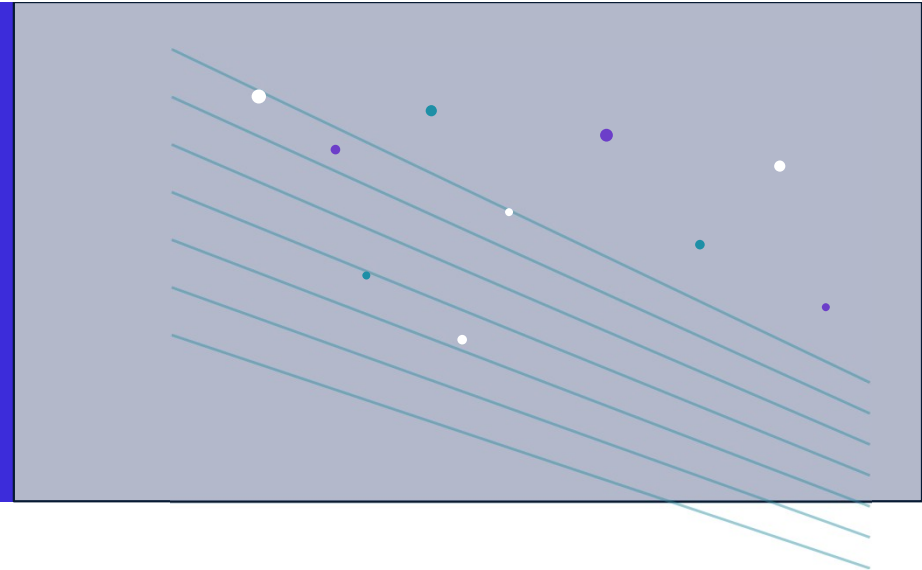


Future proof your customer experience by moving from manual evaluations to Smart Evaluation

AI-Powered Automated quality scoring and agent evaluation for Amazon Connect



Challenges with Manual Evaluations



Manual scorecards
& spreadsheets



Time-consuming
evaluation process



Inconsistent scoring
across evaluators



No visibility into
performance trends



Limited audit-ready
documentation

Our Recommendations



Automate quality scoring

Directly inside Amazon Connect



Enable AI-driven Evaluation

Summaries & coaching
insights



Build a Centralized

Performance trend dashboard