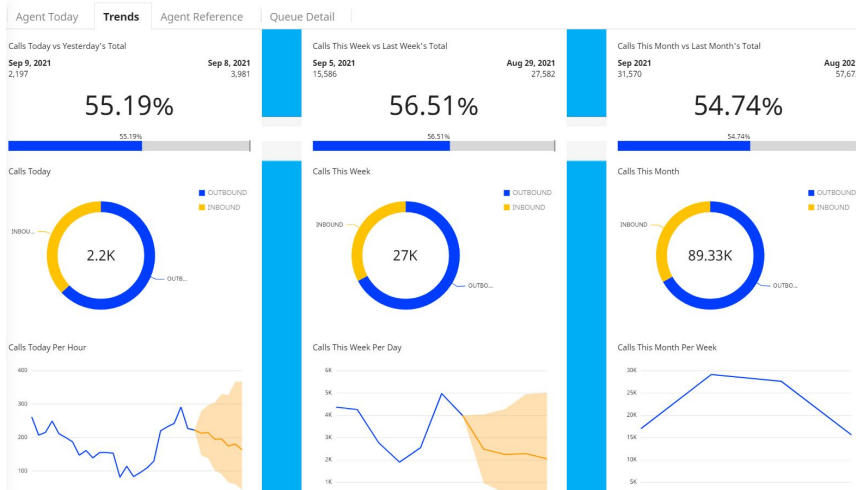




Call Center Analytics

for Amazon Connect
powered by  QuickSight

Includes a Connect data pipeline, data lake, Athena data views, and QuickSight Dashboard - all built and designed through iterative customer feedback.



Key Features

- Analytics to manage your call center, expanded to include:
 - Customer Journey
 - Error Handling
 - Lambda Integrations
 - Contact Lens
- A data lake that can extend to absorb data from across your organization
- Day of Agent Analytics - Refreshed on Data Load
- Queue Analytics
- Time Series Trends & Forecast
- Visualized with QuickSight
- Built on AWS



Analytics Practice -  QuickSight Focus