

eGain Solve for Amazon Connect

Transform customer experience with digital-first, omnichannel desktop, and smart self-service, powered by artificial intelligence (AI), knowledge base, and analytics.



eGain is an AWS Partner Network (APN) Technology Partner with validated Amazon Connect capabilities.

Industry Trends & Challenges

Today's digital-first consumers want effortless customer service experiences. They demand fast, accurate answers from self-service systems and agents. On the other side, as self-service systems handle routine customer queries, agents deal with more complex customer interactions. Mostly millennial and increasingly Gen Z, agents are forced to contend with legacy desktops, where they have to adapt to the tool than the other way around. Moreover, they are unable to find the answer needle in the information haystack when the customer is on the line. As a result, customer experience has worsened or remained flat at best while agent churn continues to be a huge issue in contact centers.

The eGain Solution

Guided by artificial intelligence (AI), knowledge base, and analytics – including virtual assistance through Amazon Alexa – eGain Solve for Amazon Connect powers connected, easy customer experiences across all channels. Based on the cloud-based contact center infrastructure of Amazon Connect, the solution comprises a digital-first, omnichannel agent desktop, and smart self-service, including Alexa virtual assistance.

Benefits

eGain Solve delivers transformational business value* for both the customer and the agent experience:



75%

Improvement in agent time to competency



25%

Improvement in FCR (First-Contact Resolution)



20 point

Improvement in NPS (Net Promoter Score)



60%

Self-service deflection

* Based on data from eGain customers

Solution overview



Amazon Connect

The simple to use, cloud-based contact center from AWS – Amazon Connect is based on the same contact center technology used by Amazon customer service associates around the world to power millions of customer conversations. Amazon Connect makes it easy for businesses of any size to deliver better customer service at lower cost. It is designed to dynamically adjust to the changing needs of your customers in real time, so you can engage with them easily and naturally.

eGain Solve for Amazon Connect

eGain Solve for Amazon Connect is an omnichannel customer engagement solution. It includes:

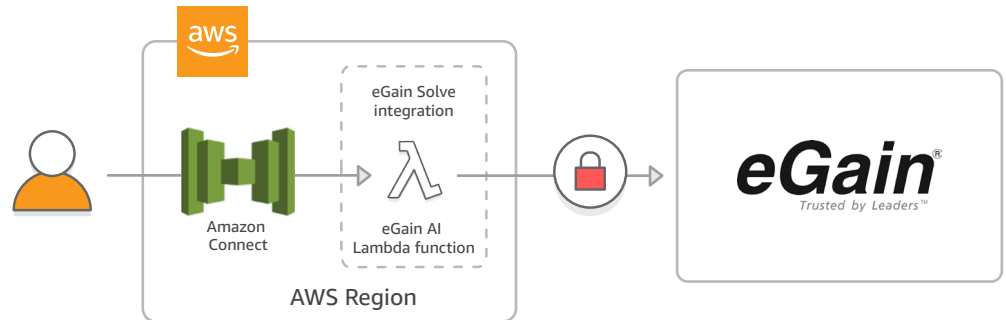
- Digital-first, omnichannel agent desktop, powered by AI, knowledge, and analytics
- Virtual assistance through Amazon Alexa

The solution includes rich, out-of-the-box capabilities for digital engagement, while using Amazon Connect for voice.



How it works

eGain Solve integrates seamlessly with Amazon Connect to provide an omnichannel agent desktop, end-to-end AI for digital self-service, call routing, guided assistance for agents, and analytics for Amazon Connect.



Available in AWS Marketplace