



CONCENTRIX FASTSTART FOR AMAZON CONNECT PROFESSIONAL SERVICES



Concentrix makes it easy to engage in conversations with your customer that are natural, easy, and connected. As an Amazon Connect delivery partner with 800+ years of combined experience, our team can deliver a cloud-based solution that meets your specific business goals, and provide the ongoing support needed to ensure continued optimization for even the most complex contact center challenges.

Highlights



Quick implementation of Amazon Connect with voice and chat for 10-100 advisors



Amazon Connect Managed Services



90-day free consultative engagement to assess performance



Overview

When you're a small or medium-sized business, moving your contact center to the cloud can seem daunting if you try to do it yourself. There are thousands of details to consider to ensure that your solution meets your needs and runs smoothly, and many companies don't have the staff or time to devote to figuring out all of those details.

Our team has developed a package to get your contact center running on Amazon Connect FAST. In addition, we will provide ongoing Managed Services to ensure that your solution continues to run smoothly.

What You Get:

- Contact center setup for 10-100 advisors in North America and Canada
- AWS-provided telco services (DID and TFN)
- Voice and chat
- Native Amazon Connect recording retained for up to 120 days
- Standard real-time and historical reporting from Amazon Connect
- Managed services for monitoring, alerting, fault resolution, and helpdesk function
- 14-day check-in with Concentrix expert
- 90-day free consultative engagement to assess performance

Let Concentrix do the heavy lifting with FastStart so that you can focus on your business!



CONNECT WITH US

Contact us to talk about your needs and how we can help create an amazing and effective experience for your customers.

+1 800-747-0583

www.concentrix.com