



USAN SERVICES FOR AMAZON CONNECT

Amazon Connect Tune-Up



Who We Are

USAN is an AWS Consulting, Technology, and Service Delivery Partner, with a practice specialty in Amazon Connect and customer communication deployments. As an early Amazon Connect partner, beginning in 2017, USAN has worked with SMB to multi-national enterprise customers in designing, integrating, and implementing successful Connect instances.

What Makes Us Different

- **Deep understanding** of complex/AI driven self-service requirements
- **Amazon-first approach** for inbound and outbound voice contact center services
- **Long history** – deploying cloud-based systems in AWS since 2013
- **Highly responsive and agile** implementation teams for SMB and Enterprise engagements
- **Proven track record** of integrating cloud solutions with premises and legacy systems.

USAN Offer

Amazon Connect Tune-Up is designed for companies who stood up a quick Connect instance but are now ready to maximize their Connect investment to improve customer experience and increase agent efficiency.

The package consists of 10 hours of USAN consulting and professional services and will be tailored to meet individual needs. The cost of this engagement is \$1,500.00.

Examples of popular services include:

- **Lambda Integrations** – Leveraging Lambda functions for custom integrations to external systems
- **Holiday Plans and Hours of Operation** – Utilize Lambda and Dynamo DB to dynamically adjust contact flows for holiday routing capabilities
- **CRM Integrations** – Integrate CRM systems with Connect contact flows for a more robust solution
- **Lex Bot Integrations** – Use Amazon Lex to create a conversational dialogue with your customers
- **IVR Self-Service** – Improve the customer experience by adding self-service options within contact flows while simultaneously reducing agent calls
- **Screen Pop** – Deliver critical customer data gathered by customer input and CRM host queries in your contact flow to the agent's desktop to allow for a seamless customer experience

[CONTACT US TO SCHEDULE A CONSULTATION](#)

