



Enhance Customer Experiences

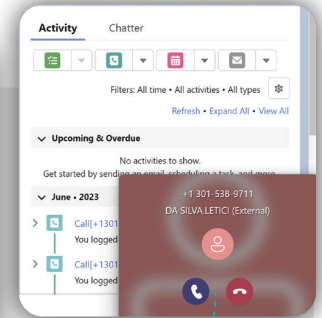
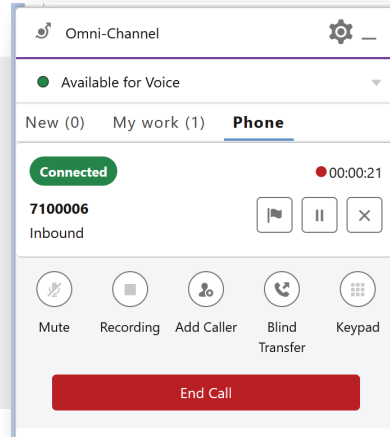
Integrate Salesforce Service Cloud Voice & Teams

DaVinci's built-in integration seamlessly incorporates your phone system's call controls within Salesforce Service Cloud Voice and enables real-time transcription to drive AI capabilities, elevating agent workflows and unlocking heightened efficiency for your entire customer service organization.

The DaVinci App for Microsoft Teams connects to Azure Communication Services

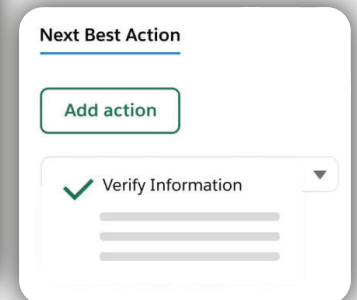
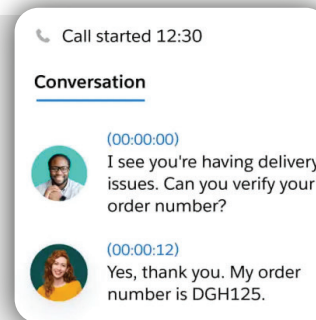
Boost Customer Interactions

Receive real-time screen pops displaying relevant customer information before answering the call so agents can personalize interactions based on Salesforce data. Agents also have quick access to call controls and click-to-dial, increasing accuracy and efficiency, with less toggling between apps. Make outbound Teams calls from DaVinci agent directly within your CRM



Transform with AI

Transcription service compatibility connected with advanced AI functionality from Salesforce Einstein provides you with interactions tailored from your data and generated with AI for Intent, Next Best Actions and Recommendations for call wrap-ups.



Drive AI Funtionality within Service Cloud Voice

Real Time Transcription



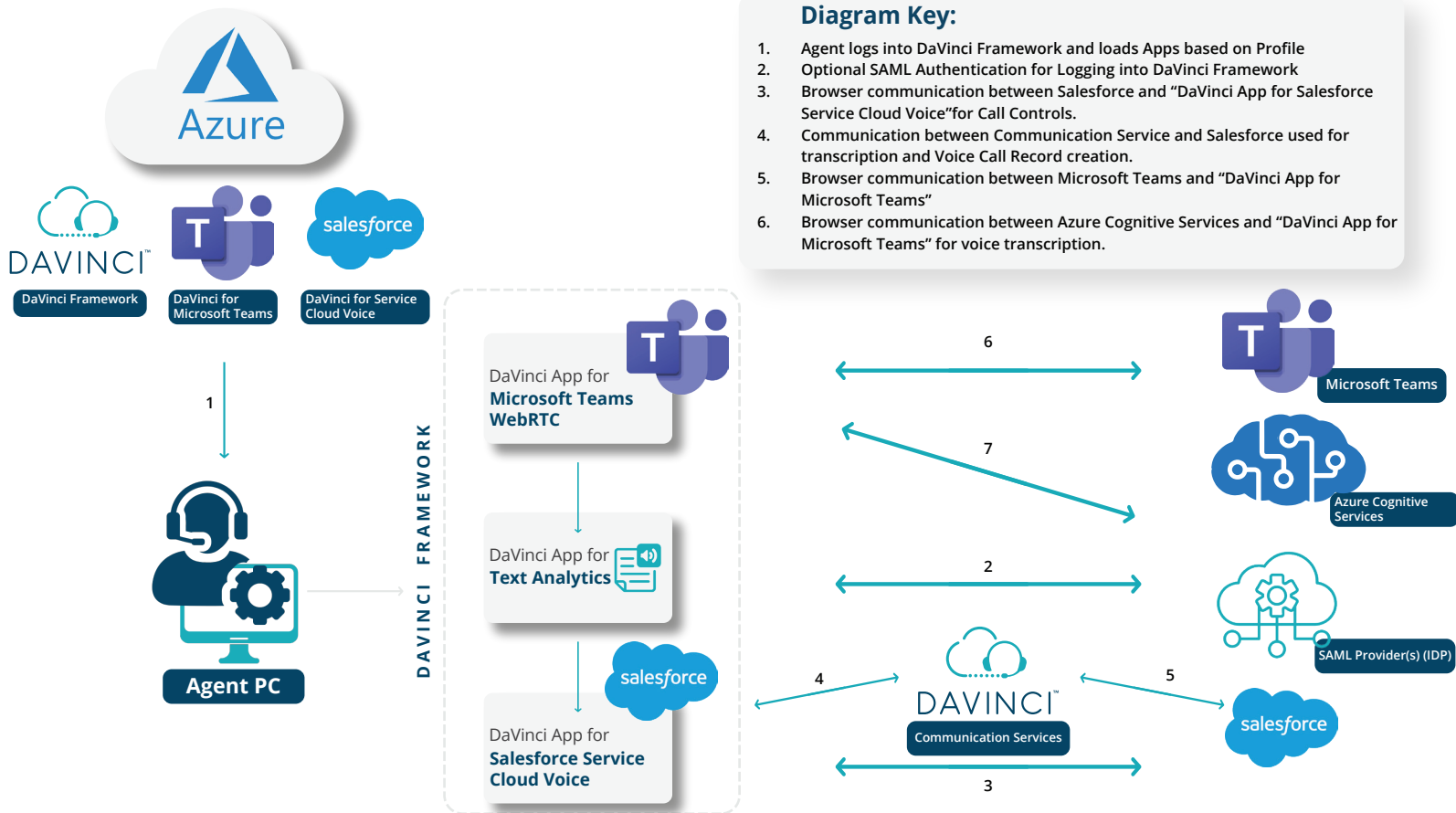
Optimizing real-time transcription capabilities, leveraging 'Einstein's Next Best Action' to deliver tailored recommendations for agents, while also facilitating tasks such as case creation and call summary generation.

Supervisor Alerts



Providing timely notifications for critical matters, including escalated calls or surges in volume, empowering supervisors to promptly intervene, mitigate concerns, and streamline operational efficiency.

DaVinci Architecture for Salesforce Service Cloud & Microsoft Teams



Trusted by organizations across verticals, sizes & geographies



Beverages Africa



Why Choose AMC Technology?

We've been creating tech that improves CX since 1995

- Salesforce partner since 2003.
- DaVinci uptime boosts 99.8%
- Customers in over 30 countries, from Australia and Zimbabwe to Canada and Mexico.
DaVinci's interaction orchestration platform allows customers to extend, enhance and customize
- DaVinci to solve contact center challenges.
- Level 1 Security Trust Assurance and Risk Certification with Cloud Security Alliance.

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