ScaleCapacity

Ready to Transform Your Contact Center?

Amazon Connect is for you.

A designated AWS Advanced Consulting Partner, ScaleCapacity has deep expertise in helping organizations implement Amazon Connect. Here's how we do it differently:

Get Better CX Through AI

Access to Gen AI and ML is a must for delivering a stellar CX. With more than six years of AI/ML specialization, we help you analyze customer-interaction data to develop a better CX using metrics-driven improvements.

AWS Is Our Playground

ScaleCapacity was born in the AWS Cloud. Our interdisciplinary experience across AWS products means we can troubleshoot any problem that might occur.

Our Chatbot Is a Force Multiplier

Out of the box, Amazon Connect does not offer chatbot functionality. But ScaleCapacity's Gen AI-based chatbot, ready to launch immediately, can answer customer queries, improving your CX and saving money.

Integrate—and Revolutionize—Salesforce or Other Tools

Unlike other vendors, we understand how to integrate your existing CRMs with Amazon Connect, allowing you to benefit from Amazon features like sentiment analysis, automatic voice recognition, and the ability to view your CRM data side by side with voice transcripts. Even better? Your agents can still use single sign-on, allowing them to place their calls from within their pre-existing CRM.

Improve Your Insights via Custom Dashboards

While Amazon Connect offers dashboards, they are not easily customizable. We help customers build customized dashboards to show powerful, relevant business insights—for example, how many calls were handled, per agent, each month? How many calls were queued or handled, per month, per year, etc?

What Is Amazon Connect?

Amazon Connect is an omni-channel cloud-based contact center that delivers a unified customer experience with easy setup and maintenance in the AWS Cloud. Features include:

- Flexible payment model where you only pay for what you use.
- Ability to scale up and down easily to adjust to seasonal call needs.
- Single, unified interface for agents to handle customers, with the ability to log in anywhere, from any device.
- Personalized customer experience by offering chat and voice assistance based on factors like customer preference and wait time.
- Easy integration with other enterprise applications, like Salesforce.

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Why ScaleCapacity?

ScaleCapacity has deep experience helping organizations migrate and optimize their contact centers with Amazon Connect.

Migration: No matter what your current contact center situation is, we can quickly and seamlessly move you to Amazon Connect—and optimize your operations once you're there.

Implementation: We make Amazon Connect setup quick and adaptable, customizing the solution to meet your unique contact center needs.

Integration: Delivering excellent customer service requires access to multiple business data streams. Our experts integrate Amazon Connect with your existing CRM platforms, analytics services, internal tools, and ticketing systems.

Ongoing Support: We deliver 24/7 support monitoring and maintaining your new contact center, ensuring high availability and performance. We can also assist with:

- Creating new call flows
- Applying contact center analytics
- Troubleshooting potential issues
- Optimizing call routing and agent performance
- Implementing CX best practices
- Conducting performance analysis
- Delivering continuous improvement recommendations

ScaleCapacity's Managed Services for Amazon Connect

ScaleCapacity offers comprehensive managed services including:

- System assessment
- System reporting and dashboard
- Admin and user training
- Initial setup and configuration
- Contact flow design
- Integration services
- Performance monitoring and reporting
- System maintenance and upgrades
- 24/7 technical support

OTR SOLUTIONS™

Improving a Freight Company's Sales Process

ScaleCapacity helped OTR Solutions, a freight factoring solutions company, modernize and streamline its trucking bidding system by integrating OTR's existing call center with AWS. Using Amazon Connect to host the call center allowed OTR to reverse its sales process, eliminating hundreds of cold calls per day and freeing agents to focus on higher-value tasks. Moving to Amazon Connect saved OTR a whopping 66 hours per day in agent call time, the equivalent of eight full-time agents. The transformation also resulted in a giant leap in sales—instead of converting only 10% of their calls, today, OTR's agents convert 33%.

An AWS Advanced Consulting Partner, ScaleCapacity has been helping organizations implement and optimize Amazon Connect for more than five years. Learn more at www.scalecapacity.com/services-contact-centers.