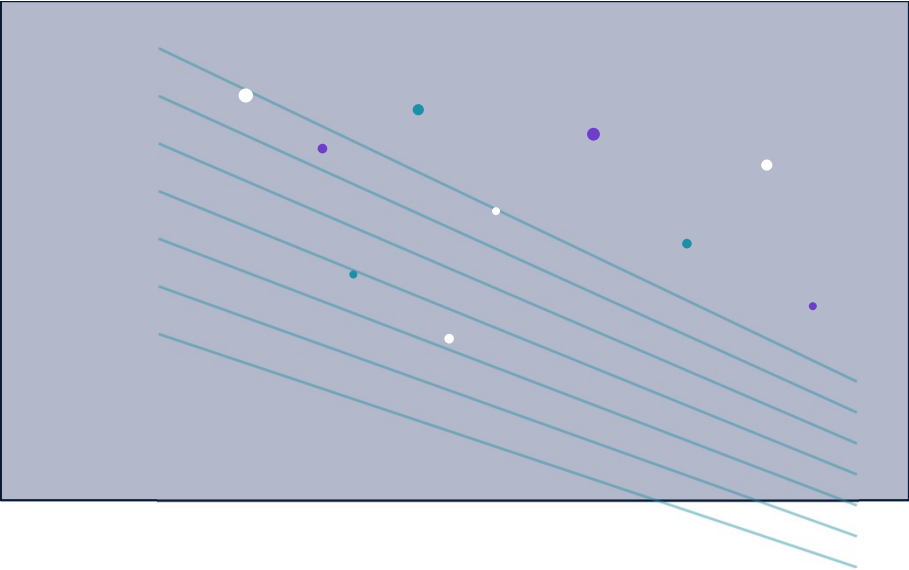


Future proof your contact center by moving from Manual Callback Handling to *Smart Callback*

Secure, verified customer callbacks for Amazon Connect



Challenges with Manual Callback Handling



No callback identity verification



Duplicate callback requests



Stale queue entries for resolved issues



Risk of callback fraud



Poor visibility into callback status

Our Recommendations



Secure callbacks with unique verification codes



Enable intelligent duplicate detection & queue cleanup



Build clear visibility into callback status