



AMAZON CONNECT SOFTPHONE BY MIRAGE

OVERVIEW

Amazon Connect is a powerful contact center solution, but it lacks one feature – a SoftPhone, which is **always available even when the browser is closed**. AC SoftPhone by Mirage exactly offers that feature. It loads with the operating system (Windows / macOS) and is always available for calls.

EASY SETUP

The installation **does not require any administration permission** (Windows), as it installs in the user folder. On macOS, drag the app just into the application folder. The configuration is super easy. You only need the Amazon Connect instance name and select a data center. An essential feature is that the **ring tone for inbound calls can be on an additional device** so that you never miss a call.

AC SOFTPHONE

The AC Softphone by Mirage internally uses the Contact Control Panel (CCP). This ensures that always the full feature set, which the Amazon Contact Control Panel offers, is available.

It includes call transfer, conference call as well as forwarding the call to a mobile.

SYSTEM REQUIREMENTS

- Windows or macOS
- Amazon Connect Account

PRICING

AC SoftPhone by Mirage is available as a subscription, which includes support via ticket system. Contact sales@mirage-systems.com to get a quote.

SALESFORCE INTEGRATION

Mirage offers also a contact center integration in Salesforce with Amazon Connect – **CTI Data Connector for Salesforce** - www.mirage-systems.com

