



## Streamlined CX through expertly Managed Services

ConnectIV CX™, powered by Amazon Connect enhances customer experiences by offering a managed Contact Center as a Service (CCaaS) solution.

[Learn more](#)

### Support levels range from Standard to Premium

InterVision's managed services combines value-added software components with integrations on Amazon Connect for improved operational efficiency and customer satisfaction. Gain crucial insight into community needs and streamline service delivery by employing GenAI bots to alleviate agent workload. All while cutting costs and gaining the expert insights needed for long-term success. **All tiers include "Automated Platform Lifecycle Management."**

**Our Standard Service** offering is the foundation of our service offerings. The Standard Service level is designed for customers who want to retain a hands-on capability for the configuration and management of their AWS environment, while relying on InterVision for first call support and as a trusted advisor.

**The Premium Service** level is designed for customers who need more comprehensive 24/7 management, alerts, and incident response for their environment, with SLA's as low as 30 minutes. The Premium Service level includes all the services of Standard with additional services up to and including DevOps support.

### InterVision's managed services team offers

- 24/7 US-Based coverage via remote service desk
- Proactive monitoring and response
- SLA-driven response team – incidents, requests, and changes
- Customer Experience-Driven Support Organization
- Information Technology Infrastructure Library (ITIL) based process focusing on incident, change and problem management

### CSAT Score

93%



### Change Success

96.28%

