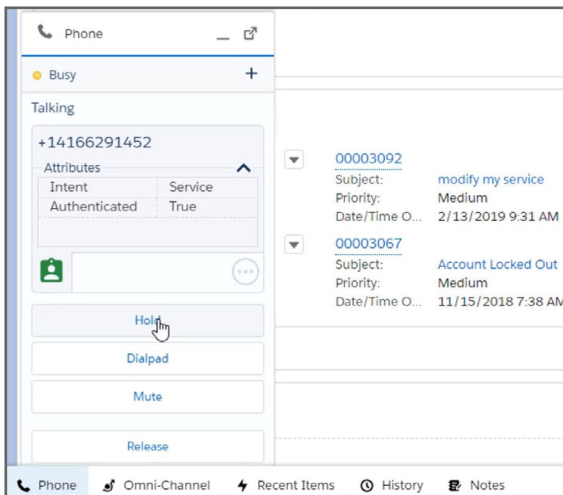




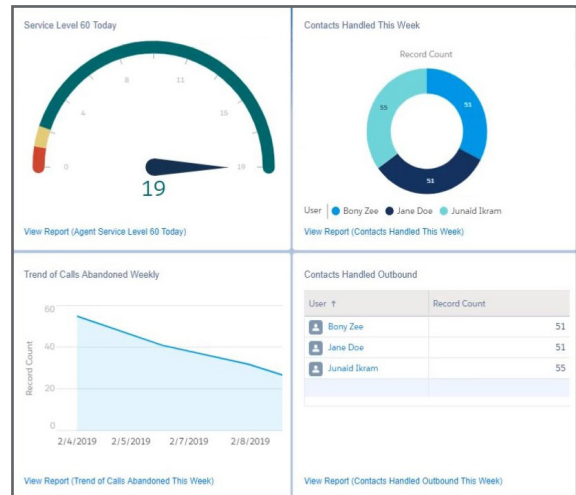
Comprehensive integration of Amazon Connect within Salesforce

Legato is a full-featured softphone within Salesforce that gives your agents a complete view of customer data, interactions, and cases. With Legato, you can fully utilize Amazon Connect and Salesforce functionality to give you the competitive advantage of delivering faster, smarter, more personalized service.

Getting started with Legato is easy. We have automated routine agent tasks and equipped you with out-of-the-box reports to help you maximize agent productivity, immediately. Also, we kept an open architecture so Legato can be customized to suit your needs.



Softphone



Reports

Highlights



Salesforce-centric design



Automation of repetitive agent tasks



Twelve pre-built reports



Customizable



24/7 support with optional professional services



Easily scalable and configurable

Leverage Salesforce and Amazon Connect functionality



- Enables a 360°-view of the customer through one pane of glass for customer data, interactions, and cases.
- Integrates Amazon Connect voice calls, data and recordings, and reporting data into Salesforce.
- Supports Salesforce digital interaction channels such as chat, social, and text.
- Enables use of other services within Salesforce and AWS such as Einstein and Comprehend.

Empower your agents to operate with ease



- Automated Salesforce tasks such as screen-pop, object-lookup and modification, preview of outbound records, and closing of call wrap-up screen.
- Built-in Lightning Flow activities to set agent presence, dial a call, and modify contact attributes.
- Synchronizes Amazon Connect agent state with Salesforce Omni-Channel.

Managed product with 24/7 support



- 24/7 support from experts in contact center, Amazon Connect, and Salesforce problem resolution.
- Experienced and dedicated development team that regularly delivers new, value-added functionality.
- Optional expert professional services available.

Who are we?

At Aria we believe that everyone should have a great customer experience – regardless of industry, organization size or channel. We are here to collaborate and solve business and technology problems with you, so you can sleep better at night. Our enthusiastic and highly experienced team can break down your silos and ensure you have a unified customer engagement solution.



1200+
successful
projects



500,000+
employees
enabled



58
platform
certifications