

# ServiceNow Cloud Call Center integration with Amazon Connect

Contact center as a service for a new world of work

## Challenge: Greater demand, finite support resources

Within virtually every enterprise, the demand for IT service keeps growing. In this always-on world of work, employees depend on advanced technology to collaborate with colleagues and find the innovative solutions that build customer loyalty, fuel growth, and sustain market leadership.

For IT departments, growing demand means doing more with less. Budgets and staffing levels don't always increase with higher call volumes—even as the cost of providing one-on-one agent support via a contact center keeps going up.

## ServiceNow Cloud Call Center with integration to Amazon Connect: Revolutionize the IT contact center experience

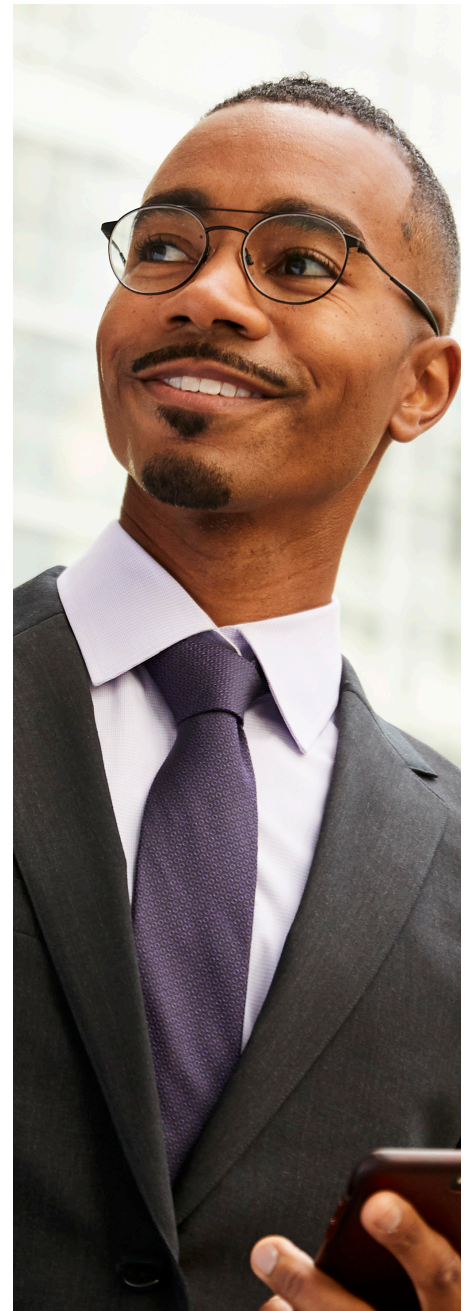
ServiceNow Cloud Call Center combines natural language AI technology from Amazon Connect and Lex with workflows and service desk capabilities from ServiceNow IT Service Management. Teams can automate support tasks and drive down costs while improving both the caller and agent experience.

This best-of-both-worlds approach capitalizes on advanced capabilities from Amazon Connect and ServiceNow. Organizations can meet escalating call center demands by quickly deploying a contact center—at a lower cost and with greater efficiency than traditional solutions. It empowers users to help themselves and solve the most common support issues, such as password resets, account unlocks, and incident status checks, without ever having to speak to an agent. And for calls requiring human intervention, the solution provides agents with critical detail and context to accelerate resolution times.

## Get an advantage: Deploy the complementary strengths of two industry leaders

- A natural language experience: Employees can interact with virtual agents using everyday language and without any specialized training or requirements.
- Omnichannel engagement: Whether employees access IT support through their browser, mobile chat, walk-up, or voice interactions, they get a consistent, seamless ServiceNow experience.
- Call deflection: By tackling the most frequent IT support requests, the solution helps lower support costs while maintaining the highest standards of service and support.
- Process flexibility: Built on the ServiceNow platform and integrated with AWS, enterprises can be assured that their call flows and IT processes can be flexible and dynamic. As support needs evolve, IT can modify call flows and contact center processes without disrupting ongoing business or the employee experience.
- Performance analytics: IT and contact center managers get insight into emerging support trends to better anticipate employee needs and improve agent coaching to streamline future service delivery.

Ready to discover how ServiceNow Cloud Call Center can help you reinvent IT service delivery? Contact us today.



**Digitally scale your operations quickly and efficiently with intelligent and cost-effective IT call center service**