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Elevate your CCaaS experience with Whispir x Amazon Connect

Whispir is an all-in-one digital communications platform that enables businesses to deliver engaging and meaningful messages across many channels. We've partnered with Amazon Connect to bring you even more seamless, connected and integrated communication solutions.

Amazon Connect is an easy to use omnichannel cloud contact center that helps you provide superior customer service at a lower cost. Whispir's end-to-end digital communication tools help you send out rich, personalized content such as videos, images and interactive forms. Whispir x Amazon Connect creates a seamless communication experience for your contact center customers and agents.

Whispir integrates with Amazon Connect to assist with call deflection and reduce the load on call center agents. Whispir will escalate communications to automate low priority customer calls and ensure high priority, complex calls are given prioritization in the call center queue. Provide a better post-call experience and automate content distribution through Whispir's omni-channel communications.

Features and Benefits:

Automate call deflection with self-service capabilities

Reduce the load on your call center agents and empower your customers with online self-service tools using the power of forms to capture audience feedback, information, etc. Whispir's rich messaging capabilities make it easy to build and send forms to your customers via SMS, push notifications or email. Types of forms you can create include:

- Local government service request forms (e.g. trash collection)
- Private sector service request forms (e.g. car breakdown assistance)
- Appointment booking and calendar confirmations
- IT support password reset requests

Escalate a call to a video chat

Easily transfer communication to video format and provide a more personal and dynamic customer experience. Video chats are advantageous as they allow you to:

- Have onsite technicians work directly with customers in real-time to quickly resolve an issue
- Reduce customer service call times for in-home customer appraisals
- Provide visual evidence for insurance claim assessments

Post-call workflows

Automate actions, triggers and follow-ups to provide a better post-call experience. Some of the post-call automations you can create using Whispir include:

- Reminder to upload documents to support a customer application
- Information on medical checklists required prior to an appointment
- Billing reminders after confirming payment date

Content distribution

Send rich content such as engaging training materials, so that your recipients actually connect with the important information you've created. Rich content you can send out includes:

- Reference material to assist a customer when setting up a new device
- Online warranty registration post-purchase
- Updates on power outages and interactive maps showing affected areas

Scale with voice messages

Record a voice message to handle peak loads and after-hours with automations that escalate calls when necessary. This can help you:

- Manage after-hours support with escalation paths
- Detect high priority calls from voice message content

Automate your customer journey

Acquire and retain audiences through personalized, automated communications and marketing experiences; across multiple channels with email, SMS, voice, push notifications, social and more.

Improve customer engagement

Deliver the right information to the right people at the right time via the channel most relevant to them. Build a set of actions based on certain events or triggers to determine responses across any channel.

Securely and reliably scale

Leveraging AWS Cloud, Whispir provides best in class cloud security allowing you to scale and innovate while maintaining a secure environment for you to import, maintain and manage contacts, files, personalized images and more.
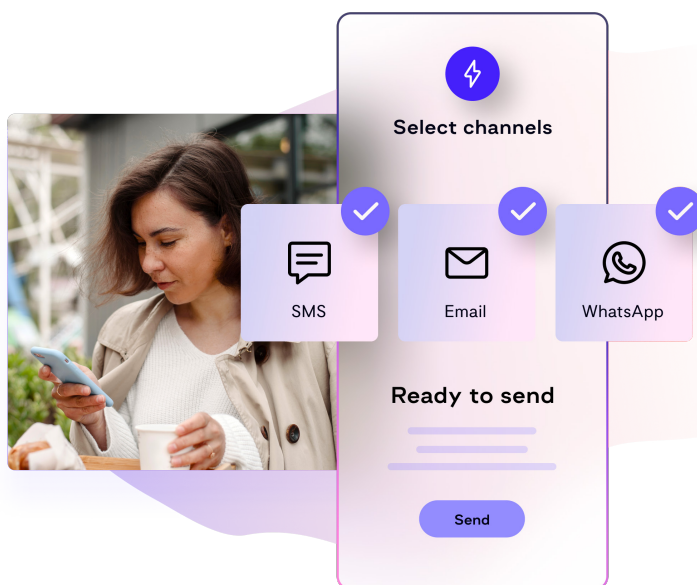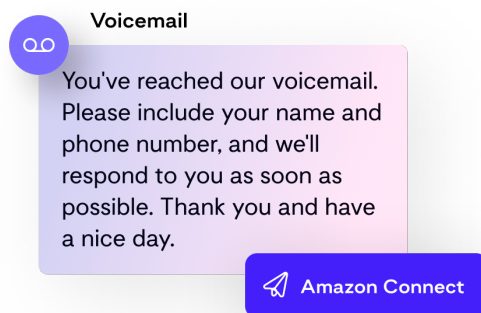
How one major Australian utility provider tapped into the power of Whispir x Amazon Connect

A major utilities provider would miss calls that came in after-hours or occasionally during peak times. Unfortunately, there was no system in place to identify and escalate these missed support calls, meaning they were missing out on an opportunity to provide the best possible customer experience.

Leveraging Whispir x Amazon Connect, this utilities provider now has a much more streamlined and efficient system in place:

1 When someone calls the support line after-hours, a pre-recorded voice message asks them to leave a message.

The message they leave is recorded and stored through Amazon Connect.

Voicemail

You've reached our voicemail. Please include your name and phone number, and we'll respond to you as soon as possible. Thank you and have a nice day.

◁ Amazon Connect

2 A link to this recorded message is then forwarded, with a transcript, to the on-call number via SMS using Whispir's API.

If this SMS isn't acknowledged within a set timeframe, it is then passed on to the next on-call number in the distribution list until a response is received.

You have 3 new voicemails.

https://inbox.whispir.com/j3nlwdkd93nk/ejch3kd
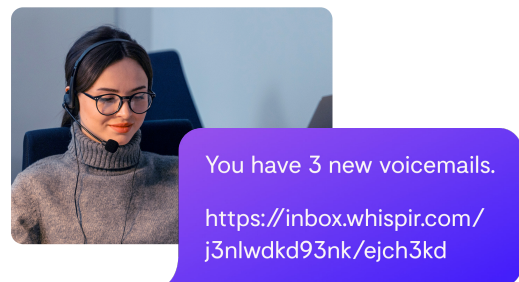
3 Utilizing this new system, the utilities provider has been able to improve the support they provide for customers insurmountably without having to increase the support hours of their contact center.

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Why partner with Whispir

At Whispir, we aren't successful unless you are. Our approach to partnerships encompasses:

- Drive additional revenue opportunities through additional services for Amazon Connect
- Grow additional revenue with referral and resell programs
- Reduce the number of resources you require to staff managed services
- Leverage dozens of resources – from channels to sales, pre-sales, marketing, technical support, and more
- Find the right solution with our 20+ years in the omnichannel comms field

Meet with our Partner team

Ready to see what Whispir can do for you? Reach out to our team at partnerships@whispir.com and we'll get you converting in no time.

Let's connect →

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Director of Channel Sales

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A human-to-human future

ISO/IEC
27001
Information Security
Management
CERTIFIED