Amazon Connect Design & Implementation

Our Amazon Connect Design & Implementation service helps organisations modernise and optimise customer contact centre capabilities using Amazon Connect. Experienced AWS solution architects work with your teams to define a robust business case, detailed technical design and delivery plan that de-risks your contact centre transformation. Our implementation specialists then work closely with your team to deliver and configure the solution, ensuring it is production-ready and aligned to operational needs.

Features

- Development of a business case with ROI projections and multi-year cost analysis
- Technical solution design covering contact centre architecture and omnichannel strategy including voice, chat, email and SMS
- Integration design for CRM, business systems, analytics and automation workflows
- AI and automation planning, including agent workflows and chatbot integration where appropriate
- Configuration and implementation of Amazon Connect and supporting services
- Implementation of contact flows, queues, routing logic and agent experiences
- Comprehensive testing and quality assurance of the implemented solution
- Collaboration with your teams throughout design and delivery
- Tailored to your organisation's specific operational and regulatory requirements

Benefits

- Clear financial insight, including ROI and total cost of ownership projections
- A well-defined technical design aligned to your contact centre requirements
- Reduced delivery risk through a structured design and implementation approach
- A fully implemented and tested contact centre solution ready for live use
- Smooth transition into live operation with support during cutover and stabilisation
- Access to a modern, cloud-native contact centre platform
- Omnichannel customer engagement across voice, chat, email, SMS and AI-driven interactions
- Improved scalability and flexibility to adapt to changing demand
- Better agent and customer experience through modern tooling and automation
- Outcomes aligned to your organisation's customer service and operational goals

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