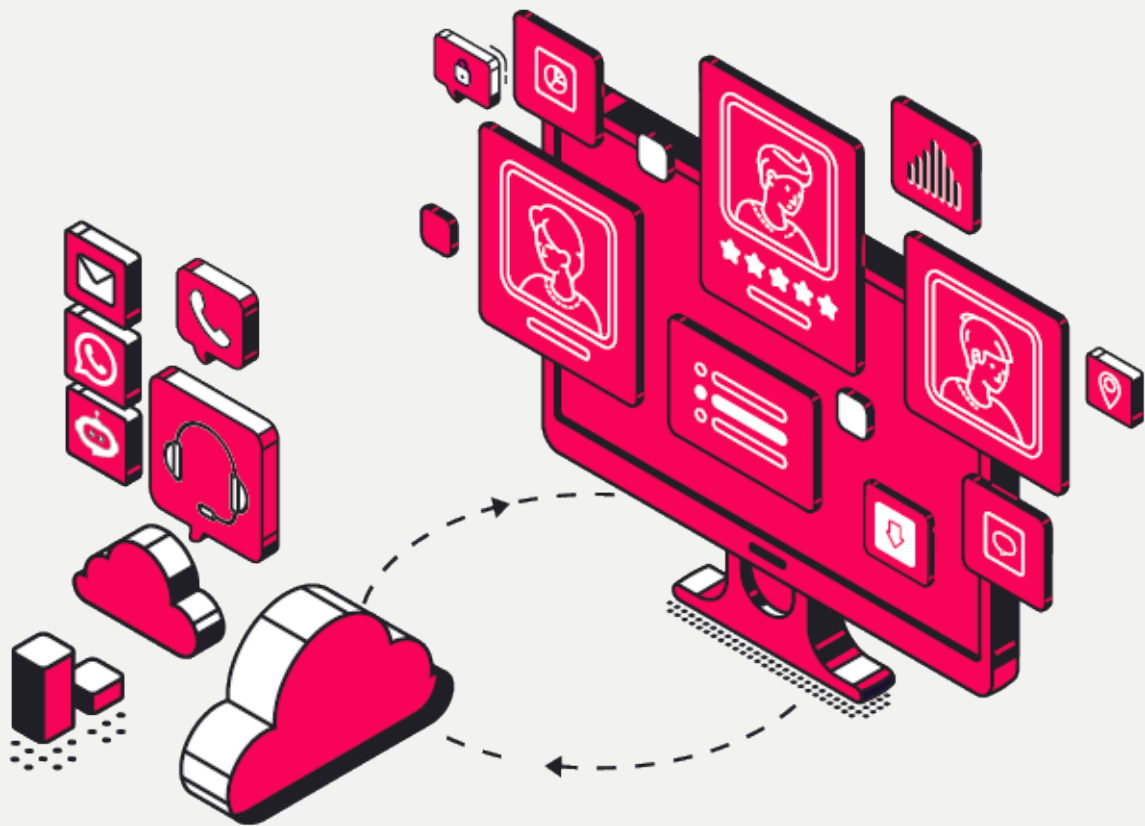


# Salesforce Voice Accelerator: Rapid integration of Amazon Connect with Salesforce.



**CONNECT**<sup>®</sup>

# What is Salesforce Voice?

Salesforce Voice Accelerator Starter Pack ensures a fast, comprehensive solution that integrates Amazon Connect's voice capabilities into your existing Salesforce environment. It includes all the necessary features, configurations and integrations to get a business up and running, along with a robust and seamless deployment methodology.

Use your existing Amazon Connect telephony or buy it bundled from Salesforce. It's perfect for a development environment through to a production ready platform, complete in less than 2 months, and available to go live at the end.

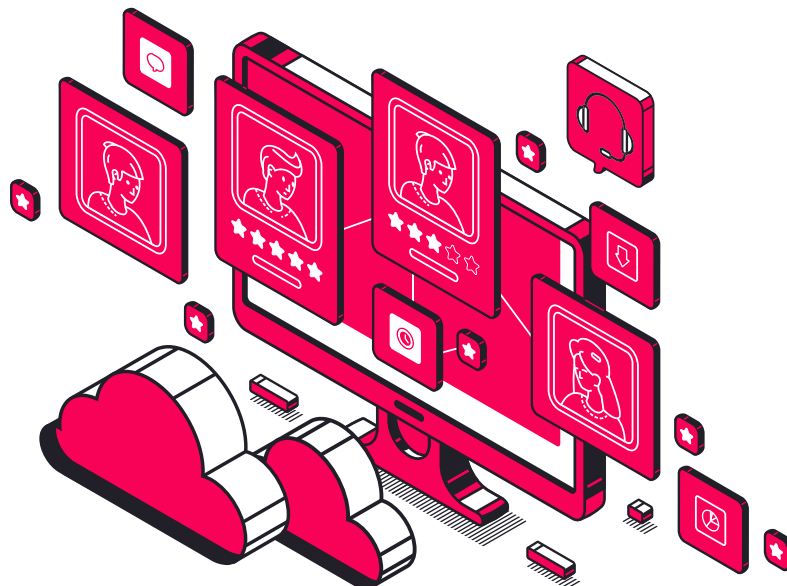
## What's included?

- **Unified agent desktop:** Consolidates cloud telephony from Amazon Connect directly inside the Salesforce console, eliminating screen-switching by blending the voice call controls seamlessly with existing Salesforce digital channels e.g. email.
- **Real-time AI transcription:** Leverages Amazon Connect call recording and transcription to generate call transcripts directly into a case or record within the agent workspace. Call recording, transcription and sentiment all stored in the cloud.
- **Blend omnichannel routing:** Unifies voice calls with existing digital channels (e.g email). Enables DTMF IVR menus, IVR customer lookup with agent screen-pop. Voice queues, automatic case creation and ensuring agents are only routed work based on their real-time presence and aligned skill set.
- **Native supervision and analytics:** Empowers supervisors to change agents' skills and queues in real time, listen to active calls, provide mid-call coaching, view real-time transcriptions, and real time dashboards for the voice channel with alerts, all from the Salesforce supervisor dashboard.

Need more? Further enhancements are available, including direct agent routing, call-backs, voicemail, call transfers, advanced reporting and dashboards, queue redirection, Salesforce AI powered Next Best Action, auto call summary, recommendations for voice interactions, and automated wrap-ups. While outside the standard offering, they can be added subject to scoping during project kick-off.

# What's the process?

Achieve a seamless and efficient deployment of voice capabilities within Salesforce Voice in under 2 months:



# What benefits can your business expect?

Elevate your customer service operations with seamless, efficient, and personalised voice interactions. Our pre-packaged solution features optimised resource allocation with precise effort estimation, a well-defined scope, and transparent pricing, helping your business save time and money while enhancing efficiency.

Streamline operations with our flexible, scalable, and secure solution tailored to the unique needs of your business. Expect:



## Enhanced

agent and customer experience through empowering tools.



## Tailored

conversations based on actual customer data.



## Efficient

issue resolution.



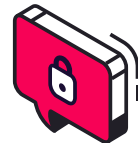
## Operational

efficiency with minimal downtime.



## Improved

analytics and insights for enhanced reporting.



## Robust

security measures and compliance with industry standards.

## Connect with us.

Deliver smarter voice experiences, faster. Get Salesforce Voice live in under 8 weeks.

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