

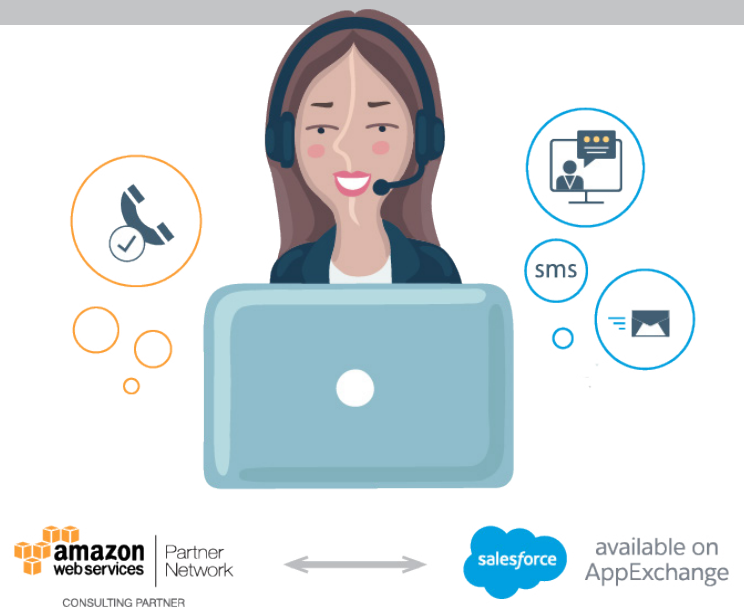
# SF Toolkit for Amazon Connect



The SF Toolkit for Amazon Connect provides deeper integration between Salesforce and Amazon Connect through configuration options rather than having to invest in code development.

It synchronizes Salesforce Omni-Channel and Amazon Connect voice to maximize effective use of both platforms.

Twenty years of contact center best practice experience has enabled Aria Solutions to create a simplified toolkit of the highest quality functionality.



## Core features include:

- Retrieval of Salesforce Data via Amazon Lambda functions for use by Amazon Connect for tasks such as customer authentication and potential interaction routing decision parameters
- Ability to create records in Salesforce via Lambda functions called in Amazon Connect routing strategies
- Integration of Amazon Connect reports into Salesforce reporting engine for use in such tasks as quality assurance scores and performance analysis
- Access to Einstein and Sentiment Analysis in call recording from Amazon Connect
- Inclusion of disposition codes from Amazon Connect into Salesforce
- Ability to track interaction ownership across both platforms in one system of record
- Salesforce omni-channel presence synchronization with Amazon Connect

Aria Solutions has packaged the above functionality to create a solid base of integration between two revolutionary platforms in the CRM and contact center space.

Due to a very robust open API set, expansion possibilities are endless. To learn more, [contact Aria Solutions](#) to see what is possible.

