Radish Systems ChoiceView® Products Available in AWS Marketplace

BOULDER, CO (December 8, 2022) — Radish Systems is pleased to announce that ChoiceView Visual IVR and ChoiceView Visual Agent are now listed as products in AWS Marketplace, the online software store of Amazon Web Services. ChoiceView makes it easy for organizations to share visual information in real-time during calls and reap dramatic efficiencies in interacting with their callers. Through increased exposure and visibility for ChoiceView, Radish can help more organizations reduce costs, make money, and improve their customer experience.

New Type of Phone Call

ChoiceView is a new type of phone call. It's patented. It starts with the familiarity of a voice phone call. It's not as intimidating as a videoconference. It's enabled through an open, cloud-based Communications Platform as a Service (CPaaS). It's inherently compatible with phone endpoints worldwide.

ChoiceView provides an enhanced customer experience (CX) for callers and allows businesses to convey information in a smarter and more efficient way. It's easy to deploy, use, enhance, and maintain. It works with first-time callers without requiring a mobile app. It's positioned for wide adoption worldwide in many industries with killer applications including customer service, e-commerce, telehealth, technical support, and more.

The Power to Visually Interact with Customers

ChoiceView Visual IVRs and Visual Bots allow callers to SEE and HEAR information on standard calls they make to businesses. Visual IVRs eliminate the tedious voice-only interactions with automated phone systems. Instead, callers are presented with visual menus and visual responses while talking and hearing on the same phone call they started with. Callers can navigate 4X faster using visual menus and can better understand the information presented.

ChoiceView Visual Agent allows contact center agents to visually share information with callers — instead of reading it back from their screen — while continuing to talk on the same phone call. Customer service representatives, health coaches, and contact center agents can access and send most any visual material, either from a predefined library or windows open on their screen. Visual live assistance allows agents to convey information faster with fewer errors, make additional sales, and improve their interaction with customers.

For developers who want to add ChoiceView capabilities themselves in their own voice apps, there's a ChoiceView lambda function. It's available as an Amazon Connect Quick Start Integration. An automated script allows developers to easily obtain their own lambda copy and go from there.

Shouldn't we expect this voice-and-visual capability on the routine calls we make everyday? "Now I see what you're talking about!"™.

About Amazon Web Services

Amazon Web Services (AWS) is the world's most comprehensive and broadly adopted cloud offering, with more than 200 fully featured services available from data centers globally. Millions of customers — including the fastest-growing startups, largest enterprises, and leading government agencies — are using AWS to lower costs, increase security, become more agile, and innovate faster. AWS Marketplace enables qualified partners to market and sell their software to AWS Customers. AWS Marketplace is an online software store that helps customers find, buy, and immediately start using the software and services that run on AWS.

About Radish Systems

Radish Systems, a mobile/enterprise software and professional services company, improves the way organizations communicate visually with all callers through its award-winning ChoiceView Visual IVR and Visual Agent product line as well as its phonebot, chatbot, and survey technology. ChoiceView is a patented, omnichannel, cloud-based communications service, accessible via web apps and APIs. It introduces a new kind of voice-and-visual phone call positioned between a voice-only call and a videoconference. It delivers an enhanced user experience on the types of calls we make everyday and improves contact center efficiency and accessibility. Radish is an Amazon Technology Partner. Visit us online at Radish Systems, ChoiceView for Amazon Connect, and ChoiceView in AWS Marketplace. Follow us on Twitter, Facebook, and LinkedIn.

MEDIA CONTACT
Theresa Szczurek, Radish Systems, 303.817.3307, media@RadishSystems.com

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TAGS
ChoiceView, Radish Systems, AWS Marketplace, Amazon, Amazon Technology Partner, visual agent, interactive voice response, visual IVR, omnichannel IVR, CX, customer experience, unified communications, contact center, mobile customer support, customer relationship management, mobile self service, visual customer service, voice with visuals, visual sharing, mobile digital engagement, visual automated agents, phonebot, chatbot, telehealth, telemedicine, help line.

SAMPLE TWEET
@RadishSystems ChoiceView products available in @AWSMarketplace allowing businesses to share visuals during calls. https://radishsystems.com. #cx #contactcenter #ivr #phonebot #helpline #visualivr #amazonconnect #AWS