



2 Weeks | Estimated \$18,000 (AWS POC funding may apply)

Accelerate Implementation of a Contact Center POC

Presidio Consulting Offer – Based on Amazon Connect

Deploy a Cloud-Based Contact Center Within 2 Weeks

This Proof of Concept (POC) Accelerator is designed to help reduce risk and streamline deployment of a contact center based on Amazon Connect. This approach provides an opportunity to test the Amazon Connect solution in a production setting.

Benefits

Amazon Connect is a self-service, cloud-based contact center service that makes it easy for any business to cost effectively improve customer service. Amazon Connect is based on the same contact center technology used by over 70,000 simultaneous Amazon service associates around the world on a daily basis to power millions of customer conversations. Presidio can provide the domain knowledge and experience to quickly implement your own contact center.

- Rapid deployment of a POC to quickly realize the benefits of Amazon Connect
- Implement advanced capabilities like skills-based routing, Interactive Voice Response (IVR) menus, Amazon Connect Softphone, and Contact Center Reporting
- Provides the foundation for a more customer-centric contact center by adding components such as Amazon Lex Chatbot, Workforce Optimization (WFO), and analytics
- Potential for additional cost savings through AWS POC funding

Presidio Professional Services

With over 15 years' experience in contact center technologies, a national footprint with 60 U.S. offices and 2800 professionals, Presidio NASDAQ: PSDO is well positioned to help customers implement Amazon Connect solutions to meet their business objectives. Whether customers are looking to implement full self-service IVR applications, introduce speech-driven interactions with their customer via Lex, or build integrations to backend systems to drive productivity, Presidio has the skills necessary to ensure successful outcomes for our customers.

Key Activities

Presidio will provide the professional services to design, configure, test, and deploy the contact center application within 2 weeks. This approach gives customers an opportunity to test the Amazon Connect solution in a production setting. The POC provides skills-based routing, and IVR menus, as well as Amazon Connect Softphone and contact center reporting.



Assess the customer's business objectives to determine gaps between the current state and preferred end state



Analysis of customer call volume to provide Amazon Connect monthly pricing estimate



Implementation of skills-based routing, IVR menus, Amazon Connect Softphone, and Contact Center Reporting



Remote go-live support



Amazon Lex chatbot development

Customer Ready Solutions

Discover consulting and managed services offers that can help you achieve your business needs with scalable solutions from APN Consulting Partners that have validated their consultation capabilities with Amazon Connect.

[Visit here to learn more about Customer Ready Solutions.](#)

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