

Amazon Connect Workshop

Each interaction with an agent, supervisor, or chatbot leaves an impression on your customers.

We will help you define the path forward for migrating to Amazon Connect:

- Reduced Cost of Ownership
- Predictable Costs
- Scalability without Boundaries
- Agility
- Reliability and Continuity

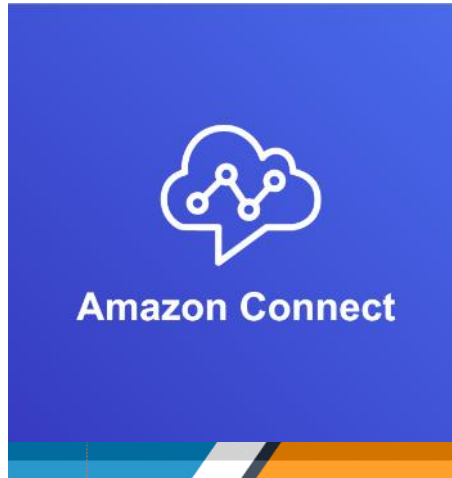
Our immersive workshop is designed to reveal the cutting-edge capabilities Amazon Connect brings to customer experience.

Who Should Participate

As Presidio facilitates these workshops in a single day, application or business owners and subject matter experts are crucial representatives who need to participate directly.

Suggested Attendees:

- Business Stakeholders
- IT Leaders & Support Teams
- Innovation Managers



Workshop Topics

The following topics may be covered during the workshop:

- **Consumption Based Billing:** No licenses, contracts or usage commitments.
- **Scalability:** Dynamically scales up or down, based on demand, without intervention.
- **Agility:** Frequent release of new features and enhancements allows for rapid adaptation to changing customer needs
- **Omnichannel Capability:** Ability to interact with the contact center with the channel of the customer's choosing: voice, chat, SMS or social media.
- **Artificial Intelligence and Machine Learning:** Built-in AI and ML to personalize and automate interactions, understand customer sentiment, authenticate callers, and enable capabilities such as interactive voice response (IVR) and chatbots.

Key Workshop Outputs

Gain immediate value and insight through the following key outputs of the workshop:

- Identify specific areas within your customer engagement process where Amazon Connect can deliver the most value, from automation to personalization. Develop a migration plan that least impacts business operations and ensures customer service continuity.
- Outline strategies to leverage Amazon Connect, and its broad set of features and capabilities.
- Create a strategic roadmap for the phased implementation of advanced features, including key milestones, measurable success metrics, and alignment with overall business objectives.

Benefits of Workshop

The workshop provides your leadership team with the following benefits:

- An understanding of Amazon Connect's full range of features and capabilities for your Contact Center and Customer Experience operations.
- Work with Industry SMEs to develop a migration plan, and best-practice implementation plan tailored to each specific use-case.
- Empowerment of IT Staff with understanding of AWS Connect Architecture and Support Requirements.
- Develop a tailored, step-by-step plan to integrate advanced features and solutions into your contact center and customer experience operations, ensuring alignment with business goals, smooth transition phases, and measurable milestones for success.



Let us know how we can help

Contact Presidio Today: www.presidio.com