

DaVinci for Service Cloud Voice**Real-Time Transcription**

DaVinci's real-time transcription tools can function independently or together, deployed via DaVinci Premise Server or at the agent level, depending on infrastructure. Think of them as both physical components and strategic concepts, not just traditional software.

**Real-Time Transcription Tools****DaVinci Enterprise Gateway**

Receives transcribed text from Cloud Transcribe and, depending on CRM requirements, can be deployed with DaVinci Premise Server or called by the DaVinci App.

DaVinci Media Gateway

Facilitates the capture, processing, and transmission of audio data from customer interactions.

DaVinci Cloud Transcribe

Facilitates the capture, processing, and transmission of audio data from customer interactions.

Common questions to consider about your customer before bringing in AMC

- Is your customer running Avaya, Cisco, or Microsoft Teams for voice and in need of a seamless integration with Salesforce?
- Is your customer trying to leverage Agentforce or Einstein AI in their contact center environment but running into integration challenges?
- Has your customer considered real-time transcription for Sales or Service Cloud use cases, and are they facing any obstacles with it?

Engaging with AMC Technology**Engagement Services****Proof of Technology**

Before committing to a full rollout, our Proof of Technology (PoT) service allows you to validate DaVinci's integration within your existing environment at a low-cost entry point. By setting up a live demo or prototype, you can quickly assess whether the solution meets your technical and operational requirements.

Includes a live demonstration showcasing DaVinci's functionality within your ecosystem, provides rapid technical validation before committing to deeper services and idea for customers asking "Can DaVinci do this?"

Workshops

Our Workshops provide interactive, hands-on training sessions designed to educate and engage customers on DaVinci, AI, and automation. These guided explorations, led by AMC experts, help teams gain a deeper understanding of key technologies, use cases, and best practices before full adoption.

Customized, hands-on training in AMC's lab environment helps teams expand their technical knowledge before implementation.

Onboarding

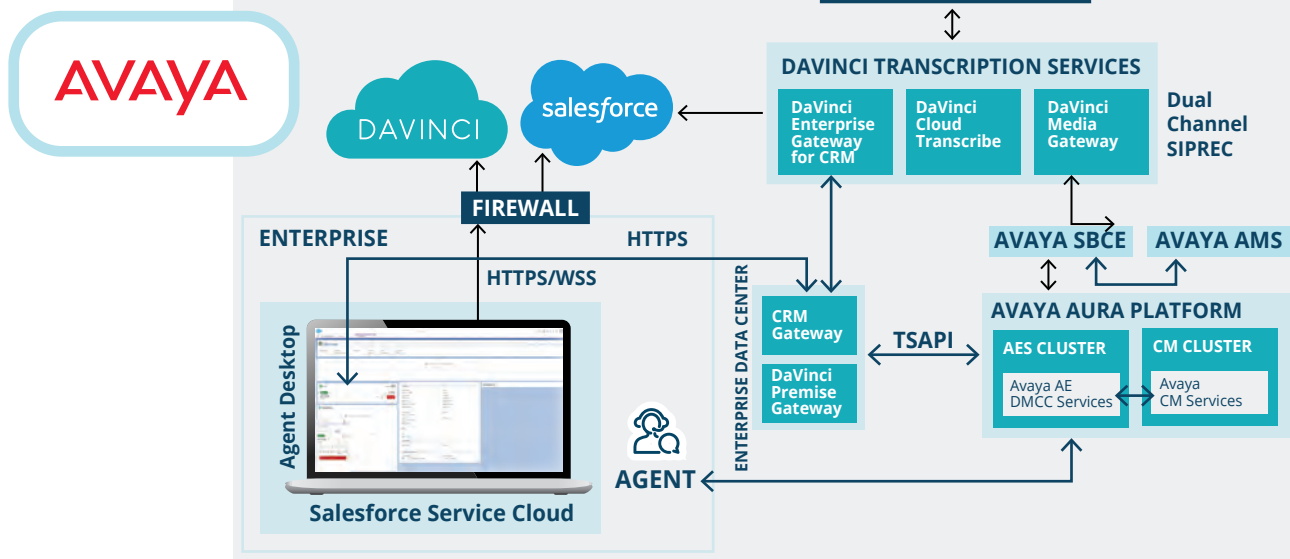
Our Onboarding service ensures a smooth, efficient deployment of DaVinci and AI-powered automation tools into your production environment. From technical configuration to user training, we provide everything needed for a successful go-live.

Common Scenarios Typically Include Service Cloud Voice with Avaya, Cisco or Microsoft Teams

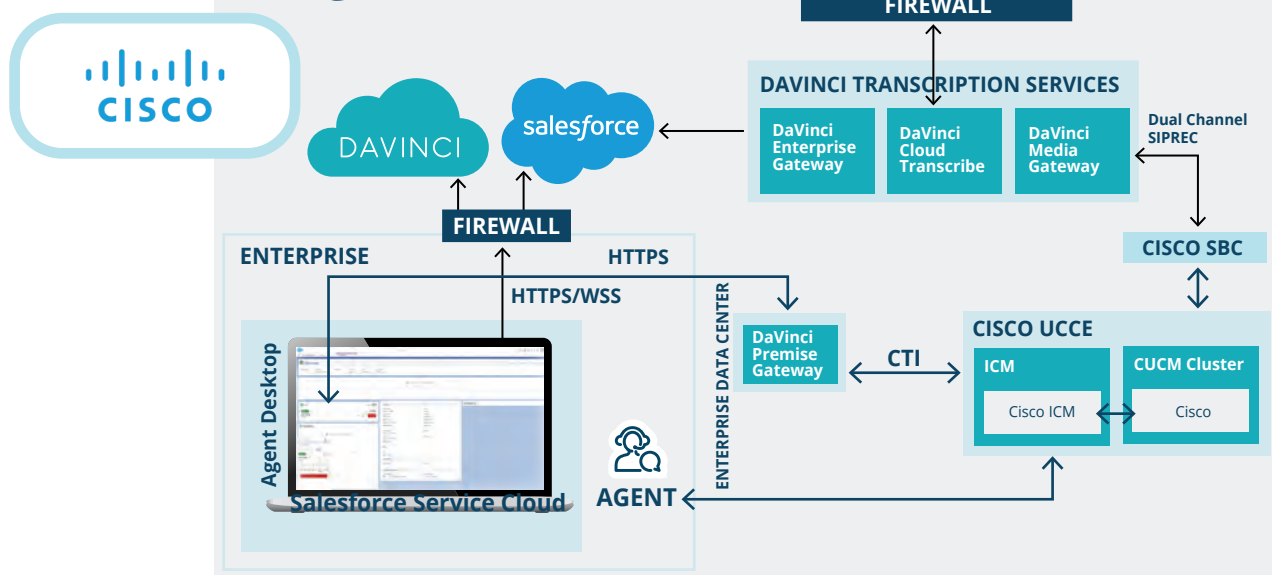


The diagrams below illustrate common scenarios for integrating and enabling real-time transcription. However, every customer's environment and tech stack is unique. This is why we offer our engagement services.

Avaya, Service Cloud Voice & DaVinci INTEGRATION DIAGRAM



Cisco, Service Cloud Voice & DaVinci INTEGRATION DIAGRAM



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