

Hexaware

Smart Callback

Secure, Verified Customer Callbacks for Amazon Connect.

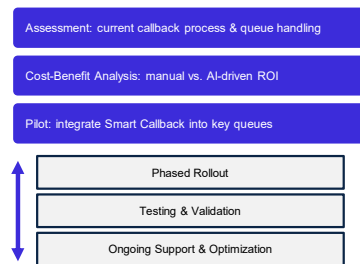
Verified Callbacks, Every Time

Smart Callback is an Amazon Connect solution that secures customer callbacks using unique verification codes, enabling agent-to-customer identity validation while reducing callback fraud and improving customer trust. It also prevents duplicate callback requests and automatically cleans up queues once issues are resolved, keeping callback volumes accurate and manageable.

Why Move from Manual Callbacks to Smart Callback?

ELIMINATE	• Unverified callback connections • Duplicate callback requests • Stale queue entries for resolved issues
BOOST	• Secure callback validation with verification codes • Automated duplicate callback prevention • Real-time queue optimization & visibility

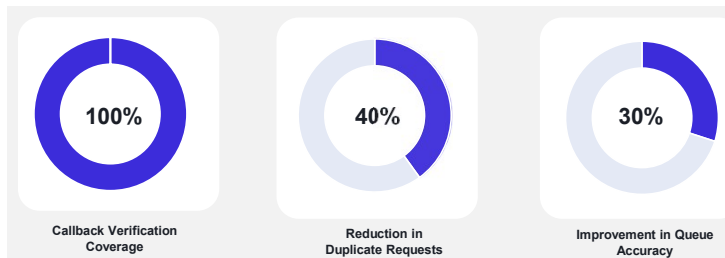
Move Fast with a Guided Rollout



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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