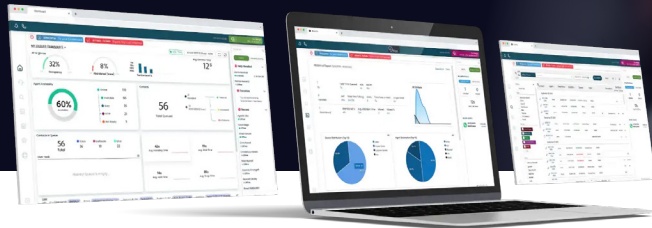# ConnectPath CX CCaaS

Redefining Contact Centers with AI Intelligence

Empower Your Contact Center with Advanced Technology

ConnectPath CX, a cloud-based Contact Center as a Service (CCaaS) by CloudHesive, extends Amazon Connect's capabilities through AWS to deliver a powerful omnichannel solution for voice, SMS/MMS, email, chat, video, and social platforms like WhatsApp and Facebook. It features real-time dashboards, queue management, agent monitoring, collaboration tools, translations, and advanced analytics, enabling seamless customer and agent experiences. With its scalable, agile design, all-inclusive licensing, fixed-fee implementation, and 24/7 global support, ConnectPath CX simplifies contact center operations, ensuring quick, compliant deployments across Amazon Connect-enabled regions while empowering businesses to elevate customer service with automation and innovative tools.

ConnectPath CX also offers advanced agent monitoring (monitoring, barge, whisper), omnichannel capabilities with support for WhatsApp, Facebook, and video, as well as real-time translations, suggested responses, and historical reporting. Its scalable, agile structure allows quick deployment without physical infrastructure, making it an ideal solution for companies seeking to elevate customer service with automation, omnichannel support, and powerful analytics.

With ConnectPath, businesses can enhance both agent and customer experiences through seamless integration with Amazon Connect, empowering supervisors, agents, and administrators with a world-class, cost-effective contact center solution.

ConnectPath CX transforms contact centers into efficient, scalable, customer-focused hubs by leveraging CloudHesive's expertise and AWS infrastructure. Ideal for healthcare, financial, and retail sectors, it delivers seamless communication, cost savings, and superior customer experiences. With advanced AI, native tool compatibility, and exceptional flexibility, ConnectPath CX empowers organizations to exceed customer expectations and provide world-class service.

Drive Your Contact Center's Evolution

ConnectPath CX CCaaS not only optimizes contact center management but also provides targeted solutions for various industries and business needs. Key use cases include:

- **Global Contact Centers**
  For businesses needing a scalable, multichannel solution to manage customer service across multiple countries.
- **Enhanced Amazon Connect Functionality**
  For organizations already using Amazon Connect, ConnectPath CX offers advanced dashboards and automation capabilities.
- **Local Government**
  Supporting citizen services with omnichannel capabilities, integration with common platforms, and budget-conscious solutions while delivering exceptional experiences to constituents.
- **Patient Support in Healthcare**
  Provides real-time patient support with data integration and interaction monitoring.
- **Banking Support Automation and Compliance**
  Enabling financial entities to automate support for basic inquiries, like balance and transaction details, through SMS and WhatsApp, so customers can resolve issues without waiting for an agent.
- **Customer Experience Optimization for Retail**
  For businesses needing fast, automated, and personalized customer service to increase satisfaction and retention.

Native Integrations

ConnectPath CX CCaaS is designed to maximize contact center efficiency and personalization through native integrations with a robust set of industry-leading tools. Below are some of the primary tools with which ConnectPath naturally integrates to enhance contact center operations:

- **Business Intelligence Integrations**
  For a data-driven approach to storytelling rather than just numbers.
- **Chatbot and AI Integrations**
  Essential for optimizing contact center responsiveness.

Artificial Intelligence, Innovation, and Efficiency in Your Contact Center

With its powerful AI integration, ConnectPath redefines customer service by combining automation, personalization, and real-time analytics. It not only improves operational efficiency but also enhances the user experience, delivering fast, efficient, and personalized service in every interaction.

ConnectPath CX natively integrates with AWS services, empowering your contact center with:

- **Comprehensive, Real-Time Activity Monitoring**
- **Enhanced Agent Usability**
  Through intuitive interfaces, automated responses, and tools that minimize operational times.
- **Automated Responses**
  Driven by AI and fully integrated with chatbots capable of handling basic queries autonomously, improving response times and freeing agents to focus on more strategic interactions.
- **Sentiment Analysis and Hyper-Personalization**
- **Automatic Transcriptions and Compliance**
  Enabling accurate, detailed conversation records.
- **Reduced Operational Times**
  Leading to faster, more effective customer service.

Over 100+ features and capabilities including:

Email Capabilities

- Transfer emails using quick connects to users, queues, or external parties.
- Customize the sender address for outgoing emails.
- Summarize email content for better handling and context.
- Analyze email content for automated routing or resolution.
- Enable content-based routing to agents for streamlined workflows.
- Provide guided flows or quick responses based on email content.
- Generate reports on email content for deeper insights.

Omnichannel and Communication Features

- Enable SMS/MMS, email, and video capabilities for a seamless omnichannel experience.
- Facilitate internal team collaboration with chat and calling features.
- Offer real-time translations for global customer interactions.
- Provide suggested responses to improve agent efficiency.

Workflow and Queue Management

- Advanced queue management for better resource allocation.
- Filter guided flows from omnichannel metrics and reports for clarity.

Monitoring and Reporting

- Real-time agent monitoring, including monitoring and barge capabilities.
- Real-time dashboards for operational visibility.
- Historical reporting to analyze performance over time.

Specialized Integrations

- Seamless Electronic Health Record (EHR) integrations.
- Activity trails for enhanced traceability and compliance.
- Expand functionality through various third-party integrations.

Supported Integrations Include:

- Amazon Connect (Feature Parity with Agent Workspace)
- Amazon Connect supported SAML Identity Providers
- Amazon Connect Contact Flows
- Amazon Connect Contact Lens
- Amazon Connect ACGR
- Amazon Connect E911
- ServiceNow
- Microsoft Teams
- Google Workspace
- Twilio (SMS, MMS, WhatsApp, and Facebook)
- Message Media
- Enghouse Interactive
- Meaning
- NexTalk
- Amazon Pinpoint
- Amazon QuickSight (Embedded and Standalone)
- Amazon Athena-supported third-party BI platforms (Power BI, Tableau, etc.)
- Amazon Translate
- Amazon Comprehend
- Amazon Bedrock
- Amazon Chime SDK
- Amazon Marketplace
- Jabra Headsets
- Webhooks
- APIs
- Amazon Connect IVR (LEX)
- Electronic Health Record (EHR's)
- CRM like Microsoft Dynamics, Salesforce and more

ConnectPath CX CCaaS: Redefining Contact Center Excellence

In today's digital landscape, ConnectPath CX transforms contact centers into efficient, scalable, and customer-focused hubs. Leveraging CloudHesive's expertise and AWS's robust infrastructure, ConnectPath CX enables seamless communication, cost savings, and superior customer experiences. Ideal for optimizing healthcare, financial, and retail services, it empowers companies to exceed customer expectations at every touchpoint. With advanced AI, native tool compatibility, and exceptional flexibility, ConnectPath CX is the future-ready solution for organizations committed to world-class service.