AMACH | aws

Deliver a Passenger First Experience
Amach Call Centre Platform With Connect

Amach's Call Centre Platform With Connect empowers airlines with software, infrastructure, and consulting services designed to accelerate revenue, optimize operational efficiencies, and drive cost savings—all while enhancing passenger experiences across every touchpoint. Amazon Connect is a cloud-based center. It enables airlines to set up customer support centers with features like voice chat, and task automation.

Amach Call Centre Platform With Connect
Key Results

93%	**95%**	**90%**	**27%**	**27%**
Reduction in call waiting times	Reduction in voice touchpoints	Reduction in call abandonment rates	Reduction in average handling time	Improvement in FCR

Susanne Carberry
Chief Customer Officer, Aer Lingus

Aer Lingus

"As a result of the Amazon Connect implementation managed by Amach, we were able to remove large element of customer complexity with over 160 different voice touch points into 8 clean queuing profiles. This allowed the Aer Lingus Customer Contact Centre to be more than 50% more accessible this summer (2023) in comparison to last summer (2022). We were also able to significantly increase our agent productivity and reduce agent handling time meaning that our customers didn't have to wait as long to access human support. This has been a game changer."

Overcome Key Challenges
To Deliver Better Passenger Experiences

- Inconsistent and repetitive experiences across channels
- Disjointed applications requiring extensive agent training
- Disconnected and incomplete data, limiting customer insights
- Slow innovation with high costs and long implementation times

Amach Call Centre Platform with Connect
Enhances Every Passenger Touchpoint

Amach offers a flexible and scalable platform that helps airlines deliver consistent, high-quality passenger interactions while improving operational efficiency. Our Call Centre Platform with Connect empowers agents, supervisors, and administrators, providing the tools they need to deliver a superior passenger experience.

Customers – Omni Channel Experience

- High-Quality Voice
- Conversational IVR & Chatbots
- Web/Mobile Chat & Messaging
- Outbound Campaigns
- Biometric Real-time Authentication

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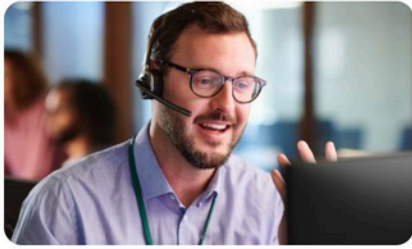
Empower Your Agents to

Serve Passengers Faster and Better

Amach's Call Centre Platform With Connect provides tools to streamline agent workflows, allowing them to access unified customer profile and case management systems quickly. With step-by-step guides and intelligent assist features, agents can resolve passenger issues more efficiently.

Agents – Agent Empowerment & Productivity

| Agent Workspace	Knowledge and Agent Assist	Unified Customer View	Case Management	Step-by-Step Guides

Actionable Insights to

Improve Passenger Satisfaction

With real-time and historical metrics, Amach Call Centre Platform With Connect allows supervisors to monitor performance, optimize workflows, and plan for future capacity. The real-time conversation analytics powered by AI helps airlines make data-driven decisions that enhance passenger experiences.
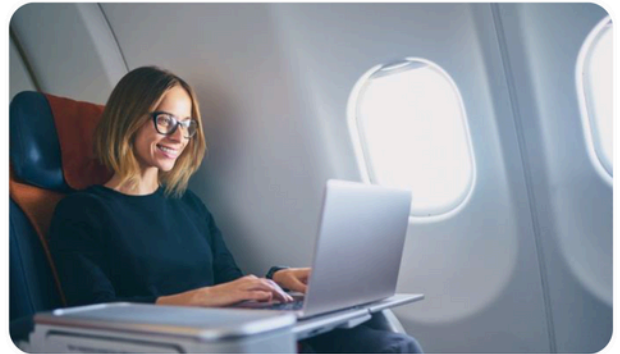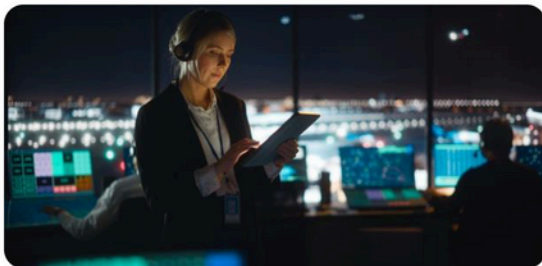
Supervisors – Analytics, Insights & Optimization

Real-Time & Historical Metrics

Real-Time Conversation Analytics

Forecasting and Capacity Planning

Streamline Operations with

Scalability and Flexibility

The Amach Call Centre Platform With Connect provides a secure, scalable, and user-friendly platform for administrators. With a self-service UI and modern APIs/SDKs, the system is easily configurable to meet the specific needs of airlines, reducing implementation time and costs.

Administrators – Configuration & Flexibility

Simple, Self-Service UI

Secure, Reliable, and Scalable Platform

Modern APIs & SDKs for Seamless Integration

Contact us today to learn how we can help accelerate your revenue and optimize costs while delivering a better passenger experience

Ready to Learn More?

Empower your agents and improve your passenger experience with Amach Call Centre Platform With Connect

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