

19 Comparison

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Pro tips

? Quote the product name the opened page uses. Amazon's guide says Amazon Connect Customer is the current name of the product previously called Amazon Connect.

? Google's legal change log records a rename to Gemini Enterprise for Customer Experience.

The CCAI Platform docs page opened for this track still uses Contact Center AI Platform.

Interview traps

? Ranking vendors, or copying a price, a market share, or a certification list this track did not open.

? Saying the CCAI Platform docs page was renamed away because a change-log line exists.

Cheat sheet

Microsoft voice channel, plus Connect Extend Unify

Amazon Connect Customer, this guide

Google docs Contact Center AI Platform

Change log GECX rename is a separate page

No rank equal bars mean pages opened

Facts in the long lessons were checked 14 October 2026. This sheet is a memory aid.

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