



QAgent is an AI-powered agent desktop solution built on Amazon Connect that enhances agent experience, boosts productivity, and improves customer satisfaction. Packed with multiple features on a single unified screen, QAgent ensures that agents have the necessary tools and support to deliver exceptional customer service, leading to contact center success.

Why QAgent

Contact centers often focus solely on customer experience, overlooking the needs of their agents. This leads to high turnover rates, extended call resolution times, low productivity, and increased costs. QAgent bridges this gap by providing agents with a unified screen with agent-friendly and AI-driven features and functionalities to create a productive work atmosphere, increase job satisfaction, and enhance customer experience.



QAgent helps

Small Contact Centers that need an affordable feature-rich alternative without compromising performance

Existing Amazon Connect Customers seeking an affordable upgrade on their interface

Head of Customer Service, Head of Contact Center Operations, VP, CIO, or Director of Helpdesk, who **prioritizes agent convenience and positive agent experiences**

Features



Real-Time Call
Transcription for Instant
Insights



Key Entity Extraction
Automatically Identifies
Essential Information



Customer Profiles
Integration for Enhanced
Personalization



Access Customer
History and CRM Data in
Real Time



Anticipate Customer
Needs with Intent
Identification



Effortless Case
Summary Creation for
Efficient Follow-Up

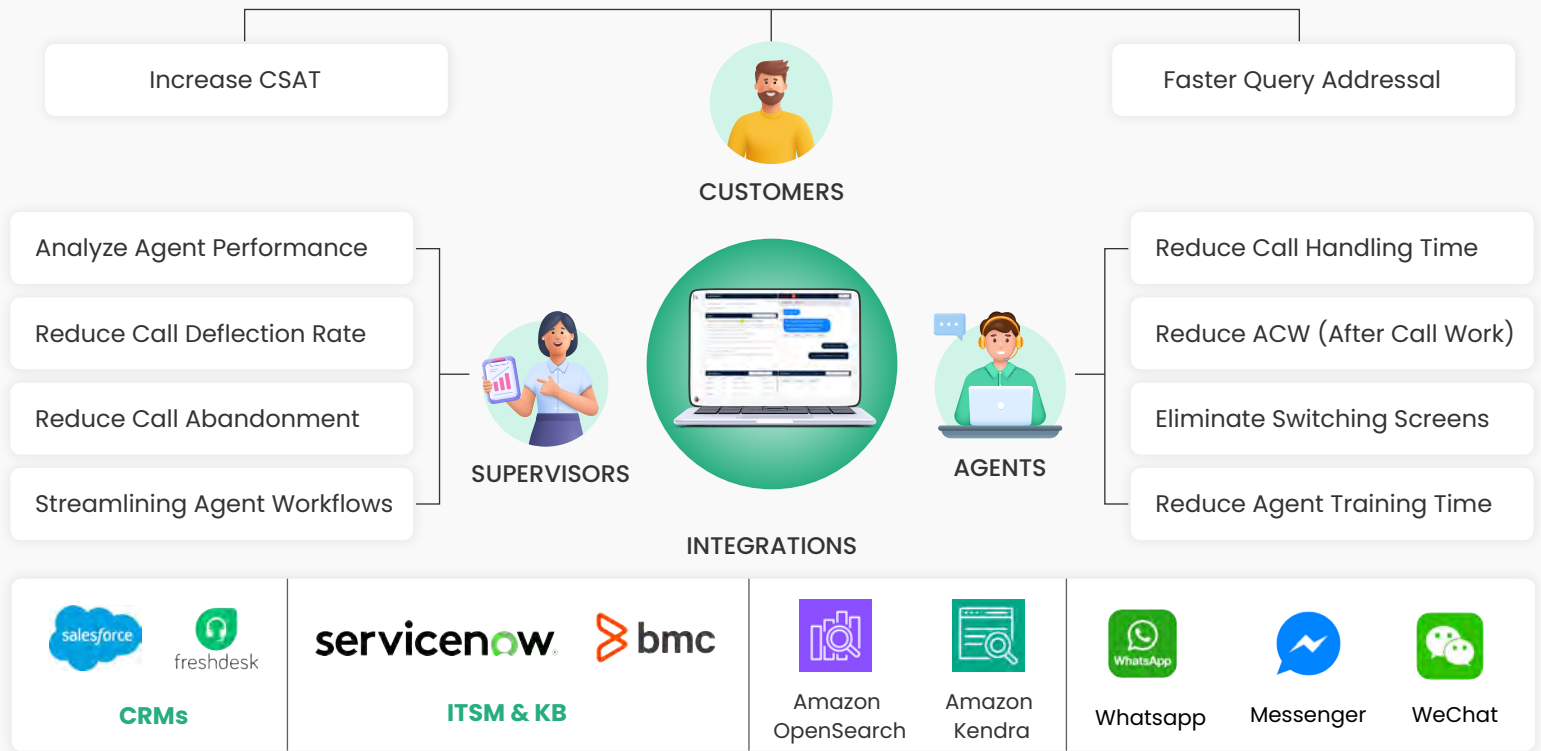


Knowledge Base
Integration for Quick
Answers



Powerful Monitoring
Capabilities like Agent
Scoring

QAgent Overview



Solution Benefits



Enhanced Agent Experience



Increased Agent Productivity



Improved Customer Satisfaction



Reduced Attrition Rates



Cost-Effective Upgrade

powered by
aws



Amazon
Connect



AWS
Amplify



Amazon
DynamoDB



Amazon
Kinesis



AWS
AppSync



AWS
Lambda



Jim Keller

AWS Global CEO

jim.keller@quantiphi.com

Available on



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aws.practice@quantiphi.com