



AMAZON CONNECT MIGRATE. MODERNIZE. ENHANCE

INTELLIGENT CLOUD CONTACT CENTER

Migrating to Amazon Connect requires a comprehensive program that involves multiple steps and considerations. A successful migration requires a well-planned and executed approach, including:



Assessment



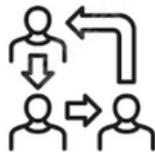
Design



Implementation



Testing



Training



Rollout



GTS has a successful record in migrating legacy contact centers to Amazon Connect with its experienced program management approach.

There are many potential pitfalls an organization encounters during migration from legacy to cloud based contact center. Some are:



Lack of Preparation



Training & Adoption



Integration to other solution



Skill Shortage



Downtime & Loss of productivity

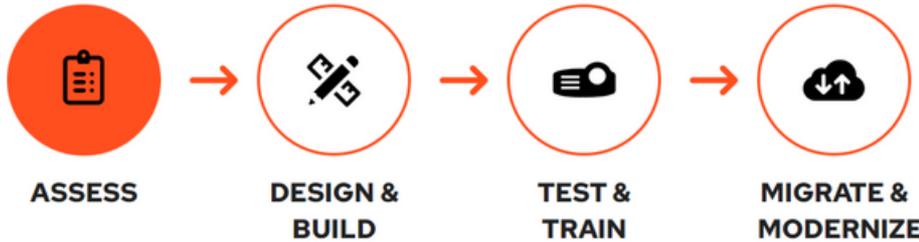
Our team provides a smooth migration process from assessment to rollout, ensuring improved customer service experience. Trust GTS for a successful migration to Amazon Connect.

TAP INTO OUR EXPERTS TO KEEP YOUR CONTACT CENTER RUNNING FLAWLESSLY

Your contact center is the front-door to customer experience. It is the first point of interaction between a customer and your company, and as such, it plays a crucial role in shaping a customer's perception of your company.

GTS PROCESS

We are very proud of our true and tested program management, and we apply it to every migration irrespective of its size. **You own the diagrams, source code and all artifacts.** This is how we deliver.

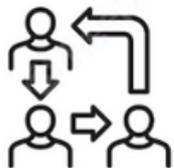


Assess

This phase will consist of multiple sessions including but not limited to technical and security meetings. Some activities include readiness assessment, TCO estimate and rapid discovery.

Design & Build

In this phase we collaborate with your technical team to design technical and network diagram, disaster recovery process. After approval we build the solution including contact flow, agent configuration, phone number setup or migration and CRM integration if any.



Test and Train

Every migration is first fully tested by our team, before handing over for User acceptance testing (UAT). No rollout is successful without training users. GTS team conducts multiple training including which includes train-the-trainer, admin, supervisor and agent training.

Migrate & Modernize

We plan the migration carefully with your team before migration. Once migrated, we help operate the solution under post-rollout support followed by optimizing phase. In optimize phase we fine-tune the deployment if required..



GTS Helps you ...

