

STREAMLINE YOUR CONTACT CENTER AND IMPROVE CX

Local Measure Engage for Amazon Connect is an omnichannel agent desktop for contact centers to manage inbound customer calls and messages across WhatsApp, Facebook Messenger, Twitter, WeChat*, email, web chat and SMS.

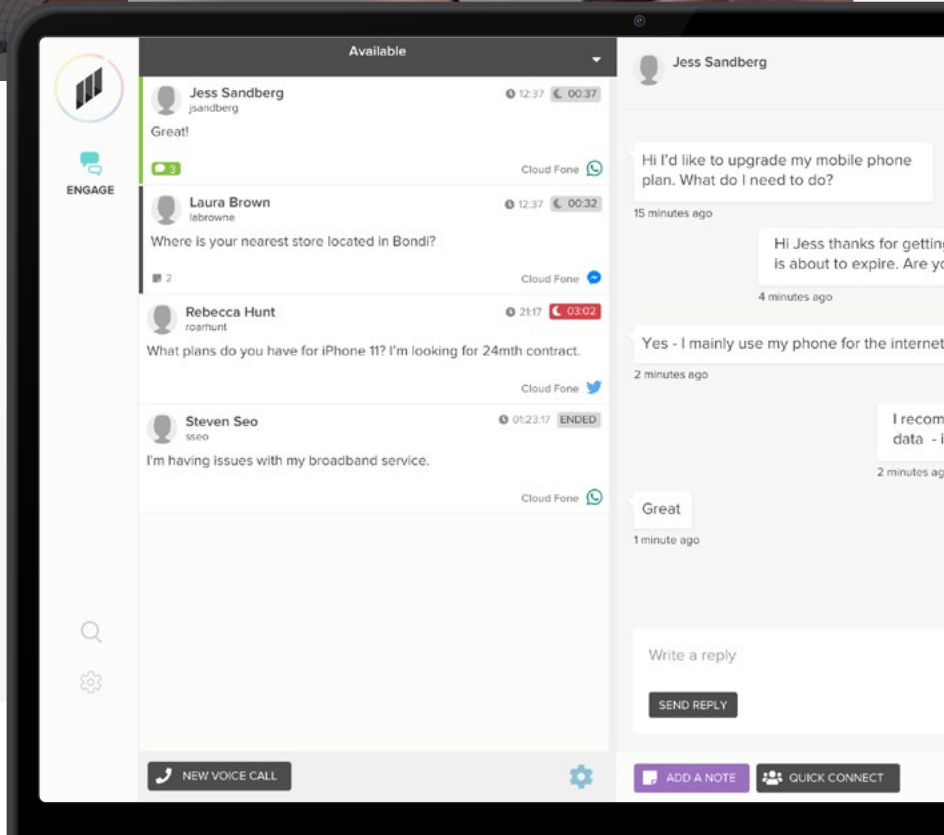


Benefits

- **Improve customer experience**
Allow customers to engage with your business via leading messaging apps
- **Streamline contact center operations**
Manage customer conversations across voice and digital channels in one place
- **Increase agent productivity**
Help agents work smarter via a single agent desktop to easily manage incoming calls and messages

Capabilities

- **Single omnichannel inbox** - voice, WhatsApp, Twitter, Facebook Messenger, WeChat*, email, web chat and SMS
- **Automated response snippets** - automate messages for faster responses
- **Case management** - add notes and close queries using pre-defined resolution codes
- **Customer profiles** - view conversation history plus link to existing CRM record
- **Knowledge base integration** - auto-surface relevant articles to agents
- **Single agent sign-on** - log into Local Measure seamlessly

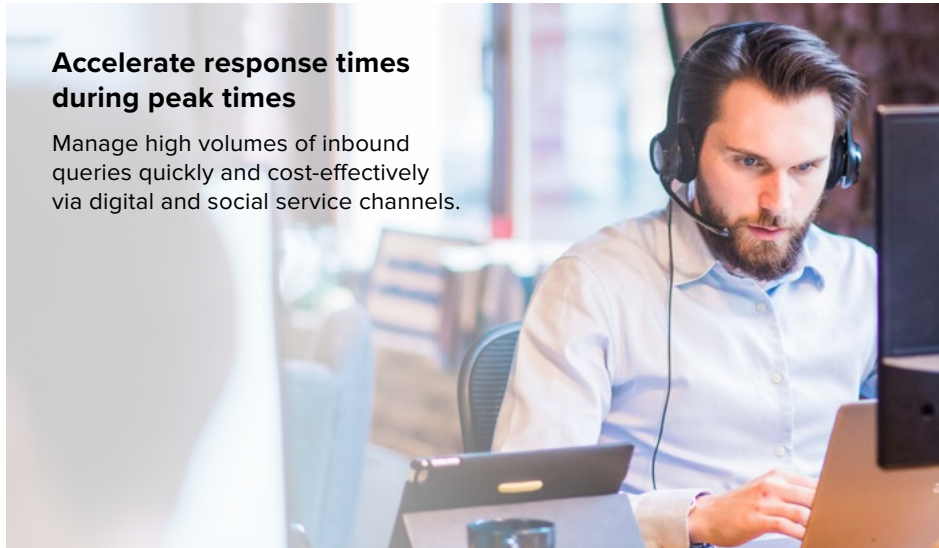


*WeChat availability subject to local regulations.

USE CASES

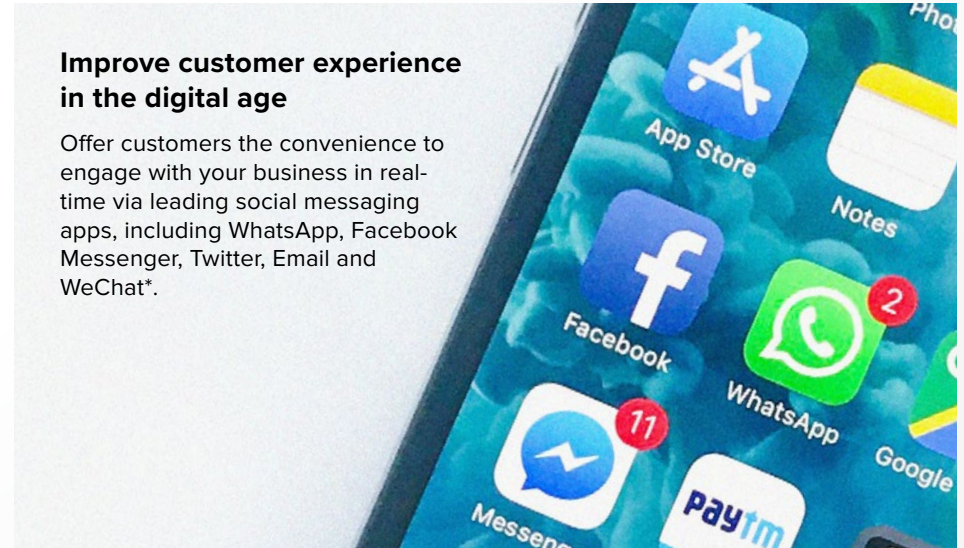
Accelerate response times during peak times

Manage high volumes of inbound queries quickly and cost-effectively via digital and social service channels.



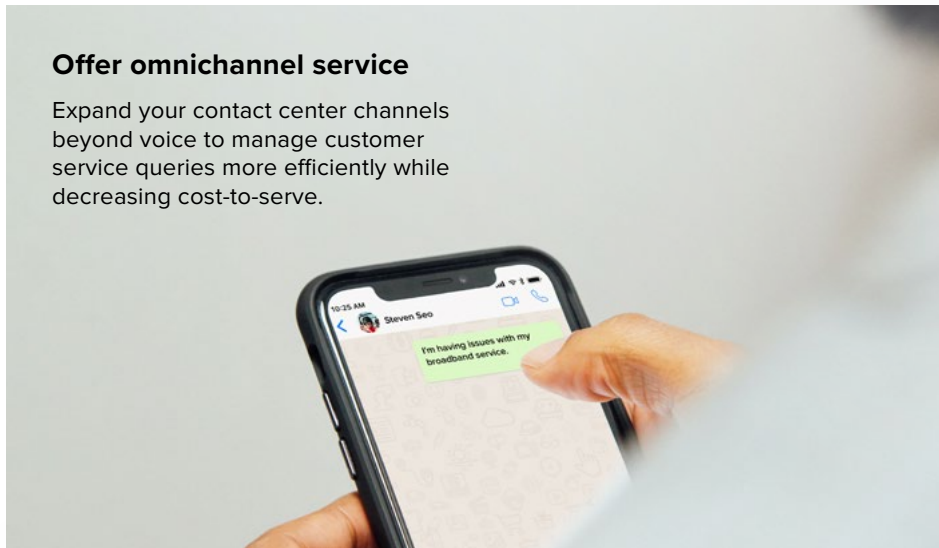
Improve customer experience in the digital age

Offer customers the convenience to engage with your business in real-time via leading social messaging apps, including WhatsApp, Facebook Messenger, Twitter, Email and WeChat*.



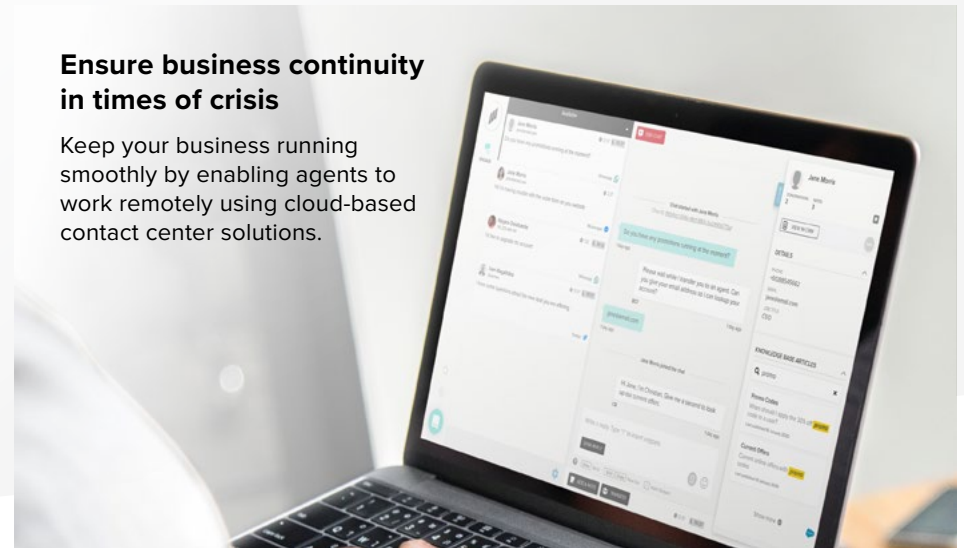
Offer omnichannel service

Expand your contact center channels beyond voice to manage customer service queries more efficiently while decreasing cost-to-serve.



Ensure business continuity in times of crisis

Keep your business running smoothly by enabling agents to work remotely using cloud-based contact center solutions.



Find us on the [AWS Marketplace](#) to find out more.