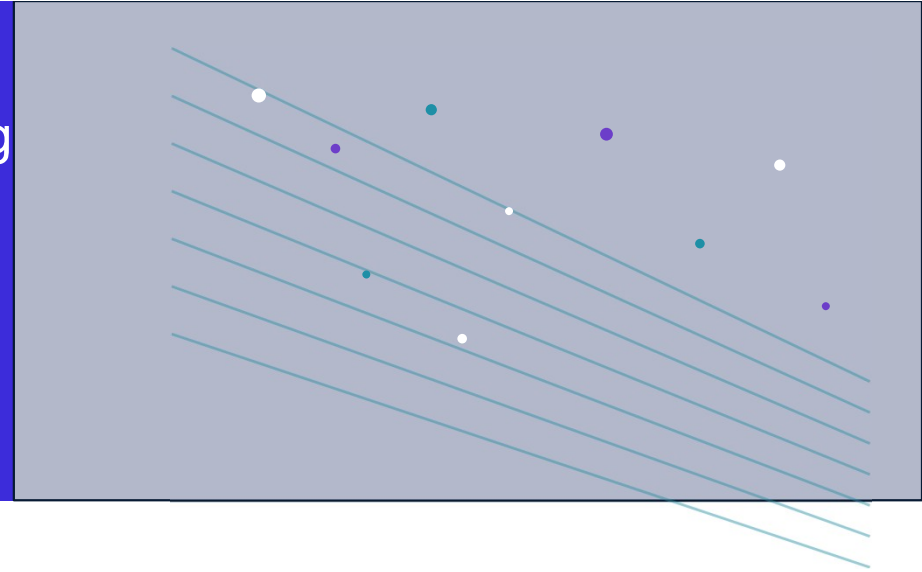


Future proof your customer experience by moving from manual note-taking to Smart Summary

AI-Powered Automated post-call email summaries for Amazon Connect



Challenges with Manual Note-Taking



Manual note-taking
after every call



High after-call
work (ACW) time



Inconsistent call
documentation



Delayed follow-up
on action items



No audit-ready
call records

Our Recommendations



Automate post-call summaries
delivered directly to agent inbox



Enable AI-driven structured
call highlights & follow-ups



Build consistent,
audit-ready documentation