

AWS Connect Cloud Contact Center

**R Systems: Reinventing Contact
Centers with Amazon Connect**





Overview

Deliver seamless customer experiences with Amazon Connect—an AI-powered, cloud-based contact center service from AWS. It is designed to improve efficiency, scalability, and security. Amazon Connect, with its flexible features, integrates voice, chat, and analytics, helping businesses optimize operations while enhancing customer satisfaction.

At R Systems, we excel in implementing Amazon Connect, enabling businesses to:

- Create Seamless Omnichannel Interactions
- Boost Agent Productivity with Generative AI
- Optimize Contact Center Performance
- Drive Cost Efficiency & Business Impact with a pay-as-you-go model
- Improve security and compliance

Key Benefits of Amazon Connect



Deliver Seamless Omnichannel Experience

Proactively engage customers at scale with relevant information with Amazon Connect. The AI-driven self-service allows you to deliver natural, intuitive, multilingual experiences to customers.



Operational Efficiency

With a unified, generative AI-powered workspace, your contact center is empowered to deliver superior customer experiences. Agents' After Contact Work (ACW) is also reduced with automated generated summaries after a contact ends.



Cost Savings

Scale effortlessly without upfront infrastructure investments using the Pay-as-you-go pricing model. Customers have experienced a 50% reduction in agent training time and a 60% reduction in call volume with Amazon Connect.



Seamless Integration

Amazon Connect integrates with existing telephony and CRM systems like Salesforce and Zendesk for a unified and efficient contact center experience.



Advanced Security

The solution has built-in compliance, ensuring data protection and privacy.



AI-powered Analytics

With AI-driven analytics and optimization, supervisors and managers gain real-time insights into customer interactions, automatically assess agent performance and deliver personalized coaching.



Why R Systems for Amazon Connect?

As an AWS Advanced Consulting Partner, R Systems brings deep expertise in deploying Amazon Connect solutions for enterprises. Our team has successfully implemented Amazon Connect integrations with leading CRM platforms like Salesforce, Zendesk, and ServiceNow for frictionless transition to cloud-based contact centers.

Industry Expertise

Led by seasoned experts from top BPOs, SaaS providers, and Fortune 500 companies, we bring deep domain knowledge to every engagement.

Comprehensive Solutions

We offer a unique blend of services, support, and software to enhance security, automation, and analytics.

Scalable & Future-Ready

R Systems ensures Amazon Connect grows with your business, adapting effortlessly to evolving needs.

Seamless Migration

We ensure a smooth transition from legacy systems to cloud-native operations with minimal disruptions.

AI-Driven Capabilities

Implement Contact Lens for real-time sentiment analysis, Amazon Connect Voice ID for authentication, and Amazon QuickSight for advanced analytics.

Seamless Amazon Connect Transformation

From setup to optimization, R Systems streamlines workflows in hours—zero disruption, maximum efficiency

System Design and High-Level Implementation Framework

Full-Scale Configuration & Migration:

- Set up instances, claim phone numbers, and define operational parameters.
- Secure migration from legacy on-premises systems to AWS Cloud.
- Phased deployment to minimize disruptions.

AI-Powered Contact Flows & Analytics:

- Tailored voice, chat, and task flows for personalized customer interactions.
- Real-time sentiment analysis with **Contact Lens**.
- Voice authentication with **Amazon Connect Voice ID**.
- Custom dashboards with **Amazon QuickSight** for real-time insights.

Advanced Routing & Queue Management:

- Priority and skill-based routing for efficient call distribution.
- AI-driven dynamic routing based on real-time customer insights.
- Multi-channel routing for seamless voice, chat, and task integration.

Integrations with AWS Services and Third-Party Applications:

- Lambda functions for custom logic and external data lookups.
- **Amazon Lex chatbots** for self-service options.
- CRM integrations (e.g., Salesforce, Zendesk, custom solutions via CTI).



Transform Customer Experience with R Systems & Amazon Connect



Ready to Connect?

Unlock the Power of Amazon Connect Today!

Transform your contact center into a modern, AI-powered experience with R Systems. Let's discuss how we can tailor Amazon Connect to your business needs.

Contact us today

Please reach out to us using the following contact information:

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