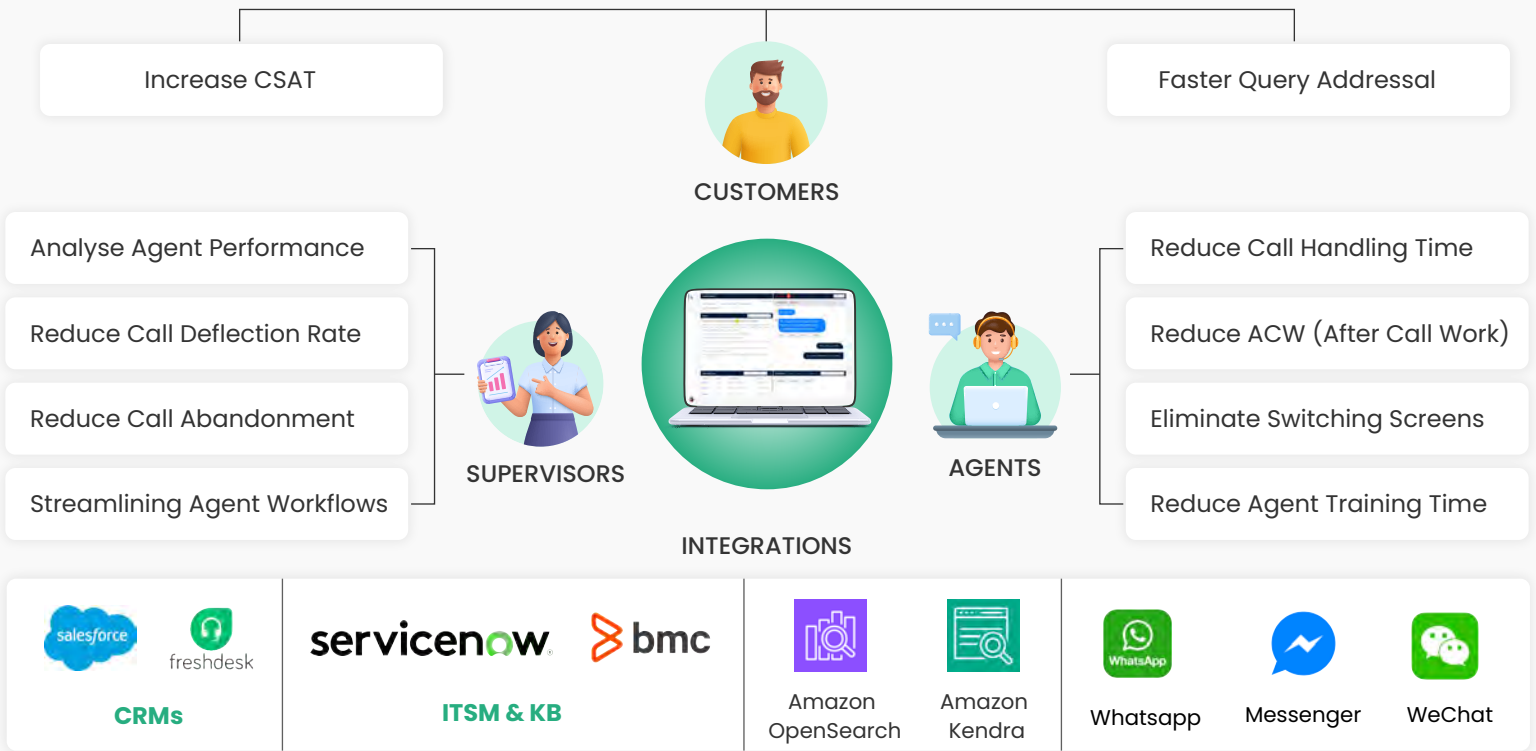Effortless Case Summary Creation for Efficient Follow-Up

Knowledge Base Integration for Quick Answers

Powerful monitoring capabilities like agent scoring

QAgent Overview

Increase CSAT

Faster Query Addressal

CUSTOMERS

Analyse Agent Performance

Reduce Call Deflection Rate

Reduce Call Abandonment

Streamlining Agent Workflows

SUPERVISORS

AGENTS

Reduce Call Handling Time

Reduce ACW (After Call Work)

Eliminate Switching Screens

Reduce Agent Training Time

INTEGRATIONS

CRMs	ITSM & KB	Amazon OpenSearch	Amazon Kendra	Whatsapp	Messenger	WeChat

Solution Benefits

Enhanced Agent Experience	Increased Agent Productivity	Improved Customer Satisfaction	Reduced Attrition Rates	Cost-Effective Upgrade

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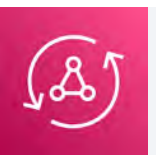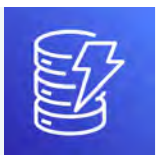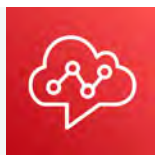
Amazon Connect

AWS Amplify

Amazon DynamoDB

Amazon Kinesis

AWS Appsyn

AWS Lambda

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