

2019 Enterprise Connect Usan



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AWS DESKTOP/DIALER SOLUTION

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USAN, a Standard Consulting Partner in the Amazon Web Services (AWS) Partner Network (APN), a provider of cloud-based customer engagement solutions, chose Enterprise Connect to announce the availability of Agent Desktop for Amazon Connect and Dialer for Amazon Connect. These solutions, along with Visual IVR for Amazon Connect, comprise the USAN Contact Suite, a set of pre-packaged solutions built by USAN to extend the power of Amazon Connect.

The USAN Contact Suite is comprised of:

Agent Desktop for Amazon Connect. Agent Desktop unites the power of the AWS ecosystem with the ease and flexibility of Amazon Connect. Agent Desktop allows agents to receive, make, and manage calls on Amazon Connect and supports configurable tabs with context-aware content and embedded websites. Features such as screen pop and call dispositioning, and integration with backend systems, help shave seconds from each call to reduce Average Handle Time.

Dialer for Amazon Connect. Dialer adds high-touch outbound calling capability to Amazon Connect to help boost sales, increase collections, launch surveys, and more. The TCPA-compliant platform can blend inbound and outbound agent activity, and run multiple, concurrent campaigns to reach different target audiences. The system plugs into the organization's existing list management and CRM systems, and other on-premises databases. In addition, Dialer supports dynamic, automated list processing, configurable call dispositioning, and advanced retry logic.

Visual IVR for Amazon Connect. Adds omnichannel functionality to Amazon Connect contact flows to increase self-service adoption rates and improve customer satisfaction. The solution recreates IVR experiences as an optical, mobile application. It extends IVR menus, prompts, flows, and rules in a graphical format, offering customers another option to interact with businesses.

USAN, one of the first companies to host contact center technology in the cloud, has provided contact center software-as-a-service (SaaS) since 1989. USAN helps companies integrate communications and legacy technology and automate business processes to deliver seamless, omnichannel customer experiences. With more companies using Amazon Connect-- a self-service, cloud-based contact center service that makes it easy for any business to deliver better customer service at lower cost--the USAN Contact Suite enables them to seamlessly add agent desktop and outbound calling functionality to their Amazon Connect infrastructure. The solution was developed in direct response to customer feedback while providing Amazon Connect integration and implementation services.

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“Amazon Connect and the USAN Contact Suite can eliminate the need for on-premises hardware, while customers pay for only what they use,” noted Teri Navin, Director of Product Marketing for USAN. “The solutions require no integration effort and work in tandem with other Amazon Web Services (AWS) products, including Amazon Kinesis, Amazon Relational Database Service (Amazon RDS), and Amazon Simple Storage Service (Amazon S3).”