USAN

USAN Contact Suite
Extending the Power of Amazon Connect

Contact Suite is a strategic component of any Amazon Connect implementation. It consists of pre-packaged, natively built solutions that extend the power and functionality of Amazon Connect. These solutions require no integration effort and can be seamlessly implemented to work in tandem with Amazon Connect services. With Contact Suite, agents have access to a single, unified interface to interact with customers across all communication channels. A workflow-driven agent desktop, outbound dialer with campaign management, web chat, and email are fully integrated with Amazon Connect, supporting agents and customers on the channel of their choice.

Dialer for Amazon Connect

USAN Dialer is an accessible, TCPA-compliant platform that manages outbound calling campaigns on Amazon Connect. Dialer can run multiple, concurrent campaigns and blend inbound and outbound agent activity. The solution supports dynamic, automated list processing, configurable call dispositioning and advanced retry and completion logic. Dialer adds high touch outbound capabilities to Amazon Connect outbound campaigns to boost sales, increase collections, launch surveys, and provide rapid outbound notifications.

Agent Desktop for Amazon Connect

Agent Desktop is a customizable interface that brings the full power of Amazon Connect to the agent. Agent Desktop adds several capabilities to Amazon Connect, including screen pop of call and customer data, customizable call dispositioning, agent workflows, forms, quick links, single sign-on and more. Details for all calls received by an agent are written to Kinesis Data Streams for data archiving, reporting, analytics, or any other business use. Agent Desktop enables agents to receive, make, and manage calls on Amazon Connect and supports configurable tabs and embedded websites for optimal efficiency.

Web Chat for Amazon Connect

Web Chat is an easy-to-implement communications channel that allows customers to interact with businesses directly from a website. AI-powered chatbots are an option to make service accessible for customers while lowering costs. The application supports a smooth transition from bot to live agent when needed, with call context and important details about the chatbot session included in the Agent Desktop. Customer experience is improved with tailored, personalized responses, and agent efficiency improves with the ability to work in a blended digital/voice environment.

30+ YEARS
of award winning, secure, reliable, enterprise grade cloud contact center solutions

99.999%
AVAILABILITY
for USAN products in the cloud

10 USAN + MULTIPLE AWS
geographically-dispersed production nodes

1+ BILLION
minutes per year

24|7|365
Network Management Center monitoring

Email for Amazon Connect

Email is another important digital communications channel to add to the omni-channel mix. Agents can respond to emails from traditional email clients or from web and mobile forms. Because email is configured and managed from the same unified interface as the other components of Contact Suite, emails can be blended with other interaction types for optimized agent workloads. Customer satisfaction is boosted because emails can be routed based on agent skill for quick issue resolution.
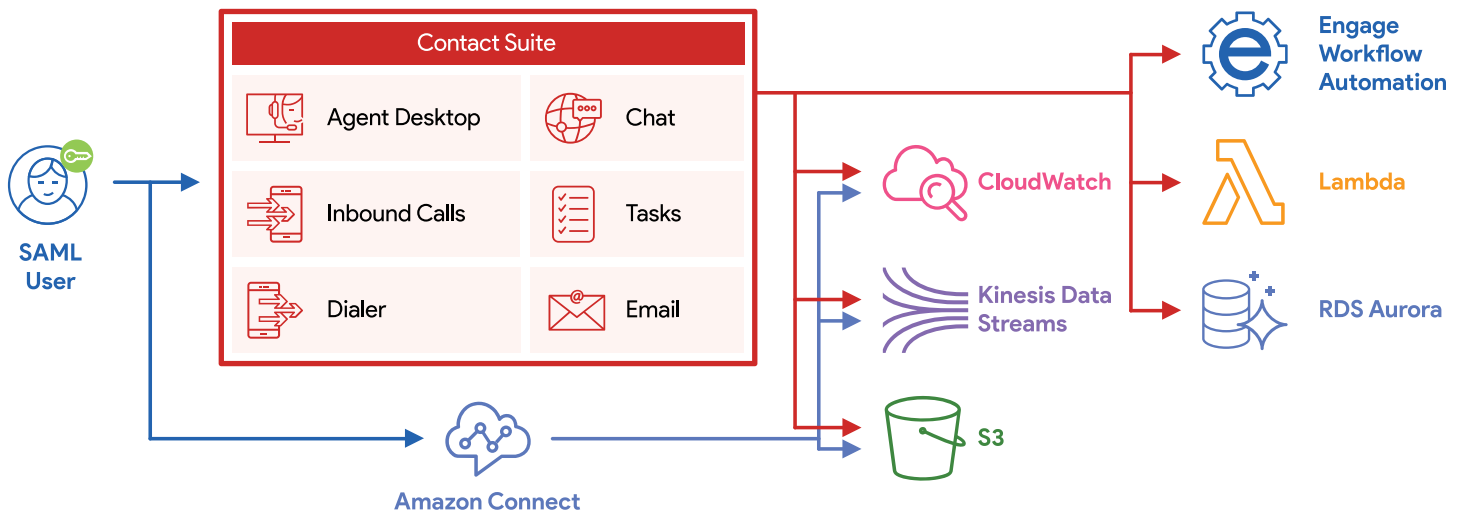
About USAN

USAN is a pioneer in cross-channel communications and cloud deployments, helping companies engage customers with the industry's best cloud-based contact center solutions. From advanced self-service, outbound dialing, and unified agent desktop, USAN's portfolio of contact center applications provides companies flexibility in the way they communicate with their customers across channels. To learn more, *contact us*.

▪ Public Sector
▪ Solution Provider
▪ Amazon Connect Delivery
▪ Public Sector Solution
  Provider

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