

Hexaware

Smart Filter

Intelligent Spam Call Filtering for Amazon Connect.

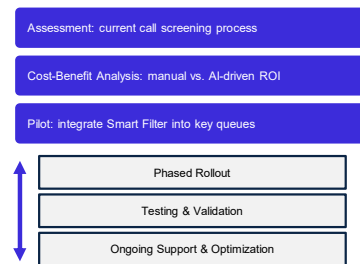
Block Spam Before It Reaches Your Agents

Smart Filter is an intelligent call-blocking solution for Amazon Connect that helps contact centers prevent spam and unwanted calls. Agents and supervisors can easily manage blocked numbers through a centralized dashboard, enabling automatic call blocking and real-time monitoring. This reduces non-genuine customer interactions, protects against scams, and improves overall agent productivity.

Why Move from Manual Screening to Smart Filter?

ELIMINATE	- Manual identification of spam calls - Untracked, ad-hoc blocklist changes - Agent time lost to nuisance calls
BOOST	- Real-time, automatic call blocking - Centralized dashboard for blocked numbers - Audit-ready logs & compliance visibility

Move Fast with a Guided Rollout



Next Steps? — Join Our Pilot Program

- Amazon Connect integration and deliver a working demo within weeks
- Run pilot across core queues within weeks
- Review pilot results and finalize rollout roadmap within weeks

AI-Powered Migration Program
Pricing Available on Request



To kick-start your app-based calling journey, please contact your Hexaware representative.

Learn more at <https://www.hexaware.com>

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