



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.

MANAGED SERVICES

USAN's Amazon Connect managed services offering is comprised of four key areas including:

Observability – Real-time monitoring and correlation of system log messages, metrics, and anomalies in our 7x24x365 NOC. Our approach to observability is based on identifying and correcting problems before they impact your service.

Incident Management – Tier 1 through Tier 4 (help desk through Advanced Support) break/fix Support of the AWS Connect service, custom software components, and underlying AWS critical infrastructure. We will even work with AWS and other vendors to drive your open incidents to closure as quickly as possible.

MACD (Moves – Add – Changes – Deletes) - Whether adding new Toll-Free numbers, a new agent group, or some other administrative change, USAN will take care of scheduling and implementing changes as quickly as possible.

Optimizations – We will monitor your monthly AWS spending and make recommendations to lower costs and improve efficiencies.

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.



Lambda Integrations

Leverage Lambda functions for custom integrations.

CRM Integrations

Integrate CRM systems with Amazon Connect contact flows for a more personalized and proactive solutions.

Lex Bot Integrations

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

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.



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