

AMAZON CONNECT MIGRATION

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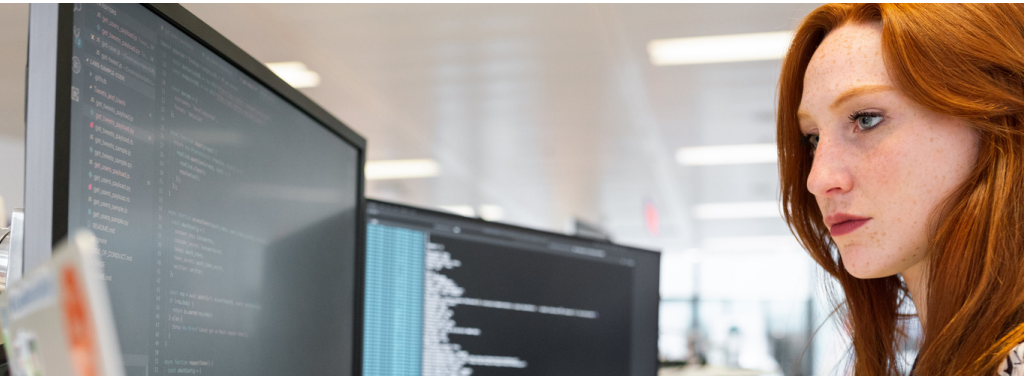
Introduction

Amazon Connect is a cloud-based contact center service provided by Amazon Web Services (AWS). It enables businesses to set up a customer contact center in the cloud without expensive on-premises hardware or software. With Amazon Connect, businesses can manage customer interactions across voice, chat, and other channels in a seamless and personalized way.

The service includes features such as automatic call distribution, call recording, and real-time analytics to monitor call metrics and agent performance. Amazon Connect also integrates with other AWS services, such as Amazon S3 and Lambda, to enable businesses to build customized workflows and automate tasks. Overall, Amazon Connect provides a scalable and flexible solution for businesses to enhance their customer service capabilities.



Amazon Connect Use Cases



Amazon Connect is used by various businesses and organizations that require a cloud-based contact center solution to manage their customer interactions. Here are a few examples of how Amazon Connect is used:

E-commerce companies:

Amazon Connect is commonly used by e-commerce companies to provide customer support for their online stores. With Amazon Connect, customers can easily connect with a support agent via phone, chat, or other channels, and get their questions answered or issues resolved quickly.

Healthcare providers:

Healthcare providers often use Amazon Connect to set up a telehealth contact center, which enables patients to connect with doctors and nurses remotely for consultations and follow-ups. Amazon Connect can integrate with other healthcare software to provide a seamless patient experience.

Amazon Connect Use Cases



Financial services companies:

Financial services companies use Amazon Connect to manage customer interactions related to banking, insurance, and other financial products. With features like call recording and analytics, companies can ensure compliance and monitor agent performance.

Government agencies:

Government agencies use Amazon Connect to provide citizens with support for various services like tax filing, unemployment benefits, and more. Amazon Connect can handle a high volume of calls and integrate with other government systems to provide a seamless experience.

Overall, Amazon Connect is used by businesses and organizations of all sizes and industries to improve their customer service capabilities, enhance customer experiences, and increase operational efficiency.

Challenges of Migrating from a Legacy Contact Center

Moving from a legacy contact center to a cloud-based contact center can be an attractive proposition for organizations, offering benefits such as enhanced flexibility, scalability, and cost savings. However, this migration process is not without its challenges. Organizations must be aware of potential pitfalls that may arise during the transition. Here are some of the common pitfalls that organizations may encounter when migrating to a cloud-based contact center.

LACK OF PREPARATION

One of the biggest pitfalls is the lack of preparation before the migration process. Organizations need to analyze their existing infrastructure, data, and systems, and plan the migration accordingly. Failure to do so may result in data loss, delays, and unexpected downtime.

TRAINING & ADOPTION

The migration process may involve the adoption of new technologies, processes, and systems. Organizations need to provide sufficient training and support to their employees to ensure a smooth transition. A lack of training and support may lead to resistance and reluctance among employees to use the new system, resulting in reduced productivity.

Challenges of Migrating from a Legacy Contact Center

SKILL SHORTAGE

Migrating to a cloud-based contact center may require new skills and expertise. Organizations may face a shortage of skilled professionals who can manage the migration process and maintain the new system.

DOWNTIME & LOSS OF PRODUCTIVITY

Migration to a cloud-based contact center may require downtime, which can impact business operations and productivity. Organizations need to plan for downtime and ensure that critical operations are not affected.

Overall, migrating from a legacy contact center to a cloud-based contact center requires careful planning, execution, and management to avoid potential pitfalls that can impact business operations and customer experiences.

Tips and Insights for a Successful Migration

To ensure a successful migration to Amazon Connect, businesses should consider the following helpful tips and insights:

→ Plan and Prepare

Before migrating to Amazon Connect, it's essential to thoroughly plan and prepare for the transition. This involves conducting a readiness assessment, estimating the total cost of ownership, and identifying potential challenges or obstacles.

→ Engage with stakeholders

To ensure a smooth migration process, it's important to engage with all stakeholders, including employees, customers, and partners. This involves keeping them informed and up-to-date on the migration progress, addressing any concerns or questions they may have, and providing training and support where necessary.

→ Test and Validate

Before rolling out the new system, it's crucial to test and validate it thoroughly to ensure that it meets all requirements and functions as intended. This includes performing user acceptance testing and conducting regular performance testing and tuning.

→ Continuously optimize

After the migration is complete, it's important to continuously monitor and optimize the new system to ensure that it continues to meet business needs and performance requirements. This involves gathering feedback from users and stakeholders, identifying areas for improvement, and implementing changes as necessary.

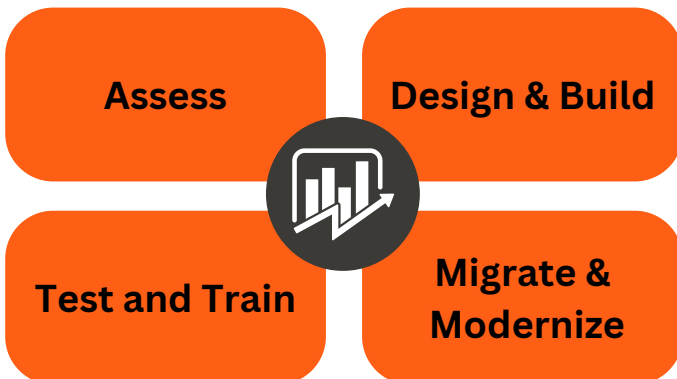
By following these helpful tips and insights, businesses can increase their chances of a successful migration to Amazon Connect and enjoy the many benefits that this powerful cloud-based contact center solution has to offer.

Ensure a Flawless Contact Center Experience with GTS

The success of any business hinges on providing exceptional customer service, and a critical aspect of this is having a reliable and efficient contact center. At GTS, we have a proven track record of migrating legacy contact centers to Amazon Connect with our expert program management approach. Our team ensures a seamless migration process from initial assessment to rollout, resulting in an improved customer service experience.

We understand that your contact center is the gateway to your customer's experience with your brand. It's the first touchpoint for interaction between your customers and your business, and its performance can significantly impact your customers' perception of your company. That's why our team of experts is committed to helping you keep your contact center running flawlessly, so you can focus on delivering excellent customer service and growing your business.

With GTS, you can tap into our expertise and experience a hassle-free migration process that ensures improved customer service and a more seamless customer experience. Don't let a migration to Amazon Connect be a daunting task - trust GTS to deliver a successful transition that aligns with your business goals.



Our Process

At GTS, we believe that a successful migration to Amazon Connect requires a proven program management approach that is tailored to your unique business needs. That's why we have developed a comprehensive and reliable migration process that we apply to every migration, regardless of its size.

→ Assess

The "Assess" phase of GTS's migration process is a critical first step that helps us understand your unique business needs and requirements. During this phase, we conduct multiple sessions with your team, including technical and security meetings, to gather information and identify any potential challenges or roadblocks that may arise during the migration process.

Some of the activities that we undertake during the "Assess" phase include readiness assessments, total cost of ownership (TCO) estimates, and rapid discovery. These activities help us evaluate your current contact center infrastructure, identify any gaps or areas for improvement, and determine the best migration strategy that aligns with your business objectives.

By taking the time to assess your needs and goals upfront, we can ensure that the migration process is as smooth and efficient as possible and that the final solution meets your expectations and requirements.

Our Process

→ Test and Train

Before rolling out your new cloud-based contact center, we take the time to thoroughly test the solution to ensure that it's working properly and meeting your requirements. Our team conducts extensive testing, starting with in-house testing to identify and fix any issues before handing the system over to your team for User Acceptance Testing (UAT). This allows us to iron out any remaining issues and make sure that the solution is working as intended before it goes live. Our goal is to provide a seamless and trouble-free transition from your old contact center to the new cloud-based solution.

In addition to testing, we understand that comprehensive training is critical to the success of any migration project. That's why we conduct multiple training sessions, including train-the-trainer, admin, supervisor, and agent training, to ensure that everyone involved in the contact center has the knowledge and skills needed to use the new system effectively.

By providing thorough training, we help to minimize disruptions to your business operations and ensure that your team is fully prepared to deliver top-notch customer service using the new contact center solution.

Our Process

→ Design & Build

Once we've completed the "Assess" phase and have a clear understanding of your business needs and requirements, we move onto the "Design & Build" phase of the migration process. During this phase, we work closely with your technical team to design technical and network diagrams that detail the proposed solution, including disaster recovery processes, call routing strategies, and agent configurations. We also take care of phone number setup or migration, and CRM integration if required.

Once the design is finalized and approved by your team, we begin building the solution, which includes creating contact flows that define how customer interactions are routed and managed within the new contact center, and configuring agent settings to ensure that they have the tools and information they need to provide top-notch customer service.

Throughout the "Design & Build" phase, we maintain open lines of communication with your team, providing regular progress updates and seeking feedback to ensure that the final solution meets your expectations and requirements. By working collaboratively with your team during this phase, we can build a customized and effective cloud-based contact center solution that meets your unique business needs.

Our Process

→ Migrate & Modernize

Once your new cloud-based contact center is designed, built, tested, and trained, we work with your team to plan the migration carefully. Our team of experts helps ensure that the migration process is smooth and seamless, minimizing disruption to your business operations. We provide post-rollout support to help you operate the solution and address any issues that may arise during the early stages of adoption. Our goal is to make sure that your contact center is up and running smoothly in the new environment, so your team can focus on delivering top-quality customer service.

After the migration is complete, we move into the optimize phase, where we fine-tune the deployment as needed. Our team works with your technical staff to analyze performance metrics and make any necessary adjustments to improve efficiency, reduce costs, and enhance the overall customer experience.

This phase is critical for ensuring that your contact center continues to operate at peak performance and delivers the results you need to grow your business. With our expert guidance and support, you can be confident that your contact center will remain up-to-date and modernized for years to come.

GTS commitment

Our experienced team of experts is committed to ensuring that every step of the migration process is handled smoothly and efficiently, from initial assessment to final rollout. We understand that every business is unique, and that's why we work closely with you to tailor our approach to meet your specific needs and requirements.

One of the key benefits of working with GTS is that you own all the diagrams, source code, and artifacts that we develop during the migration process. This means that you have complete ownership and control over the final product, giving you the flexibility to make changes as your business needs evolve.

Trust GTS to deliver a successful migration to Amazon Connect, with a process that is backed by our years of experience and a commitment to excellence. Contact us today to learn more about our program management approach and how it can benefit your business.



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