Hello!

> We are Alex & Tom.

> We work at CloudInteract.

> This session will be different to what you're used to.

> Please ask questions along the way.

When Deployment doesn't fix all the problems.

> Everyone works in different ways.

> A company == their culture.

> Time to extend what's out of the box.

Case Study: Boutique Travel Agency

> Personalised, Individual Experience.

> Contact via Phone, Web, Chat, WhatsApp, Email.

> Customers, Suppliers, Partners.

> Currently use multiple systems.

> Aims:
  > Meet their current ways of working.
  > Improve the value of the contact centre to the business.
  > Ensure they are ready to embrace future innovation.
    > Interested in video, for instance

Problems

> Anti-Contact Center workflow

> Trends across channels

> What's everyone dealing with today?

> Visibility of interactions over time

> Voicemail

> Existing (bespoke)CRM

Profiles & Cases

> Solving the Data problem.

> Using Call Flows to manage.

> CRM Integration

> Considerations.

> Tips & Tricks.

🔍 Search Cases   ⟳   ⊕ Case

Post Call Survey > Audit history

▼ **5/30/2024, 2:55 PM - Case was updated**

Survey_NPS   **Survey_AgentRating**

Before   Before
9   9

After   After
4   9

▶ **5/30/2024, 2:55 PM - Case was updated**

5/30/2024, 2:55 PM - A phone call was handled

▼ **5/30/2024, 1:37 PM - Case was updated**

Survey_AgentRating   **Survey_NPS**

Before   Before
5   5

After   After
9   9

▶ **5/30/2024, 1:37 PM - Case was updated**

5/30/2024, 1:37 PM - A phone call was handled

https://dev-swoop-eu-west-2.my.connect.aws/agent-app-v2?referrer=admin

Offline ▼

Customer Profile   Cases   Email ⋮

Apps ▼

Inbox   Sent   mark.twain@example.net ✕

Booking Update

Subject: Change of Date for Andean Adventure Booking
From: mark.twain@example.net
Received: 2024-04-03 2:45 PM

Dear InterCloud Experiences team, I recently booked the Andean Adventure package for July 2024, but due to a scheduling conflict, I need to change my travel dates. Could you assist me with rescheduling my booking to a later date? Thank you for your help!

Make brief notes and main points.

✦ GENERATE REPLY

Reply to this email.

SEND   SEND & REMIND ME IN 3 DAYS

Welcome Tom

Quick connects

Number pad

Create task

Amazon Connect - Agent Workspace - CloudInteract - Microsoft Edge

https://dev-swoop-eu-west-2.my.connect.aws/agent-app-v2?referrer=admin

👤 Customer Profile   💼 Cases   Email ⋮

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tell us the dates, no charge

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⠿ Number pad

🗎 Create task

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Generating an email using the notes tell us the dates, no charge

Welcome Tom

Reply to this email.

SEND   SEND & REMIND ME IN 3 DAYS

Quick connects

Number pad

Create task

Offline ▼

👤 Customer Profile   🗋 Cases   Email ⋮

Apps ▼

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Make brief notes and main points.

✦ GENERATE REPLY

Subject: Re: Change of Date for Andean Adventure Booking

Dear Valued Customer,

Thank you for your email regarding your Andean Adventure package booking for July 2024. We understand that scheduling conflicts can arise, and we're happy to assist you with rescheduling your travel dates.

To proceed with the date change, kindly provide us with your preferred new travel dates or a range of dates that would work best for you. Please note that date changes are subject to availability and any applicable price differences.

Rest assured, there will be no additional charges for the date change itself. Our team will handle your request promptly and provide you with the updated booking details once the new dates are confirmed.

We appreciate your understanding and look forward to making the necessary arrangements to ensure a seamless travel experience with InterConnect Experiences.

Please feel free to contact us if you have any further questions or require additional assistance.

Best regards,
Tom Morgan
Customer Advisor
InterConnect Experiences

SEND   SEND & REMIND ME IN 3 DAYS

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Welcome Tom

👤 Quick connects

⚌ Number pad

🗋 Create task

Data & Analytics

> Why

> How

> Tips & Tricks

Net Promoter Scores

Avg NPS
8.31

NPS Target
9

Max NPS
10

Min NPS
7

Avg NPS

8.31

Avg NPS by Queue

8.56	8.33	8.24	8.17
Sales	Basic	Customer Services	Claims

Avg NPS by No. of Holds

Avg NPS by Queue Duration

Avg NPS by Month & Agent

8.63   8.24   8.12   8.38

May 2023   Jul 2023   Sep 2023   Nov 2023   Jan 2024
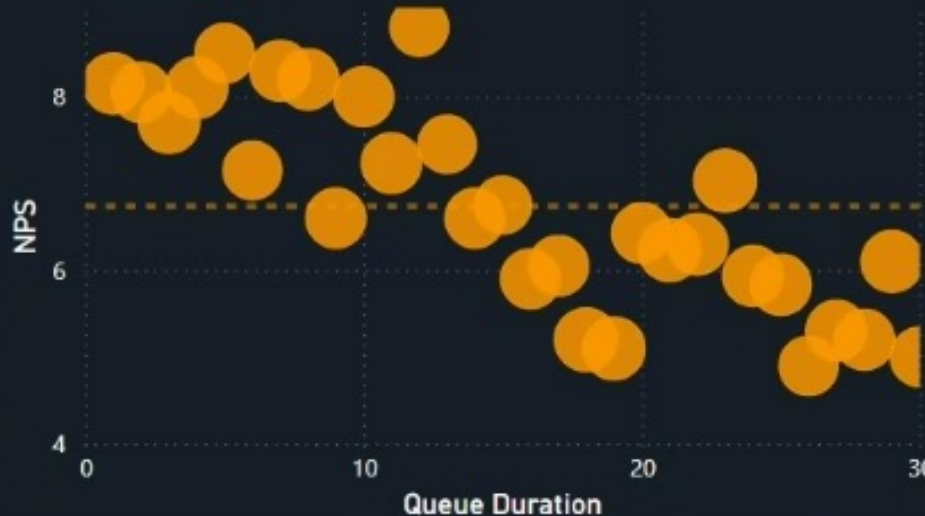
Agent	Avg NPS	Contacts	Avg NPS by Month
Justin Wilson	8.75	1,012	
Rachel Garcia	8.75	1,016	
Emily Williams	8.50	1,010	
Charlie Young	8.36	1,008	
Ivy Martinez	8.25	1,038	
Lisa Brown	8.25	972	
James Anderson	8.23	979	
Alex Baker	8.17	1,011	
Jane Jones	8.17	991	
Elliot Lee	7.80	963	
Total	**8.31**	**10,000**	

Evaluations

Date Range

5/3/2023   11/13/2023

Agent
All

Queue
All

Summary Metrics

Contacts	Contacts Evaluated
10,000	100

% Contacts Evaluated	Agents Evaluated
1.00%	10

Avg Evaluation Score	Evaluation Target per Agent
60.50%	2

Contacts Evaluated by Month

Avg Evaluation Score by Month

Contacts Evaluated by Agent

Agent	Value
James Anderson	13 (1.33%)
Alex Baker	12 (1.19%)
Emily Williams	12 (1.19%)
Ivy Martinez	12 (1.16%)
Charlie Young	11 (1.09%)
Elliot Lee	10 (1.04%)
Justin Wilson	8 (0.79%)
Lisa Brown	8 (0.82%)
Rachel Garcia	8 (0.79%)
Jane Jones	6 (0.61%)

Avg Evaluation Score by Agent

Agent	Score
Rachel Garcia	61.59%
Ivy Martinez	61.31%
Justin Wilson	61.30%
Alex Baker	60.89%
Jane Jones	60.88%
Emily Williams	60.78%
James Anderson	60.31%
Lisa Brown	59.68%
Charlie Young	59.09%
Elliot Lee	58.98%

Contacts Evaluated by Queue

Queue	Value
Basic	36 (1.41%)
Claims	29 (1.16%)
Sales	18 (0.73%)
Customer Services	17 (0.68%)

Avg Evaluation Score by Queue

Queue	Score
Claims	61.25%
Customer Services	60.50%
Basic	60.44%
Sales	59.80%

Lex Word Clouds

First Intents

- otherCommon
- balanceEnquiry
- payments
- updateAddress
- debitCards
- accessingAndLoggingOffOnlineB...
- fraud
- onlineBankingActivationCode
- paymentLimits

Second Intents

- balanceEnquiry
- promotions
- agent
- fraud
- fallbackIntent

Third Intents

- fallbackIntent
- fraud
- agent

First Utterances

Avg Sentiment ★ Neutral

Batch BACS money account balance update need online want check change make whats Payment card debit address service access order Banking Limit Password PIN quote

Second Utterances

Avg Sentiment ★ Neutral

agent moment offer account balance transactions speak suspicious please current promotions product talk

Third Utterances

Avg Sentiment ★ Neutral

transactions quote want mortgage person recognise know don't suspicious agent speak identify see talk help need
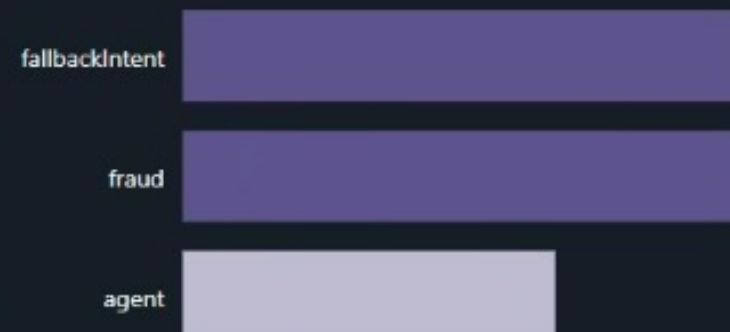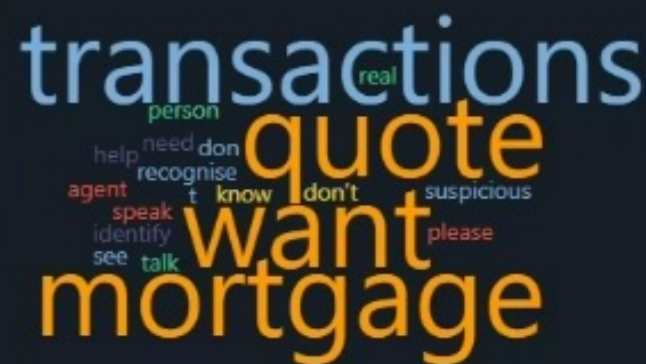
Conversation Analytics

Contact Information

ContactId
BF532A8C-5C89-44CC-B7E8-617EAC795D73

Channel
VOICE

Initiation Method
INBOUND

Queue
Customer Services Queue

Connected To System
10/26/2023 2:43:00 PM

Disconnected
10/26/2023 3:11:00 PM

Disconnected Reason
OTHER

Agent
Alex Baker

Agent and Customer Sentiment Trend

● Customer ● Agent

5.00

0.00

0.00

0.00

2.50

1   2   3   4

Conversation Summary | Full Transcription

The customer is calling to reorder one item, naproxen, from their current prescription medicines. The agent confirms that the item can be reordered and that the customer should expect to receive it in 48 hours. The customer thanks the agent and says that's all. The agent wishes the customer a good day and ends the call.

▶ 0:00 / 0:49 ═══○───── 🔊 ⋮

Metrics

Conversation Duration
00:00:46

Talk Speed - Agent
198.00

Talk Speed - Customer
204.00

Interruptions
0

Overall Sentiment - Agent
2.00

Overall Sentiment - Customer
1.70

Silence
0.00%

Avg Agent Talk Time
53.76%

Avg Customer Talk Time
21.34%

Matched Categories
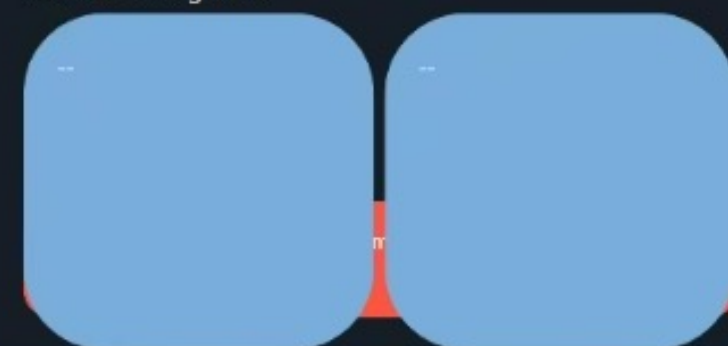
Integrations

> Why & How

> CRM Integration

> Microsoft Teams Integration

Outbound CLI Architecture
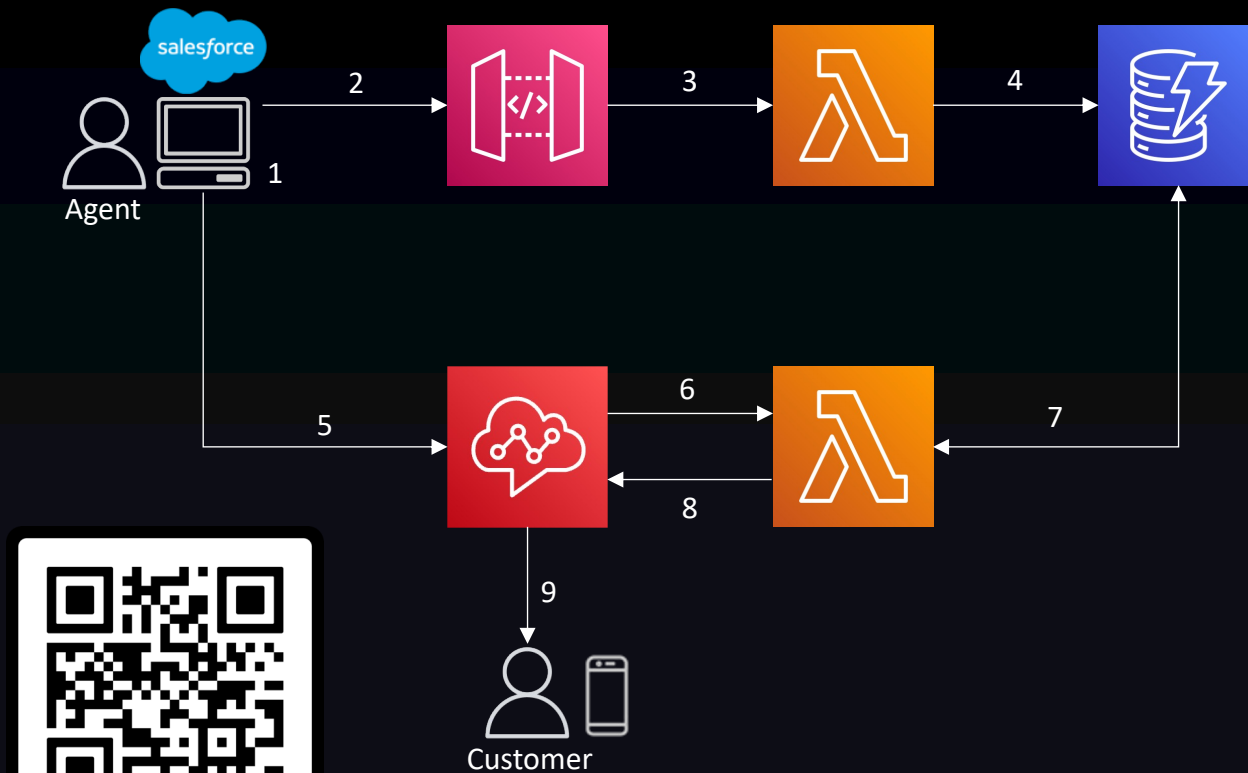
1. Agent selects outbound queue from CTI Action dropdown in Salesforce-embedded CCP
2. Salesforce CTI flow calls AWS API Gateway
3. API Gateway triggers Update_Outbound_Queue Lambda function
4. Lambda updates DynamoDB table which contains Agent-Queue mapping
5. Agent makes outbound call from Salesforce-embedded CCP
6. Connect outbound whisper flow invokes Check_Outbound_Queue Lambda function
7. Function looks up details from Agent-Queue table, and from Queue-OutboundCLI table
8. Current outbound CLI value for agent is returned
9. CLI value is used in Call phone number block in outbound whisper flow to make customer call

CODE SAMPLE

AI

> Lean into the future
>> Contact Lens
>> Amazon Q
>> Other Examples

> Use cases

> Tips & Tricks

Agent Portal

tom.morgan@cloudinteract.io

Available

+44 7812 986876
🕐 01:58   Connected call

⏸ Hold   🎤 Mute

⊞ Number pad

👤 Quick connects

📋 Create task

End call

Inbound Activity   Outbound Activity   Teams Transfer   Customer Profile   Video   Tags   Real Time

Summary

GENERATE SUMMARY

See Contact information, but the thing I'm gonna go to is our real time tab. It could take a few minutes before, um

You're gonna start to see any, uh, information in here. What's happening behind the scenes is we're using contact lens to get the call summary. Um and we're taking that information and

Accessing in real time rather than waiting, Uh, for the quarter wrap up at the end. What we found is Takes too long for agents to be really useful. Um, because what they wanna do is summarised the call.

So we we need to have the full transcript in front of us to be able to summarize that call. I'm just gonna flip from, um, talking to my phone to talking through my agent headset.

You won't notice any different because I'm recording on a different microphone. Um, but you're gonna see it happening in the summary in the minute that the agent will start talking. As well. So, like I was saying, we take that real time, Uh, transcription as it's coming.

We're doing some work to make this, um a little bit more real time. We think we can do a better job. Um, this is quite an early early proof of concept We're looking at right now.

Search Wisdom

Suggestions   Search Results

You don't have access to Wisdom suggestions yet. Contact your Administrator so you can start receiving proactive suggestions to help address customer issues more efficiently.

Learn more about Wisdom ⧉

Agent Portal

+44 7812 986876
02:16   Connected call

Hold   Mute

Number pad

Quick connects

Create task

End call

Inbound Activity   Outbound Activity   Teams Transfer   Customer Profile   Video   Tags   Real Time

Search Wisdom

Suggestions   Search Results

Summary

The transcript is about a new feature in a communication platform that provides real-time transcripts and sentiment analysis of customer calls. The customer is testing the feature with an agent, and they discuss the benefits of having access to the full transcript and the real-time analysis. The agent explains that the tool is still in development, but the goal is to present the information to the agent and customer in a more timely and useful manner. The customer agrees to provide feedback as the feature is improved.

COPY TO CLIPBOARD   REGENERATE SUMMARY

Summaries are generated from as much of the captured transcript is present. Carefully review transcripts for quality before using.

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Homework

>Integrate CCP into a third-party solution

>Look into the data streams

>How are you going to leverage Connect + AI for your organisation?

>Subscribe to ACP!

Thank you!