Utilize AMC’s DaVinci anywhere customer engagement happens to orchestrate incredible experiences for customers and customer service representatives.

DaVinci is an interaction orchestration platform enabling the building and deployment of agent and customer experiences. DaVinci is made up of two primary layers:

**Experience Orchestration:** DaVinci’s event-driven architecture and enterprise application framework along with the largest collection of pre-built apps for leading CRM and contact center solutions gives CX leaders and solution architects complete control of the user experience.

**Deployment Orchestration:** Through infrastructure services like identity and access management, and data management with day 1 data protection DaVinci simplifies and accelerates deployments of interaction management solutions.

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**Why Orchestrate?** Take control of your whole customer experience ecosystem on one orchestration platform

- **Gain more control of the agent experience**
  - Easily create apps and UI changes with little to no code that decreases processes and applications agents need to complete daily tasks

- **Use interactions to drive efficient business processes**
  - DaVinci customers utilize this to create efficient solutions for credit card processing, ticketing systems, verification, and other custom made applications

- **Combine CCaaS with other services**
  - Additional services include Open AI, Twilio SMS, Power Automate, Power Apps, Lightning Flow, Authentication and more

- **Utilize interaction events for insights and AI training**
  - Train AI models with interaction data processed by DaVinci within your business applications for AI like predictive & sentiment analysis, chatbots, etc.

- **Transfer calls to knowledge workers outside of your CCaaS platform**
  - Give employees from other departments access to interact with customers in addition to gather insights from interaction data

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**Powerful Embedded Integration**

Save 30 seconds per interaction with advanced contact center integration tools*

- **Screen Pop**
  - Automatically pops a customer’s account information upon receiving a phone call or activity

- **CRM Embedded Toolbar with Call Controls**
  - Highly configurable controls which are presented based on the status of the interaction the agent is associated with (hold, transfer, conference, etc.)

- **Customizable Call Notes**
  - Ability for agent to easily select customized options for call notes for higher efficiency and reporting capabilities

- **Customizable Wrap-Up/ Read Codes**
  - Map to existing interaction wrap-up codes to toggle readiness status for next customer interaction with easy access to controls

- **Click-to-Dial**
  - Turn numbers in your CRM into clickable notes

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*Based on averages from real DaVinci customer data

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Why Choose AMC Technology?

We’ve been creating tech that improves CX since 1995

- DaVinci uptime boosts 99.8%
- Customers in over 30 countries, from Australia and Zimbabwe to Canada and Mexico.
- DaVinci’s interaction orchestration platform allows customers to extend, enhance and customize DaVinci to solve contact center challenges.
- Level 1 Security Trust Assurance and Risk Certification with Cloud Security Alliance.

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