USAN Services for Amazon Connect

USAN is an Amazon Web Services (APN) Consulting, ISV, and Service Delivery Partner, with a practice specialty in Amazon Connect and customer communications deployments. With years of AWS experience, as a partner and a customer, USAN has a proven methodology for deploying impactful and proactive Amazon Connect solutions.

The Amazon and USAN Solution

The combination of Amazon Connect, the AWS ecosystem, and USAN's innovative products and technical expertise deliver flexible inbound/outbound and digital contact center solutions.

DESIGN AND IMPLEMENTATION SERVICES FOR AMAZON CONNECT

CX Analysis

Analyze current data, interactions, systems, and processes to determine key areas of friction, inefficiency, and poor customer experience. Provide a scored and stack ranked list of recommendations and implementation options.

Initial Design Considerations for Inbound and Outbound

Key factors to consider and best practices review before designing your Amazon Connect Solution.

Lambda Integrations

Leverage Lambda functions for custom integrations.

CRM Integrations

Integrate your CRM with your Amazon Connect Contact flows for a more personalized and proactive solution.

Lex Bot Integrations

Deploy AI-powered Amazon Lex bots to create a conversational speech and digital dialogue with your customers.

Additional AWS AI Services

Leverage AI and machine learning capabilities including Contact Lens for speech analytics and Wisdom for intuitive agent assistance.

Amazon Chime

Integrate Amazon Chime and Amazon Connect for an omnichannel communications platform. Enable instant person-to-person voice and video calls (VoIP) letting you quickly escalate from messaging to voice or video chat as needed.

IVR Self-Service
Improve the customer experience by adding self-service options within your Contact flows while simultaneously reducing those agent calls to call types that can only be handled by an agent.

Screen Pops
Delivering 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.

AWS Native Reporting Tools
Leverage AWS Services including Lambda for CTR data and QuickSight for creating analytical dashboards.

USAN Contact Suite

Contact Suite provides a critical component of any Amazon Connect implementation. It consists of pre-packaged, natively built solutions that extend the power and functionality of Amazon Connect. These solutions require no integration effort and can be seamlessly implemented to work in tandem with Amazon Connect services.

AGENT DESKTOP FOR AMAZON CONNECT
USAN Desktop is an easy-to-implement application that brings the full power of Amazon Connect to the agent desktop. Desktop supports screen pop, call dispositioning and integration with backend systems.

DIALER FOR AMAZON CONNECT
USAN Dialer is an accessible, TCPA-compliant platform that manages outbound calling campaigns on Amazon Connect. Dialer can run multiple, concurrent campaigns and blend inbound and outbound agent activity.

WEB CHAT FOR AMAZON CONNECT
Web Chat is a communications channel that lets prospects and customers interact with your agents directly from your website.

EMAIL FOR AMAZON CONNECT
Email is another important digital communications channel to add to the omnichannel mix. Agents can respond to emails from traditional email clients or from web and mobile forms.

aws
PARTNER

- Public Sector
- Solution Provider
- Amazon Connect Delivery
- Public Sector Solution
  Provider

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