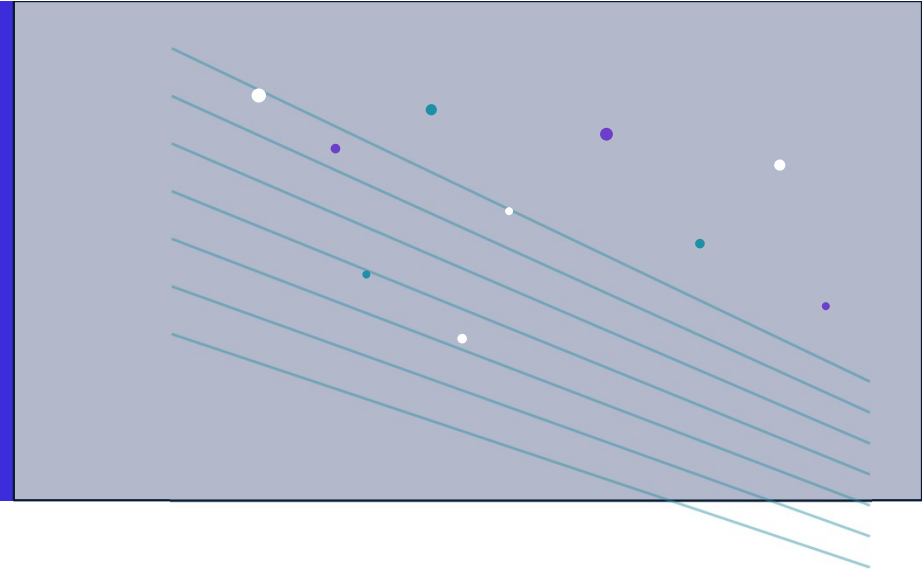


Future proof your end user experience by moving from manual feedback to Smart Survey

Post-interaction customer satisfaction surveys for Amazon Connect



Challenges with Manual Feedback Collection



Paper forms & manual call logs



Delayed, inconsistent feedback capture



No visibility into agent performance



Low customer response rates



Not scalable across queues & channels

Our Recommendations



Automate post-call surveys

Directly inside Amazon Connect



Enable 1–5 CSAT with Voice Feedback

Scoring with instant comments



Build a unified quality

Dashboard across queues