

ConnectPath

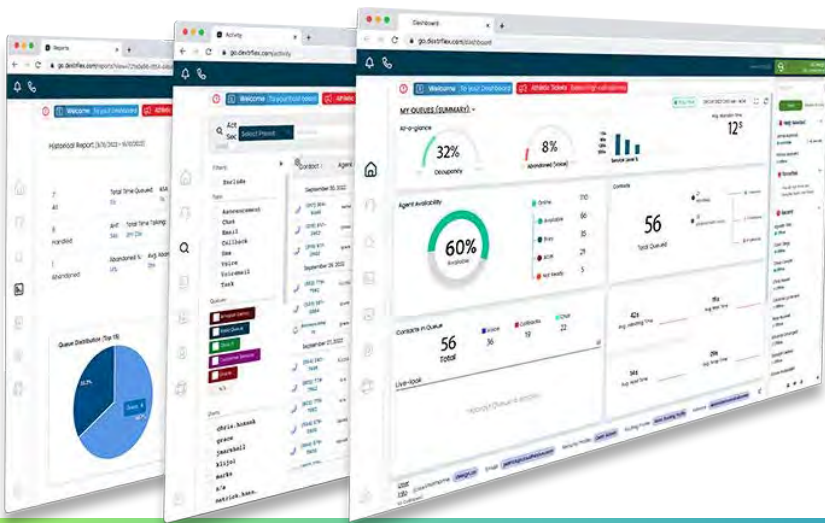
# Contact Center As a Service

ConnectPath: A Simple, Cost-effective Contact Center as a Service solution.

ConnectPath is a cloud contact center as a solution, built on Amazon Connect and now powered by CloudHesive. ConnectPath combines all the capability of Amazon Connect with a full-featured agent dashboard and a rich library of features—without requiring custom development

Unlike expensive server-based systems or time-consuming custom developments, ConnectPath deploys immediately, enhances the expanding capabilities of Amazon Connect, and costs a fraction of traditional solutions.

As an Amazon Premier Partner and an Amazon Managed Services Partner, CloudHesive can help you get started with ConnectPath quickly, so you can start reducing your operating costs, increase your productivity, and improve your organization's contact center experience.



ConnectPath gives you:

- Outstanding Managability:** Real-time agent and queue performance, advanced activity filtering, silent monitoring/coaching, listen and download recordings, broadcast announcements to the whole team or just a single queue and more.
- Improved Team Collaboration:** Agents can check availability and quickly connect with others for assistance responding to customer issues. Click-to-Chat with fellow agents to open a keyboard chat or voice call.
- Enhanced Reporting:** Real-time reports with statistics and key performance indicators (KPIs) that enable supervisors to effectively manage and monitor, agents, and queues, and seamlessly accelerate responses in your contact center.
- Built-In Integrations:** ConnectPath provides robust pre-built integrations with leading CRM solutions — Salesforce, Microsoft Dynamics, Zendesk, and Epic — so that agents have the information they need to make customers happy.