

Hexaware

Smart Routing

Intelligent Skills-Based & Priority VIP Contact Routing.

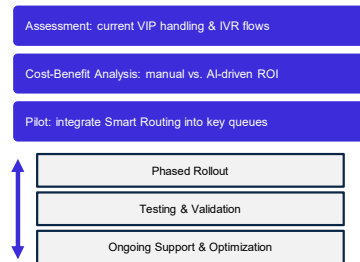
Give Your VIP Callers the Priority They Deserve

Smart Routing is an advanced call routing system implemented in Amazon Connect, designed to handle calls from VIP users with exceptional efficiency. The system identifies VIP callers by verifying phone numbers, user IDs, and other relevant criteria, then greets them with a personalized message and prioritizes their calls. This ensures VIP needs are addressed promptly, delivering a seamless and superior customer experience.

Why Move from Manual Queuing to Smart Routing?

ELIMINATE	- Manual VIP queue selection - Long, undifferentiated wait times - Inconsistent VIP recognition
BOOST	- Automatic VIP caller verification - Personalized greetings & priority routing - Faster, consistent service desk handoff

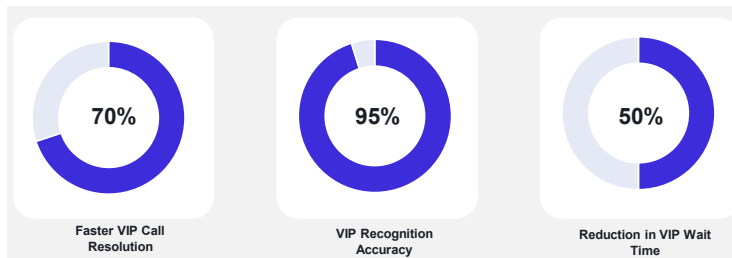
Move Fast with a Guided Rollout



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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