



CTI Data Connector for Salesforce

Cloud Contact Center with Amazon Connect

AMAZON CONNECT

Using a direct integration into Amazon Connect, CTI Data Connector provides a full **Cloud Contact Center solution** with integration in Salesforce. It is also perfect for organizations where users work in different locations or at home.



- **Browser-based phone** (WebRTC) – just log-in into Salesforce and make phone calls
- **Smart IVR** - complex IVR setups, dynamic IVR with text to speech
- **Skill-based routing** or routing based on Salesforce data with Automatic Call Distribution for Salesforce
- **Pre-recorded voicemail** - Leave pre-recorded voicemail messages with a mouse click
- **Local phone numbers** - Signal a lo-

cal country-specific phone number for outbound calls. Offer local phone numbers for inbound

- **Real-time metrics** - about Queues, Agents or routing profiles
- **Call Recording** - Automatically record a call – ask for permission using IVR
- **Voicemail** - by e-mail with text transcription
- **Callback** - Caller can leave a phone number and get a callback

AMAZON CONNECT PROVIDES ADDITIONAL SERVICES

Using artificial intelligence of **Amazon Lex chatbots**, you can automate phone interactions using natural conversational language. Perform tasks such as changing a password, requesting a balance on an account, or scheduling an appointment using natural conversational language.

The **Machine Learning** analytics of Contact Lens can understand the sentiment, trends, and compliance of customer conversations.

Softphone

PRICING

- Simple Pricing – No basic fees – pricing is based on call usage (inbound/outbound) or service usage
- 99.99 Availability – Amazon SLA with credits if not fulfilled
- Quickly scale to meet unpredictable demand

SYSTEM REQUIREMENTS

- Works with Salesforce **Sales** and **Service Cloud, Lightning** and **Classic**
- Runs in Chrome and Firefox