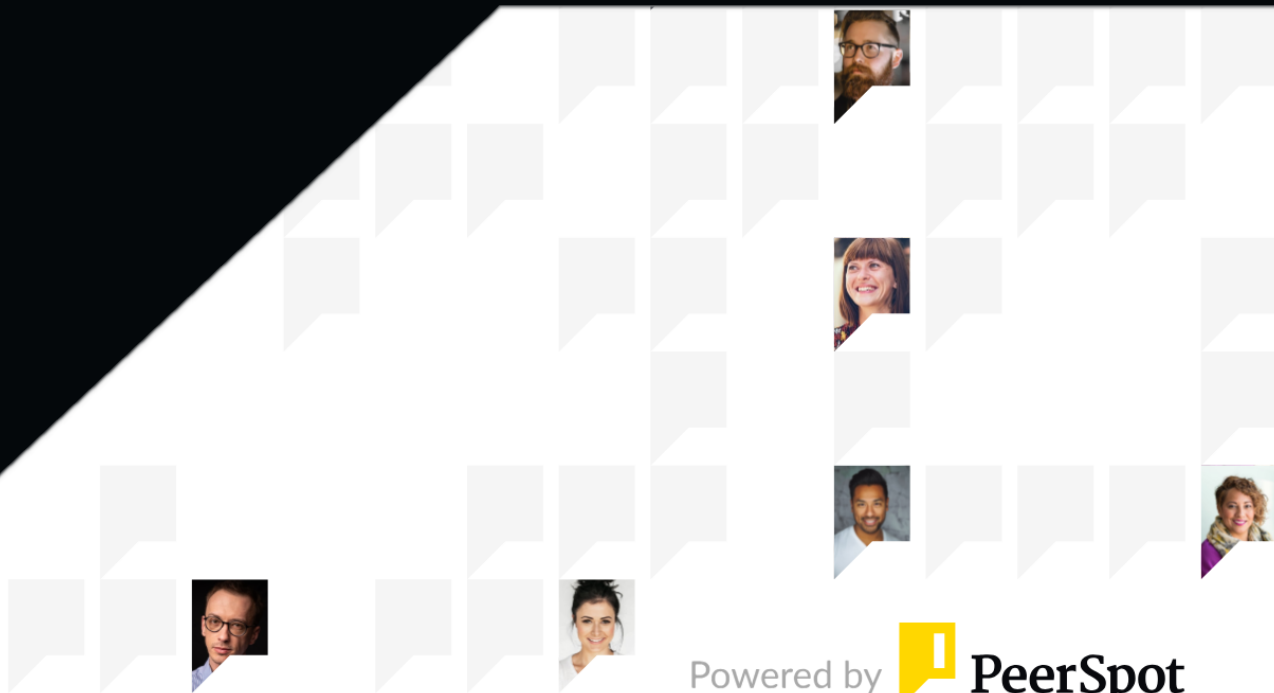




Joulica Amazon Connect Analytics

Reviews, tips, and advice from real users



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Product Recap



Joulica Amazon Connect Analytics

Joulica Amazon Connect Analytics

Recap

Amazon Connect Analytics enhances contact centers with customized dashboards, offering real-time metrics, call routing, and insights from transcription and sentiment analysis.

Amazon Connect Analytics empowers contact centers by providing custom dashboarding capabilities that allow users to create tailored reports. The platform offers real-time metrics and flexible call routing, significantly improving operations and reducing wait times. Users benefit from transcription and sentiment analysis, delivering vital insights into customer satisfaction. Features like visualization, automatic data redaction, silence detection, and talk-time pattern analysis help highlight process inefficiencies and improve training. The inclusion of sensitive data redaction ensures compliance with industry regulations. Heat maps are employed to track issue frequency and aid users in understanding call patterns more effectively.

What are the key features of Amazon Connect Analytics?

- Custom Dashboarding: Create flexible, tailored reports.
- Real-Time Metrics: Improve operations with instant insights.
- Call Routing Changes: Optimize and reduce wait times.
- Transcription and Sentiment Analysis: Gain insights into customer satisfaction.
- Data Redaction: Ensure compliance and efficiency.
- Heat Maps: Track and analyze call patterns.

What benefits can users expect?

- Operational Improvement: Enhance efficiency and reduce wait times.
- Insightful Analysis: Drive decisions with advanced sentiment analysis.
- Compliance Assurance: Benefit from robust data redaction features.
- Enhanced Training: Leverage talk-time and silence detection data.
- Strategic Intelligence: Transform contact centers into intelligence hubs.

In industries like energy, Amazon Connect Analytics transforms customer interaction data into actionable insights, enabling shifts to proactive service delivery and improving satisfaction. Users link contact insights to business KPIs, turning contact centers into strategic hubs focused on enhancing customer experience and performance metrics.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “Amazon Connect Analytics has positively impacted my organization 100% as the results are phenomenal; now my operations team can actually see how many orders are getting rejected so that they can work on those cases and satisfy the dissatisfied customer.”



Sandeep Marwah

Vice President, Ccaas Consulting Cct, Bd & Solutions at HGS - Hinduja Global Solutions

- ✓ “Joulica Amazon Connect Analytics has positively impacted my organization, as it was involved in one of the projects I conducted with near real-time analytics and various tools, all consolidated in a single place.”



Niket Kedia

Senior Data Engineer at Publicis Sapient

- ✓ “With the sentiment analysis and feedback, I've seen measurable improvements in customer satisfaction and efficiency, increasing by about ten percent more than before.”



Verified user

Vendor Programmer at a transportation company with 10,001+ employees

- ✓ “Thanks to the visibility and flexibility of the dashboards in Amazon Connect Analytics, I can act upon the actual events occurring in the solution.”



Matus Pohancenik

Customer Delivery Architect at a consultancy with 11-50 employees

- ✓ “Amazon Connect Analytics has positively impacted the organization by enabling call routing changes based on real-time data and allowing decisions to be made immediately.”



Verified user

Senior Software Development Engineer at a transportation company with 10,001+ employees

- ✓ “We have seen a return on investment with Amazon Connect Analytics as we have reduced the number of managers that we need, making us much more cost-efficient.”



Sandra Fuentes

Manager, Digital Infrastructure Services (Cloud, System Integration & Desk) at a tech services company with 1,001-5,000 employees

What users had to say about valuable features:

The best features Amazon Connect Analytics offers are real-time metrics.

Multiple configurations within the real-time metrics of Amazon Connect Analytics can be used to fetch real-time data, making day-to-day work easier.

“Amazon Connect Analytics has positively impacted the organization by enabling call routing changes based on real-time data and allowing decisions to be made immediately.

“These decisions have improved operations by reducing call wait times. .”

Verified user

[Read full review](#) 

Senior Software Development Engineer at a transportation company with 10,001+ employees

“The best features Amazon Connect Analytics offers include the information that comes in real-time and the dashboards, which are very useful, easy to use, and very easy to show to the final client and end user.

“When my team uses the dashboards from Amazon Connect Analytics, we have to see the information from different perspectives, so it's not one specific dashboard or one specific metric that stands out for us.

“The information we get from Amazon Connect Analytics helps us not only with the current service but also in creating new services and for the renovation of the service when it comes, making it very helpful..”

Sandra Fuentes

[Read full review](#) 

Manager, Digital Infrastructure Services (Cloud, System Integration & Desk)
at a tech services company with 1,001-5,000 employees

“The best features Amazon Connect Analytics offers include the granularity of the calls that we upload into the system, so if we upload more than 10,000 customer interactions in a day, it provides us the information back.

“Amazon Connect Analytics has positively impacted my organization 100% as the results are phenomenal; now my operations team can actually see how many orders are getting rejected so that they can work on those cases and satisfy the dissatisfied customer.

“I can share that our CSAT scores have increased from a 70% baseline to around 85% today, and the returns have reduced from approximately 1,000 returns we get in a month down to almost 50%..”

Sandeep Marwah

Vice President, Ccaas Consulting Cct, Bd & Solutions at HGS - Hinduja
Global Solutions

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“The best features Amazon Connect Analytics offers are the custom dashboarding capabilities, which allow me to build, cut, and slice the data according to my specific needs rather than relying solely on the out-of-the-box dashboards.

“The custom dashboarding helps me and my clients in day-to-day work by providing visibility based on custom attributes on the contact, enabling us to build reports tailored to our requirements.

“Thanks to the visibility and flexibility of the dashboards in Amazon Connect Analytics, I can act upon the actual events occurring in the solution. We now have more operational insights into what is happening in our environment..”

Matus Pohancenik

Customer Delivery Architect at a consultancy with 11-50 employees

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“The best features Amazon Connect Analytics offers include the filtering out and the visualization of agents and the data transition.

“What I appreciate about the visualization and data transition features is that it provides a user interface that is easy to use. Instead of going and searching and running the queries manually, visualization and easy filtration help us.

“Amazon Connect Analytics has positively impacted my organization, with noticeable changes in efficiency and customer experience.

“We introduced AI-generated responses in chat, so we have better AI-generated responses and specific responses from feedback. We can see that from the analytics and the sentiment analysis across the board.

“With the sentiment analysis and feedback, I've seen measurable improvements in customer satisfaction and efficiency, increasing by about ten percent more than before..”

Verified user

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Vendor Programmer at a transportation company with 10,001+ employees

“Some of the best features I appreciate about Joullica Amazon Connect Analytics include the connection between different tools and integration, for example, with the S3 bucket, as well as other analytics features that include the data lake, reporting, and insights, plus the ability to query with human query reporting, such as NLP tooling.

“The large data stored in Amazon S3 buckets is easy to manage, which helps me in my work.

“One additional feature I would value is that even basic NLP analytics allow you to ask questions and get answers.

“Joullica Amazon Connect Analytics has positively impacted my organization, as it was involved in one of the projects I conducted with near real-time analytics and various tools, all consolidated in a single place.

“For customer support analytics, the query response time was reduced by approximately 30 to 35 percent..”

Niket Kedia

Senior Data Engineer at Publicis Sapient

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Other Solutions Considered

“Before switching to Amazon Connect, we used Avaya, which was not able to offer us any cloud-based platform, prompting our full switch from Avaya to Amazon..”

Sandeep Marwah

Vice President, Ccaas Consulting Cct, Bd & Solutions at HGS - Hinduja
Global Solutions

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“Before choosing Amazon Connect Analytics, we evaluated other options such as Larigo and some other in-house solutions from various providers, but nothing relevant came out of it..”

Sandra Fuentes

Manager, Digital Infrastructure Services (Cloud, System Integration & Desk)
at a tech services company with 1,001-5,000 employees

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“Before Amazon Connect Analytics, we used Calabrio, but we wanted a more cost-effective solution. Amazon Connect Analytics data analytics seemed to be a better option for our needs..”

Matus Pohancenik

Customer Delivery Architect at a consultancy with 11-50 employees

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ROI

Real user quotes about their ROI:

“I have seen a return on investment with around 22 use cases on Amazon Connect Analytics, as almost every use case is benefiting in terms of reducing our attrition by 10%, which is helpful for a call center..”

Sandeep Marwah

Vice President, Ccaas Consulting Cct, Bd & Solutions at HGS - Hinduja
Global Solutions

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“We have seen a return on investment with Amazon Connect Analytics as we have reduced the number of managers that we need, making us much more cost-efficient.

“A specific outcome we've seen from Amazon Connect Analytics is an improvement in customer satisfaction that we measure every six months, which has improved significantly..”

Sandra Fuentes

Manager, Digital Infrastructure Services (Cloud, System Integration & Desk)
at a tech services company with 1,001-5,000 employees

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Use Case

“Amazon Connect Analytics allows customers and users to gain insights into their contact center data, understand their volume, and build dashboards to achieve visibility..”

Matus Pohancenik

Customer Delivery Architect at a consultancy with 11-50 employees

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Amazon Connect Analytics is used to obtain real-time and historic data.

Real-time metrics are used to check on agent statuses, inbound calls, and calls waiting in the queue. .”

Verified user

Senior Software Development Engineer at a transportation company with 10,001+ employees

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“My main use case for Amazon Connect Analytics involves one of our retail companies who is ordering several shoes, where customers order several shoes for them. We have to build a dashboard on how many return customers, how many customers are returning the shoes, how many customers are buying the shoes, what age group they buy the shoes, and what's the demographic of every customer. It can be very region specific; for instance, let's say they're buying shoes only from Boston. Therefore, we try to put some analytics in place to say which region is servicing or ordering the most, and then we stay focused on those markets with the help of that analytics..”

Sandeep Marwah

[Read full review](#) 

Vice President, Ccaas Consulting Cct, Bd & Solutions at HGS - Hinduja Global Solutions

“My main use case for Amazon Connect Analytics is for agent time, including the times they are engaging with customers, and their reviews and analytics. We also send that data to our team to find out information.

“A specific example of how I use Amazon Connect Analytics in my day-to-day work is whenever a recent case is opened; I go and check the analytics, looking at how the performance or reviews and how the sentiment analysis are working these days..”

Verified user

[Read full review](#) 

Vendor Programmer at a transportation company with 10,001+ employees

“My main use case for Amazon Connect Analytics is for our help desk service, where we're trying to analyze the interactions that our customers have in order to provide better services.

“One specific example of how I use Amazon Connect Analytics for our help desk service is the sentiment analysis, which helps us identify if the reason a client requests help is because, for example, a client who always calls is upset. Something is really bad with the service he's receiving or the equipment he's using. Based on that, we can create specific plans to help them, which has helped us considerably and has also helped us determine which services the clients are using more. Those are two basic examples..”

Sandra Fuentes

Manager, Digital Infrastructure Services (Cloud, System Integration & Desk)
at a tech services company with 1,001-5,000 employees

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“My main use case for Joulia Amazon Connect Analytics is for custom reporting and connecting the raw data, where I can query with SQL or use my BI tool, for example, Power BI.

“An example of how I use Joulia Amazon Connect Analytics for custom reporting or connecting raw data involves projects that include contact center analytics dashboards, where I set up the instance on Amazon Connect. It contains different contact flows and conversation analytics, with set recording analytics and different types of parameters. The data analytics lake was set up using the S3 Parquet format bucket..”

Niket Kedia

Senior Data Engineer at Publicis Sapient

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Customer Service and Support

“The customer support for Amazon Connect Analytics is phenomenal; we get support from NAMER SIs services very quickly, typically receiving a response back in just 15 minutes..”

Sandeep Marwah

Vice President, Ccaas Consulting Cct, Bd & Solutions at HGS - Hinduja Global Solutions

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“The customer support for Amazon Connect Analytics is sometimes not as responsive and helpful as we would prefer, but it is not the worst. We have had a few occasions where we received great help from their support team..”

Matus Pohancenik

Customer Delivery Architect at a consultancy with 11-50 employees

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Other Advice

“My advice to others looking into using Amazon Connect Analytics is to look for positive feedback. I rated this product eight out of ten. I found this interview to be good; there's nothing I think you should change for the future..”

Verified user

Vendor Programmer at a transportation company with 10,001+ employees

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“My advice for others looking into using Amazon Connect Analytics is to evaluate how easy it is to grow in this service, because it's not only about the features but also how easy you can move between them, and I think the service is very strong in that regard.

“I have no additional thoughts about Amazon Connect Analytics; I just think it's very interesting that you can keep growing on use cases, which will make it even easier. I would rate this product a 9 overall..”

Sandra Fuentes

Manager, Digital Infrastructure Services (Cloud, System Integration & Desk)
at a tech services company with 1,001-5,000 employees

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“We identified that too many fraud calls were coming to our contact center. Thanks to the identification of those calls through Amazon Connect Analytics, we were able to make changes to our flow, adjust the experience, and prevent long-lasting fraudulent calls.

“My advice for others looking into using Amazon Connect Analytics is to deploy it to your account and ensure the data resides within your organization under your control, allowing you to customize your reports. I would rate this product an 8 out of 10..”

Matus Pohancenik

Customer Delivery Architect at a consultancy with 11-50 employees

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“The main thing I wanted to add about my day-to-day use of Joullica Amazon Connect Analytics is that it is connected with Amazon's BI tool, [QuickSight](#).

“I would advise others looking into using Joullica Amazon Connect Analytics to start with a trial, then create a small project, conduct a POC, and if they find it suitable, they can continue.

“I would rate this product a 7 out of 10..”

Niket Kedia

Senior Data Engineer at Publicis Sapient

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“We receive information from Amazon Connect Analytics through various formats, including dashboards, which will be shown to our operations people. The contact center operations will look at these dashboards and then decide the

outcome or the journey and what's their next action based on that.

“Regarding the features, I would say that dashboards are difficult to build but easy to use. We have a specialist whose job is to build those dashboards and ensure that they meet all operational requirements. Once it meets that, it's very easy to use, but going through that journey is a little bit of a pain. We have to go back and forth with the operations and the system a lot. It typically takes us one to two months to fine-tune a report, but once it's fine-tuned, then it just keeps working.

“I would advise others looking into using Amazon Connect Analytics to do good due diligence and meet customer expectations and operational demands before starting to build the dashboard, ensuring they gather the requirements first. I have given Amazon Connect Analytics a rating of 8 out of 10..”

Sandeep Marwah

Vice President, Ccaas Consulting Cct, Bd & Solutions at HGS - Hinduja
Global Solutions

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