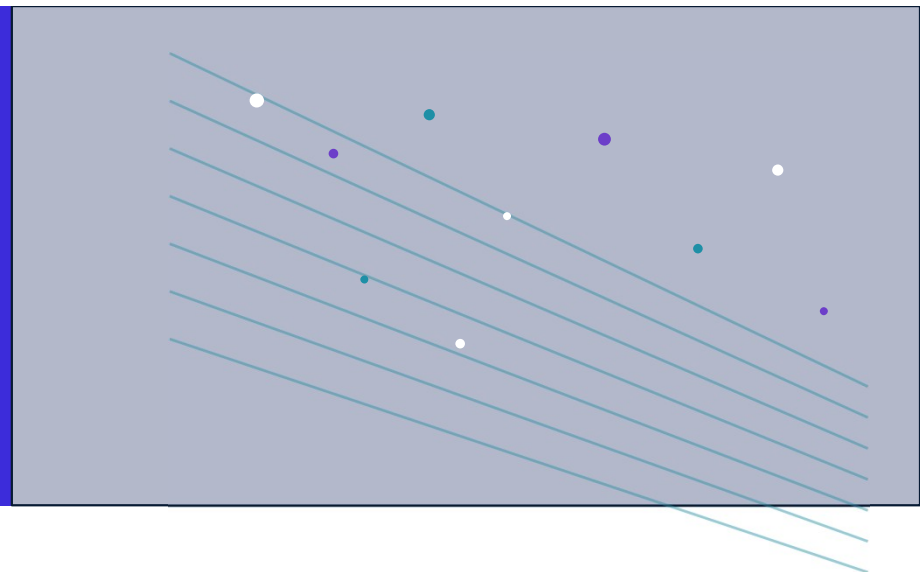


# Future proof your customer experience by moving from manual review to Smart Sentiment

AI-powered real-time sentiment detection across all interactions for Amazon Connect



## Challenges with Manual Sentiment Review



Manual call sampling  
& spot checks



Time-consuming  
manual review



No visibility into  
emotional trends



Inconsistent  
QA scoring



Not scalable across  
all interactions

## Our Recommendations



**Automate sentiment**

Classification across every interaction



**Enable AI-driven emotion**

Recurring trend detection



**Build a centralized**

Sentiment visibility dashboard