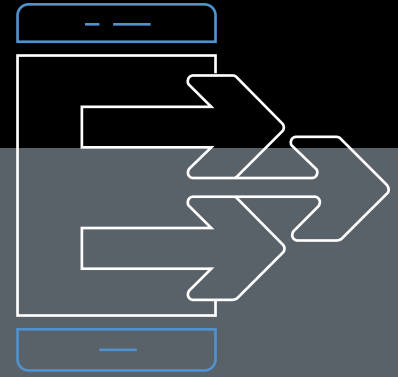




# USAN Dialer and Campaign Management

Extending the Power of Amazon Connect



USAN Dialer, a component of Contact Suite, is a strategic part of any Amazon Connect implementation. It consists of natively built campaign management functionality that extends the power of Amazon Connect outbound. The solution requires no integration effort and can be seamlessly implemented to work in tandem with Amazon Connect services. With USAN Dialer, agents have access to a single, unified interface to interact with customers across communication channels.

## Amazon Connect Outbound + USAN Campaign Management

The unique combination of USAN's campaign management capabilities and Amazon Connect outbound supports the delivery of high volume, efficient outbound solutions.

- Easy campaign set-up
- Best time to call and advanced time zone management
- Advanced retry and completion logic supporting call exclusions
- Configurable call dispositioning supports cross campaign rules
- Open APIs
  - Campaign configuration
  - List input
  - Screen pop
  - Custom dispositioning
- Auto Dialer reaches customers rapidly for notifications and self-service
- Power Dialer boosts agent productivity and efficiency for collections
- Unified agent desktop unifies contact types
- TCPA-compliance tools for risk mitigation
- Can be offered as a fully managed service



**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

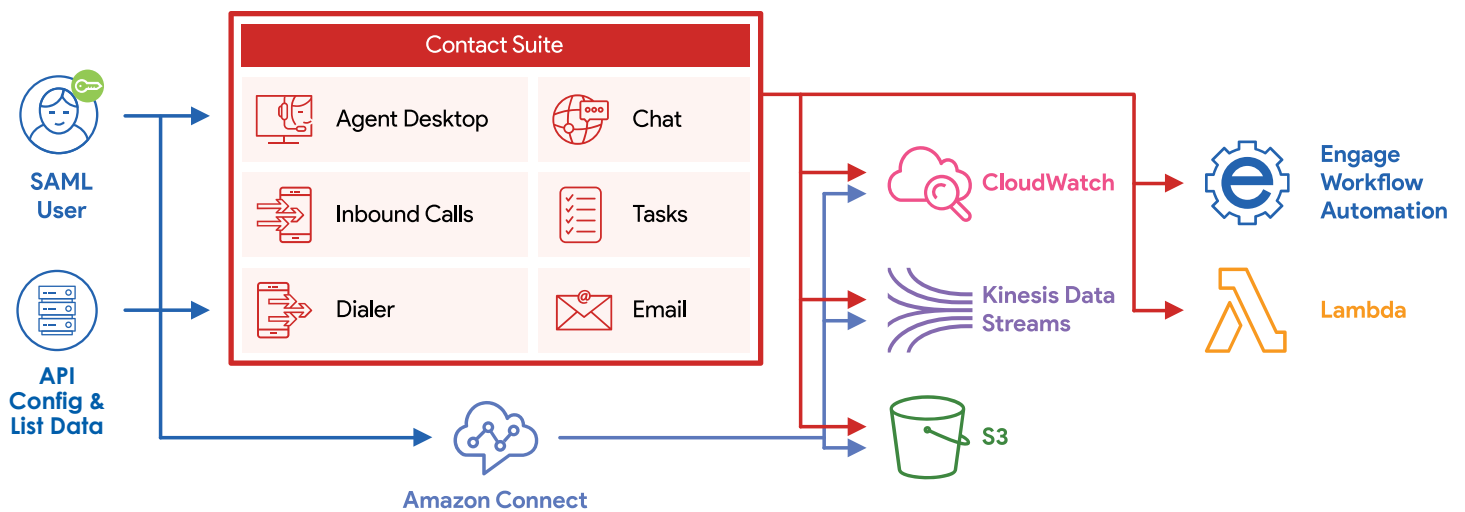


**24 | 7 | 365**

Network Management Center monitoring

Benefits include:

- Low TCO with pay-as-you-go model
- Increased agent efficiency and utilization with blended inbound and outbound environment
- Open data model drives actionable campaign insights and rich analytics
- Minimized integration effort with plug-and-play integration to Amazon Connect Outbound Campaigns



USAN Contact Suite and Amazon Connect Communications Flow

## About USAN

USAN is an Amazon Web Services (AWS) Partner offering design, integration, and deployment services, as well as natively built applications for successful Amazon Connect implementations. With years of AWS experience, as a partner and a customer, USAN has a proven methodology for deploying effective and impactful Amazon Connect solutions.



- Public Sector
- Solution Provider
- Amazon Connect Delivery
- Public Sector Solution Provider