

KORBYT[®] ADAPTER SHEET

FEATURING AMAZON CONNECT



The Korbyt Script Adapter interfaces with Amazon Connect to display critical status and performance data in contact centers and other live data driven environments.

The configuration requirements for the Script Adapter defines the data that is collected for real-time and intra-day historical data through a secure connection.

WHAT?

The Amazon interfaced Script Adapter can be leveraged across all applications of the Korbyt platform, from Korbyt Signage TV displays, to Korbyt InView on desktops and KorbytGO on mobile phones.

Using comprehensive data visualization, both employees and leadership are updated on key performance indicators that are critical to take decisive action.



Wall display with real-time data driven by Amazon Connect

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WHY?

- ▶ Improve client satisfaction with educated and engaged customer service representatives
- ▶ Trigger informed agent action and response with visualized KPI's and real-time performance metrics
- ▶ Empower change to workflow with instant alert notifications
- ▶ Encourage healthy employee competition to generate engagement with gamified visual performance incentives, events and contests



Korbyt Inview with real-time contact center data driven by Amazon Connect

TECHNICAL REQUIREMENTS

- ▶ Client to engage Amazon to obtain the following:
 - "AccessKey"
 - "SecretAccessKey"
 - "InstanceID"
 - Desired "Queue Names" to be displayed"
- ▶ Refresh rate
 - Default rate is 30s, with faster refresh rates available with purchase of a dedicated real-time data server
- ▶ Data collection method
 - Web service integration to Amazon Connect API