AMAZON CONNECT - CONTACT CENTER

Limited Time Offer:
NO-COST PROOF OF CONCEPT*

As a Premier Consulting Partner in the Amazon Web Services (AWS) Partner Network (APN), InterVision combines its deep expertise in AWS cloud with a nearly twenty-year legacy in enterprise communications to deliver seamless contact center migrations to Amazon Connect in weeks, not months. For this limited time offer, InterVision partnered with AWS to provide a no-cost proof of concept (POC) implementation of Amazon Connect leveraging InterVision certified Solution Architect support for qualifying organizations*.

POC Prerequisites
a. Identify 1-2 relevant use cases
   (focusing on customer outcomes/working backwards)
b. Articulate Amazon Connect capabilities and benefits relevant to use cases
c. Conduct a cost analysis
d. Define agreed upon POC success criteria

POC Delivery - Demonstrate Amazon Connect functionality for uses cases through guided deployment and testing

SOLUTION DETAILS
Amazon Connect by InterVision delivers a modernized cloud-based contact center solution that helps mid-size and enterprise organizations provide omnichannel customer experiences, plus optional post-implementation full-service management available by InterVision.

KEY BENEFITS

Reduce Costs
Save up to 80% compared to traditional contact center solutions through a pay as you go model

Simplify Operations
Simplify contact center operations and scale dynamically without installing or managing additional hardware

Deliver Experiences
Deliver omnichannel personalized and dynamic experiences with simplified contact flows and natural language understanding powered by Amazon Lex AI

Deploy Fast
Deliver a modernized and full-featured contact center in weeks not months with hands on support from certified AWS experts

PROOF OF CONCEPT MILESTONE EXAMPLES

1. Discovery Kickoff Meeting
   a. Discuss and identify challenges with the current solution
   b. Identify 1-2 most relevant use cases
   c. Articulate Amazon capabilities and benefit relevant to use cases
   d. Solidify POC success criteria
2. Analyze TCO and review potential savings
3. Document POC use cases and success criteria; validate with client
4. Create AWS account and services infrastructure
5. Build and deliver a solution based on use cases identified
6. POC Period Kickoff Meeting
   a. Validate the use cases designed defined by requirements
   b. Guide client testing using deployed POC solution
7. POC Weekly Status Meetings
   a. Discuss the status of POC; review success criteria
   b. Perform modifications as required
8. POC Wrap-up Meeting; discuss next steps

KEY INTERVISION CONTACTS

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*Terms and Conditions
Offer includes a minimum of 30 agents to qualify, up to two “use cases” and up to 30 agents included, AWS consumption fees are NOT included in promotion, up to 40 hours of professional services labor is included, additional hours charged at $190 per hour, POC must be completed within 45 days from launch and contained in InterVision's AWS test environment. Promotion requires client assigns InterVision as its AWS partner of record for Amazon Connect billing. *Subject to available support through AWS programs. There is no guarantee of funding availability at the time of customer engagement. Some restrictions apply, contact an InterVision representative for details.