

DAVINCI™

Invent Your Ideal Contact Center

DaVinci for ServiceNow

Cloud, Premise and Hybrid Solutions

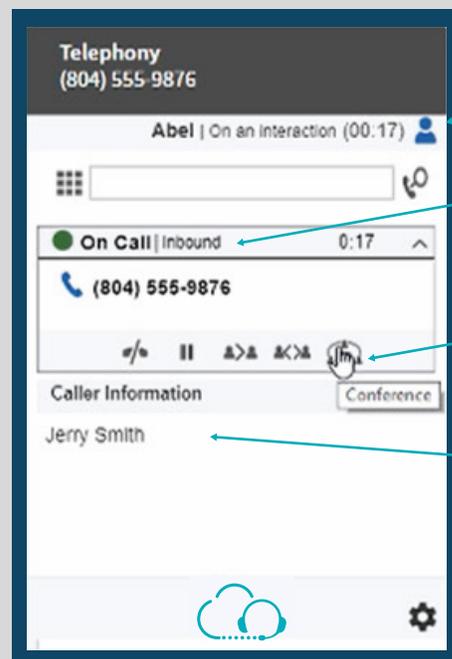
Enable a full 360 degree view of customer interactions in ServiceNow

Power up the customer experience by enabling your ServiceNow driven service desk with voice, chat and text capabilities. AMC's DaVinci App for ServiceNow provides an embedded UI that empowers agents with the ability to communicate directly within ServiceNow and support customers on their preferred channels. Customer Service agents can place, receive, and transfer customer interactions with real-time access to ServiceNow customer data. Integrate your existing phone infrastructure as well as digital channels to increase productivity, improve the agent and customer experience and enhance the efficiency of the entire service organization.

Features at a Glance

- Embedded UI
- Screen Pop
- Click-to-Dial
- Contextual Call Controls
- Compatible with NowPlatform and Agent Workspace

Agent Toolbar



Agent State Control

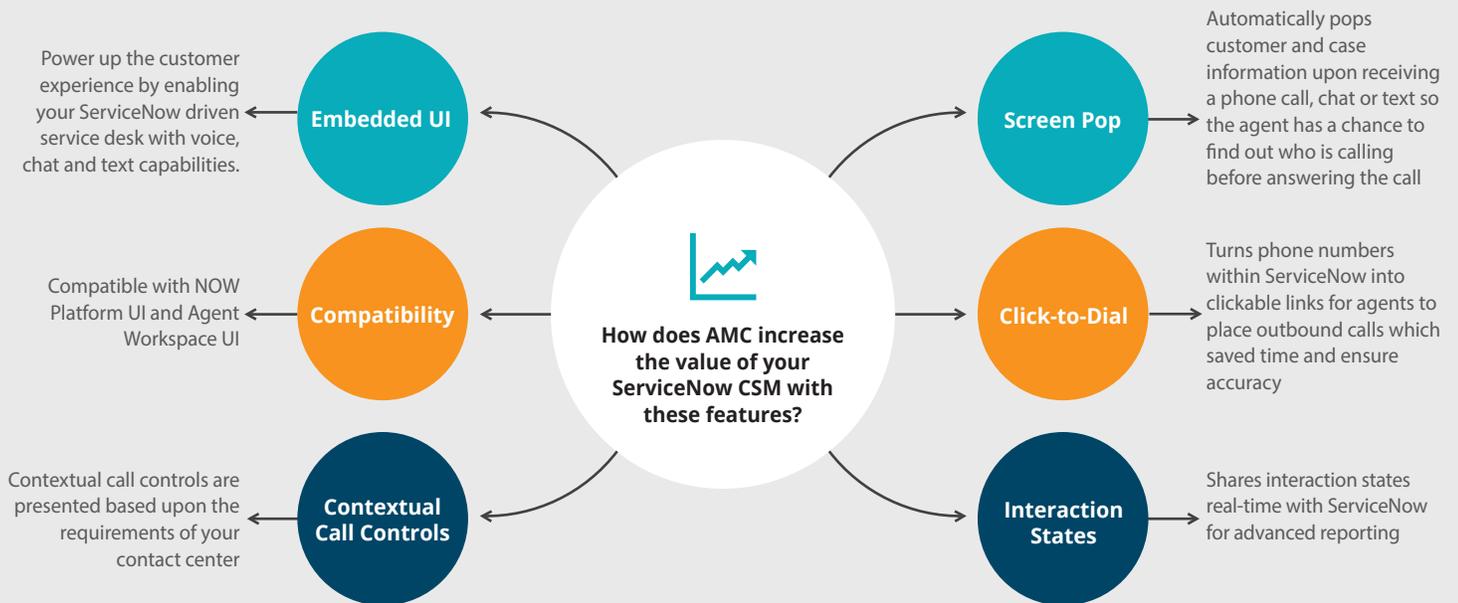
Call State

Contextual Call Controls, Support for Hold/ Retrieve, Transfer & Conference

Caller Information

Key Features & Benefits of ServiceNow

Utilize advanced features that increase efficiency for your agents, customers & business



Why Choose AMC Technology?

Unparalleled experience makes our solutions more reliable

- Founded in 1995, AMC has true contact center experience with both enterprise and small to mid-sized customers.
- Customers in over 30 countries, from Australia and Zimbabwe to Canada and Mexico.
- 24/7 online support with flexible managed services packages available.
- Our DaVinci architecture allows organizations to switch integration points easily.
- We are certified Level 1 Security Trust Assurance and Risk by Cloud Security Alliance.



Lets start talking about your project!

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