

Splunk for Amazon Connect

Drive exceptional customer service with holistic monitoring

Cloud Contact Centers on the Front Lines

Customer service is profoundly important for the reputation and success of every business. The adoption of cloud contact centers supports a seamless experience for customers while simplifying contact center operations, improving agent efficiency and lowering costs. With the advent and adoption of cloud contact centers and distributed workforces utilizing this technology, companies need better insights into a vast array of data sources and functions driving needed metrics.

Contact Center Analytics: Turn Data Into Action

The [Splunk App for Amazon Connect](#) can support an integrated view of your Amazon Connect usage by ingesting a variety of data sources, which helps you gain insight into your contact center performance both historically and in real time.

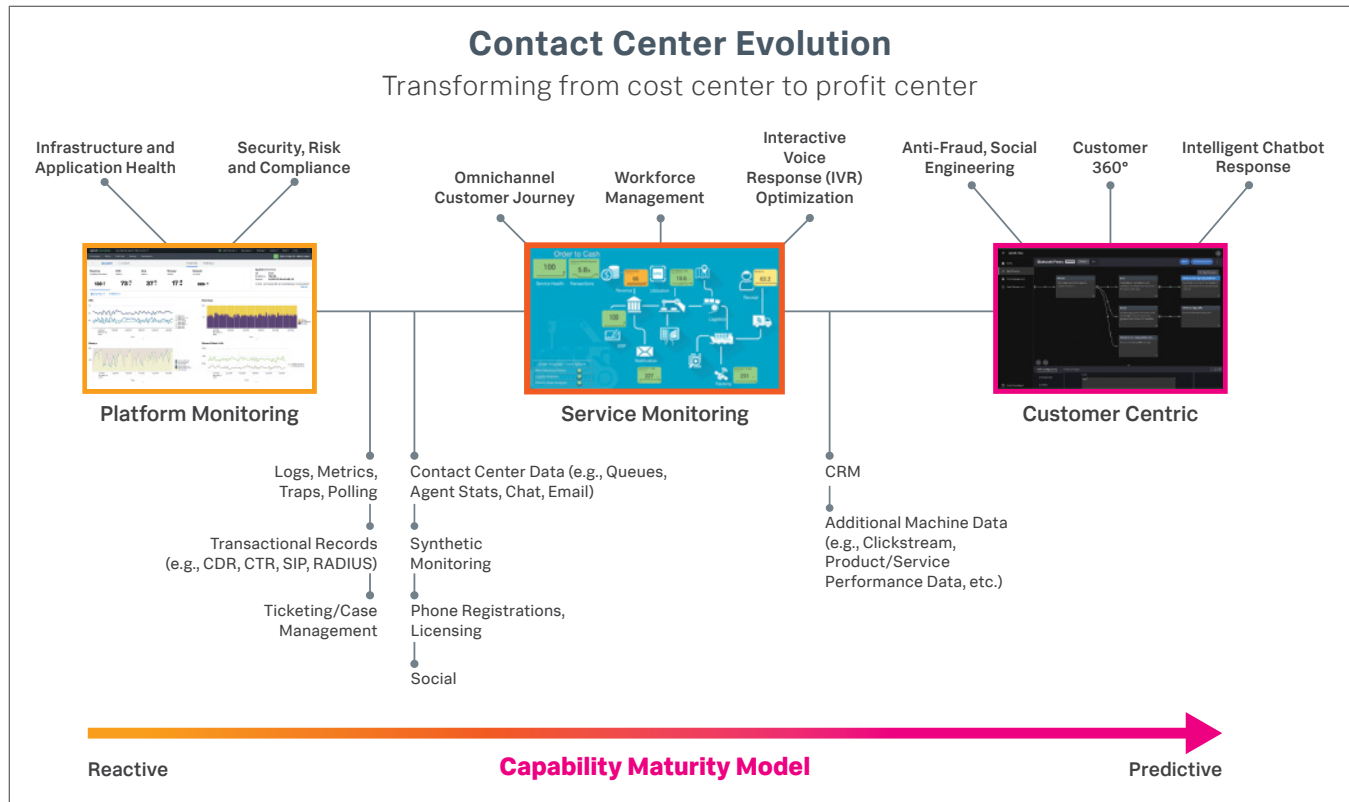


Amazon Connect App for Splunk

Splunk is pleased to introduce the [Splunk App for Amazon Connect](#), enabling you to analyze contact center data from Amazon Connect. The solution uses Amazon Connect data generated by several data sources — such as contact records, agent events from Amazon Kinesis Streams, reports and transcripts from Amazon S3, Amazon Connect application logs, contact flow logs, metrics via Amazon CloudWatch, and as of the latest release, agent softphone streamstats and call reports — to provide insight into the current state of the contact center, as well as help you understand how customer service is being impacted at your contact center. Key features include:

- Call trace record (CTR) correlation
- Agent status
- Agent performance
- Agent call quality metrics
- Queue statistics
- Instance performance
- Capacity management visibility
- Sentiment analysis

In standard Splunk fashion, data is democratized from DevOps and AppDev teams, to network and service operations centers, to contact center operations, to engineering and capacity management. Understand in real time what your customers are experiencing and how your applications and agents are performing. When issues do arise, Splunk lets you quickly get to the root cause by correlating data across all sources, tying together disparate data from systems, agents and infrastructure.



Splunk on AWS

As more of your critical workloads move to AWS, you need to gain critical security, operational and cost management insights across your entire AWS and hybrid environment. Splunk solutions make it easy to gain end-to-end visibility across your AWS and hybrid environment. Deploy as software (Splunk Enterprise) or as a cloud service (Splunk Cloud) to gain a complete view of your cloud, applications and services. Use the free [Splunk App for AWS](#) (available on Splunk Enterprise and Splunk Cloud) to gain critical security, operational and cost optimization insights into your AWS deployment.

[Download Splunk for free](#) or get started with the [free cloud trial](#). Whether cloud, on-premises, or for large or small teams, Splunk has a deployment model that will fit your needs.



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